



C.A.R.S.

CAYUGA ADDICTION
RECOVERY SERVICES

RESIDENTIAL CENTER

Cayuga Addiction Recovery Services
Residential Addiction Recovery Center

Client and Community Handbook

Revised 08/2021

Hello and welcome to the Cayuga Addiction Recovery Services Residential Addiction Recovery Center (CARS RARC)! At the CARS RARC we focus on transformation and hope and offer person-centered services for all individuals who attend. The Interdisciplinary Team (IDT) provides services through various departments that work together to support each resident in the development of their person-centered treatment plan. This handbook is provided upon admission to each resident and all material in the

Handbook will be reviewed in the Orientation Group that is held on Fridays from 1:30pm-3:30pm. Attendance at the Orientation Group is required for all new residents.

The following departments will be included in your treatment while you are at Cayuga Addiction Recovery Services:

- Community Life Department
- Medical Department
- Mental Health Department
- Counseling Department
- Recreation and Leisure Department
- Vocational Department
- Care Coordination Department
- Administrative Department

The extent to which an individual engages with each department is determined by the identified needs and choices, made each resident, with guidance from their Primary Addiction Counselor throughout their treatment episode.

Department Descriptions and Responsibilities to Residents:

Community Life Department

Staff: Community Manager, Residential Counselors

The Community Life Department is responsible for the day to day community life of the campus including time spent outside of groups and sessions, social time, 12 Step meetings, weekend and evening activities, mealtimes, supervision of medication times, social phone calls, dorm rooms, and community interaction. The Community Manager and the Residential Counselors are the primary staff for this department. This is the department in which staff and program members work together to build and adapt the community to address needs. This department is additionally responsible for management of the client belongings, urine screens and transportations as needed.

Medical Department

Staff: Nurses, Nurse Manager, Nurse Practitioner, Medical Director

The medical department is responsible for all medical and health related needs of the residents, including but not limited to medication assisted treatment (MAT), medication management of non-MAT, internal and off campus medical appointments, medical referrals, pharmaceutical needs, general wellness, initial medical screening and further physical health assessment as needed and ongoing guidance for the Interdisciplinary Team in medical matters. Goals for physical health can be developed with the medical department and added to the Person-Centered Individualized Treatment Plan.

Mental Health Department

Staff: Clinical Supervisor, Nurse Practitioner, Licensed Clinical Social Worker,

Interns

The Mental Health Department is responsible for the initial mental health assessment and diagnosis, ongoing individual mental health services if

appropriate, referrals for psychiatric mental health medication management and evidenced based groups facilitated by a Licensed Mental Health Professional. Even if an individual who enters the program has never had mental health treatment, the Mental Health staff offers the opportunity to explore this aspect of treatment. In addition to the planned services the Mental Health department also offers crisis management on campus including but not limited to suicide risk assessment, referrals to a higher level of care and immediate individual sessions.

Counseling Department

Staff: Primary Addiction Counselors (PAC's), Clinical Supervisor, Interns

The Substance Use Disorder counseling staff is comprised of credentialed counselors, licensed counselors and those who are working on their credential. The Substance abuse counselors, called Primary Addiction Counselors (PAC's), work with each resident to develop an individualized person-centered treatment plan that is referenced and updated throughout treatment to address the dimensions of health, home, community, purpose and referrals. In these dimensions the resident identifies goals and ways to meet those goals with the guidance of their PAC. The PAC and resident then work with the Care Coordination Department to develop a safe and individualized discharge plan. The Counseling department is also responsible for facilitating groups during the daily group times. Each program member has the opportunity to develop their group schedule with their PAC to support progress on the treatment plan goals. The PAC's are responsible for the written documentation in the chart and is completed collaboratively with each resident, as input from each resident is encouraged. PAC's meet a minimum of 1 time every 7 days with each resident individually on their caseload. Additional appointments are scheduled as needed. If a resident struggles to adhere to program guidelines or is not making progress with treatment plan goals the PAC and resident can work together to develop plans for change to further support positive pro-social

progress with treatment plan goals. This type of planning is referred to as Progressive Clinical Intervention.

Recreation and Leisure Department

Staff: Recreation Therapist (CRTS), Clinical Supervisor, interns

The Recreation Department offers:

-Recreation supplies: try something new, learn a new skill, fill your free time with meaningful activities - we have colored pencils, coloring pages, yarn for knitting and crocheting, drawing supplies, beads, paint, woodboring, cross stitch, and much more. Recreation items and activities change with the seasons

-Music: do you have your own MP3 player? You can add music to it on the client computer- guided meditations and relaxing music are also available. Need an MP3 player? See Monica and she can show you which ones you can ask your friends or family to send you.

-Recreation Assessments: Unsure of what you like to do in your free time? The Recreation Therapist will schedule you for a Recreation Assessment to support in identifying recreation suggestions.

-Planning for your future: You can do some research with the Recreational Counselor and see what recreation opportunities are available in your area before you discharge.

-Groups: Bibliotherapy is a good introduction to a book-club setting; Saturday groups offer various activities including BINGO, trivia, and other group games; Leisure Discussion uses a 12-step based workbook to help you develop a healthy leisure lifestyle

Nature activities: The recreation department is responsible for our Bird program – identifying birds that are seen on campus and feeding the birds; enjoying the gardens on campus; walking in nature on campus; enjoying outdoor sports activities; relaxing at a picnic table.

The Vocational Department

Staff: Vocational Counselor, Clinical Supervisor

The **CARS Vocational Program** offers high-level, individualized career and vocational services. The Vocational Counselor meets with each resident individually to engage in a vocational assessment. Based on this assessment which can take up to an hour, residents will have the opportunity to partake in one-on-one career sessions with a Vocational Counselor to work on specific career and education goals.

Clients who are undecided about what direction to go in their career, can participate in Interest, Skills and Values Assessments. The results of these assessments and any additional research are discussed with a Vocational Counselor with the hope of sparking ideas for a satisfying career.

Residents who have already decided upon a career direction are able to research schools and sign up for classes online. Students needing financial assistance are able to use the vocational phones to speak with financial aid offices and Access-VR to secure school funding. Residents can use the vocational computer to fill out online financial aid forms.

Residents who are ready to hit the job market can leave CARS with a professionally developed resume and cover letters. Mock interview practice is also available. Classes on all aspects of job searching are offered and cover topics such as social media, budgeting and finance, using the telephone in job search, and many cutting-edge job search strategies. Self-employment is a great option for many clients and assistance filling out a business plan is available.

While at CARS there are many opportunities to update one's resume, learn new job skills and contribute to the community. A robust Mentorship program gives participants the opportunity to assist newcomers in the program. In this important role, a Mentor provides tours, guidance, and support to the newest residents.

Internships are available to all CARS residents and include roles such as food services, vocational assistant, library intern, bird care, and more.

CARS aims to connect residents to local employment services and programs whenever possible.

Care Coordination Department

Staff: Case Managers, Care Coordinator Supervisor

The Care Coordination Department provides admission services, case management services, support with discharge planning and a host of other services based on the needs of the individual.

General Program Expectations and Guidelines for the CARS Residential Facility

These expectations and guidelines concern day to day activities of the RARC. In order to successfully complete the RARC program residents are required to respect and adhere to the program expectations and guidelines. If an individual is unable to follow these guidelines or fulfill the expectations, it will be addressed within the progressive clinical intervention system.

Please note that not all circumstances, behaviors etc. are specifically covered by this list. Some requests made by staff may be asked of clients due to an immediate situation or concern and the expectation is that clients will adhere to requests from staff.

General expectations for behavior in the community/milieu include but are not limited to:

1. All actions are to be safe and respectful to other community members, staff and visitors, at all times, on and off the premises while enrolled in the CARS program
2. The confidentiality of program members is to be respected at all times. Providing information about other residents to anyone outside of CARS is not allowed. This includes but is not limited to:
 - a) Providing info about residents during personal phone calls
 - b) Providing information to visitors about other residents
 - c) Providing information about a program peer after you have discharged from the program
 - d) Recording conversations at any time in treatment
3. Sexual contact and unwelcomed physical contact including any intimate physical contact with peers in the community both on the premises and off site is a violation of program guidelines and may result in an administrative discharge from the program
4. Sexual harassment of peers and/or staff will initiate the Progressive Clinical Intervention system and may result in an administrative discharge from the program

5. Program members are to remain free from the possession and/or use of any alcohol or drugs other than prescribed medications that are prescribed and dispensed and approved by medical staff for that individual. All medications are to be taken as prescribed in the presence of medical staff.
6. Program members are expected to use respectful language at all times to all individuals including peers, staff, visitors and volunteers
7. Program members are expected to engage in respectful behavior towards all individuals at all times
8. All language is to be free from Hate/Biased speech, derogatory language and curse words at all times. This includes but is not limited to language that expresses racist, homophobic, gender specific derogatory terms or any language that derogatory towards a cultural, ethnic, or religious group. Hate Speech includes drawing or displaying symbols that are derogatory towards any group. Tattoos that fall into this category must be covered.
9. Program members may not make verbal threats or indicate threatening intent towards any program member, staff member or volunteer at any time under any circumstance
10. Program members may not engage in violence or violent posturing towards any other person at any time. Acts of violence may result in an immediate administrative discharge without further clinical intervention.
11. Program members are expected to show respect for CARS property. This includes intentional damage and behaviors where damage might occur unintentionally. to the property is grounds for discharge and efforts should be made to avoid unintentional damage.
12. Program members will show consistent support for program peers, staff members and the community in general.
13. Program members will refrain from negative communication about another individual, the program and staff members. All concerns should be directed to staff members.
14. The use of electronic devices is limited to personal use MP3 players without photo, video/voice recording or internet capabilities. MP3 players with ANY recording capabilities will be placed in storage until discharge. Staff members may take and store in contraband any electronic devices with recording capabilities. During the admission process a staff member will check to make sure the MP3 players do not have recording capabilities.
15. Program members will bring concerns and complaints to staff and can make phone calls to OASAS and the Justice Center. See the Statement of Client Rights provided further on in this handbook
16. Program members will not, under any circumstances, be provided with any personal information about any other resident.
17. Please do not engage in any behavior that places the emotional or physical safety of community members at risk
18. There is not to be any lending, giving or selling any or your belongings to any other program member at any time. This often results in items not being returned. CARS is not responsible for

lost, misplaced, damaged or stolen items. Please do not bring valuable items to the CARS RARC program. Please label your items for safety and identification of what belongs to you.

19. Items “contraband” that are stored by the facility that are taken at admission or that are sent/brought in and do not meet our guidelines will not be accessible during your time in treatment.

Language, respect and adherence to our community standards expectations and guidelines in all aspects of the program include but are not limited to:

1. Language used in all aspects of the program should be free from profanity.
2. Courteous and respectful language towards peers and staff is the expectation in all aspects of the program.
3. All communication should be free from hate speech, disrespectful language and derogatory comments towards any group or individual.
4. If you witness/hear hate-speech or are the target of hate-speech, please report this to a staff member immediately.

Peer interaction expectations and guidelines:

1. Interaction with peers is to be free from physical contact at all times
2. Lockers may not be shared with your peers.
3. Program members must respect the posted room assignments
4. Repeated exclusive interactions/fraternization between peers will be noted by staff and may result in clinical intervention.
5. Note passing among/between peers is not allowed and notes will be confiscated.

Roll Call expectations and guidelines include but are not limited to:

1. Roll Call occurs at the following times in the Great Room. Presence at roll call is required for all program members.
 - a. Daybreak 10:00 AM weekdays and 9:45 AM on weekends.
 - b. Lunch 12:00 PM
 - c. Dinner 5:00 PM
 - d. Snack 8:00 PM
2. In addition to those times noted above staff members do hourly checks from 11:00 PM to 7:00 AM. During the overnight checks staff take care to not disturb the occupants of the room while confirming that all individuals are in their beds. Presence in the assigned room and bed is required.

Group expectations and guidelines include but are not limited to:

1. Group attendance: prompt arrival, attentiveness, staying in group for its entirety and respecting other group members and the facilitator
2. Excused absences include:
 - A. a note from a staff person providing excuse
 - B. bed rest/ pass written by a member of the medical staff
 - C. off campus appointment are reasons for excused absences.

If a group member needs to leave group during group time for a scheduled appointment, a note must be provided to the group facilitator *prior* to the group start time.

3. Preparedness for group including but not limited to:
 - A. bringing group materials to group session

- B. completion of assignments
 - C. the willingness to participate in a positive manner
 - D. respect for the person speaking
 - E. Recognizing that one person may not dominate the conversation
4. Attention to personal needs is expected prior to group start time including use of restroom, getting a beverage, checking in with another staff person, etc.
 5. Adherence to any individual facilitator guidelines
 6. If an individual is not in group an infraction will be issued unless it is an excused absence. If the absence is excused, please let your PAC know so the infraction can be resolved in the medical record.
 7. Please allow space for all group members to speak during group time. Do your best not to dominate the conversations.
 8. Please do not enter a room where a group is taking place unless you are enrolled in that group. This includes going into the kitchen side of the great room to get coffee, tea, etc.

Individual on site appointment expectations and guidelines with PAC, MH Staff, Vocational staff, Rec Staff, Medical Staff, etc. include but are not limited to:

1. Prompt arrival at scheduled session time
2. Presence at Daybreak to receive appointment slips
3. Preparedness for session including being ready to discuss treatment progress and needs
4. Completion of all assignments
5. Willingness to participate in treatment plan using collaborative documentation to add new goals and methods to the treatment plan
6. Respect for all staff including using appropriate language, using a reasonable tone of voice and listening to and considering the recommendations of staff members
7. Participation in the PCIS if program guidelines are not being followed

Medication Management and Medication Time Guidelines

1. Program members will adhere to posted or explained directive of the medical staff at med times.
2. Program members will maintain a calm and cooperative environment in the med pass areas at all times.
3. Program members will leave the med line area immediately after they are finished with their med pass and or observation of the “melting” process for MAT
4. Program members will cooperate with any requests made by staff (medical or otherwise) to empty pockets, open their mouths, show their hands, etc. to ensure that the meds were taken as prescribed
5. Program members will not divert their medications at any time. All requests for changes to meds must be made to the medical team. Medication diversion will result in clinical intervention with support from the medical team.

UDS expectations and guidelines include but are not limited to:

1. Participating in random UDS as requested by staff. Note that there may not be a same gendered RC staff person available on all shifts so work with staff to make sure you screen by asking when a same gendered RC staff will be available. Get this done as early in the day as possible to avoid missing the scheduled screen
2. Adherence to the protocol for the UDS screens: UDS require direct observation of collection from source to receptacle.

3. Providing a UDS the day prior to a planned discharge. Note that this last screen is a requirement to complete the successful discharge. It is the responsibility of the client and staff to ensure the screen is completed.
4. Recognition that UDS results are provided to legal contacts and referral sources upon request
5. It is the responsibility of the individual to make sure the screen happens on the day it is scheduled.
6. Refusal to provide a UDS screen could result in an administrative discharge from the program
7. Repeated missed UDS screens will result in progressive clinical interventions (PCI).

Tobacco policy expectations and guidelines include but are not limited to:

1. No use or possession of tobacco products in any form at any time while at the residence and when off campus for any reason.
2. Screening for the presence of tobacco use occurs routinely.
3. Inform potential visitors that there is no use of tobacco on the CARS campus at any time
4. Nicotine Replacement Therapy (NRT) is offered through the medical team
5. All tobacco products are disposed of at admission, including vaping equipment
6. No use of tobacco when off campus for appointments
7. Staff members may search rooms and individuals if the use of tobacco is suspected

Second Floor general expectations and guidelines include but are not limited to:

1. It is ALWAYS quiet time on the 2nd Floor; many clients are sleeping, studying, on bed rest, and relaxing
2. Music devices may only be listed to with headphones
3. Televisions in the lounges are to remain at a moderate volume and may only be on during scheduled hours
4. Please do not remove or move anything on the walls
5. Please respect common areas and clean up after yourself
6. Any drinks upstairs must be in the clear CARS water bottle you receive at admission.
7. You can have no more than 3 non-parishable food items in your room at one time.
8. No kitchen items including dishes, mugs, silverware, etc. are allowed on the 2nd floor
9. Respect the medication times and only be present in the med lounge when your group has been called or when it is your scheduled time.
10. Program members are not allowed in any other dorm room except their assigned room

Dorm room expectations and guidelines include but are not limited to:

1. Individual spaces are to be tidy and clean at all times
2. Do not block the walkways in your rooms. This includes cords. The RC staff checks the rooms throughout the day, evening and night.
3. Bed made prior to Daybreak (10:00 AM)
4. Bathrooms are to be clean at all times. This involves cooperation of all those who share the bathroom
5. All house clean is a weekly scheduled time when program members will clean their dorm rooms
6. Personal items are to be properly stored in closets, drawers and shelves
7. Program members may not have excessive belongings in their room
8. Personal space of others is to be respected at all times. This includes the following
 - a. Do not sit on the bed of any other program member
 - b. Do not touch the belongings/personal items of another community member

- c. Do not lend, trade or borrow personal items
9. Program members are not allowed in any dorm room other than their own at any time. This includes rooms that are connected by a bathroom
10. Program members may not stand in the doorways or knock on the doors of others
11. Please dress or undress in the bathroom with the door closed
12. Leave dorm rooms open (with doorstop) from 9:00 am throughout the treatment day
13. Storage of valuable items in the dorm rooms is at your own risk. If you have an item of value, please speak with the Residential Community Manager about storing the item
14. Windows **must be closed at all times** unless otherwise instructed by staff
15. Pictures, artwork etc. must be appropriate and may not contain images of any drugs or alcohol
16. No hanging of anything over lights, windows, etc
17. No posters, artwork, etc. is to be hung anywhere other than the bulletin boards over the beds. This includes the inner side and the outside of the dorm room doors
18. Only 1 mattress and 2 pillows per person is allowed without medical approval for an additional mattress and an additional pillow
19. Pajamas must be worn to bed
20. Please do not drape clothing, towels or anything else over the lights
21. Do not hang anything from the ceiling or wall.
22. CARS will provide curtains for the windows. These are the only window coverings allowed.
23. CARS staff will remove all sheets, towels, fabric, curtains and other items hung from the walls and ceiling during room searches and inspections.

Hygiene expectations and guidelines include but are not limited to:

1. Daily showering is the expectation for the health and comfort of all program members
2. Clean up after oneself in the bathroom sink area, toilet area, and shower after every use
3. Use of the Laundry Room on the assigned day and time. Note that linens must be washed weekly. Clothing must be washed weekly as well
4. No flushing of anything other than body waste and tissue.

1st Floor expectations and guidelines include but are not limited to:

General Room Guidelines:

1. Laundry Room

Presence in laundry room when it is the scheduled day or due to chore assignment (house laundry chore). Please do not prop the door open at any time.

2. Clinical Area

Please limit time in the clinical hallway to scheduled appointments, when called by a staff person or to leave a message for a clinical staff member. If have a scheduled appointment with a staff person please knock on the exterior doors. Please do not bang on the door. If you need to leave a message for your PAC please write your name on the white board outside of the clinical hallway.

3. Front Lobby

Please limit time to when waiting for transport or when called by a staff member

4. Front Office

Please come to the front when called by staff or when there is a scheduled appointment. Packages are distributed from the front office according to a posted schedule. Mail is distributed through the front office Monday through Friday.

5. Kitchen

Program members may only be in the kitchen when they are in an internship program or if called to the kitchen by a staff person.

6. Medical Office

When there is an appointment or a medical need

7. The Great Room

The Great Room hosts a variety of groups, activities and meals. If a staff person asks you to move or change spots, please do so immediately.

8. Library/Music/Workout Room

The Library, Music Room and Workout room have miscellaneous materials and things available for members to use at their leisure. Please remember to clean up and put the room back how you found it prior to leaving. Please leave all furniture in the rooms they are in, please do not take out or remove unless director to do so.

9. Small Group Room

Another small lounge available on the main floor when not hosting groups. Please remember to clean up after yourself and put the room back how you found it prior to leaving.

10. Lockers

Lockers are available for program members to use and store belongings (books, folders, crafts, etc.) in. Please note that lockers are searched and any perishable food or contraband items will be discarded at the end of each day. Members are allowed to have up to three non-perishable snacks in their locker, if there is more than three, the excess snacks will be thrown away.

Community expectations and guidelines include but are not limited to:

1. General respect for shared spaces includes but is not limited to:
 - a. Cleaning up after oneself including dishes after meals, art supplies, paperwork and cleaning up after spills
 - b. Cleaning up after oneself in the public restrooms
 - c. Respecting the property of other community members by not touching something that does not belong to you
 - d. Remaining in authorized spaces
2. Use of language that is respectful towards peers and staff, supportive, free from profanity and free from any hate speech
3. Rule of exchange of goods or services
 - a. Do not borrow or lend, trade, or sell any personal belongings to peers at any time. This includes but it not limited to:
 - i. Clothing
 - ii. Jewelry
 - iii. Personal hygiene products including clippers
 - iv. Personal art supplies
 - v. Music devices and earphones/headphones
 - vi. Anything that you hope to have returned to you
 - vii. Anything that you have borrowed from he Rec Department or another department

4. If something of yours is missing please report it to a staff person immediately. Staff will take care of the situation from that point forward.
5. Please be respectful and do not touch anything that does not belong to you in your room, your bathroom, shared community spaces, etc.
6. Completion of community tasks and in all house clean is expected
7. Please do not give haircuts to or share hair clippers with peers

Meal time expectations and guidelines include but are not limited to

1. Mealtimes are:
 - a. Breakfast 7:00-9:00 AM
 - b. Lunch 12:00 PM
 - c. Dinner 5:00 PM
2. Please arrive on time. Lunch and Dinner are also “Roll Call” times and it is mandatory to check in with the staff person who is doing attendance
3. Please clean up after yourself after meals
4. If you are late and/or miss a meal due to not coming to the meal on time a dinner meal will not be saved but the staff will provide a replacement meal if requested
5. If you are late due to being off campus all efforts will be made to save a meal for you
6. At dinner time please prepare to do your community task after the meal

Snack time expectations and guidelines:

1. Please be in the great room at 8:00 PM. This is a Roll Call in addition to being snack time, so presence of all residents is required. Snack time ends at 8:30 PM.
2. Please wait in line and check in with the staff person who is taking Roll Call
3. Please eat your snack in the great room
4. Please do not take any food or beverage to the 2nd floor at any time

Room search expectations and guidelines include but are not limited to:

1. Staff will conduct individual room searches randomly and regularly
 - a. Whenever possible a resident who lives in the room will be present for the room search
 - b. At least 2 staff members will be present for the room search
2. Staff will conduct “whole house” searches on an as needed basis. During whole house searches the resident population is asked to remain on the first floor and individuals may not be allowed in their rooms while the search is going on

Dress Code expectations and guidelines include but are not limited to:

1. Clothing must be free from inappropriate language, images and advertisements for alcohol, drugs and companies/entities that sell alcohol or drugs and drug accessories
2. Clothing for residents must be discreet, of appropriate length, coverage, etc.
3. No tank tops, halter tops, sleeveless tops, sleeveless shirts, sleeveless dresses or shirts that expose the midriff.
4. No undergarments may be exposed at any time
5. Undergarments must be worn at all times.
6. Shoes must be worn outside of the dorm rooms at all times
7. Appropriate garments are required for sleeping

8. No pajama type clothing at Daybreak or after until snack time. Pajamas must provide appropriate body coverage
9. Staff members may ask any resident to change clothing, cover up, etc. at any time if necessary

Family Support meetings expectations and guidelines:

1. All Family Support sessions must be arranged with the PAC at the PAC's discretion
2. Unplanned visitors/visitors without an appointment will not be allowed to stay to visit
3. Visitors who are excessively late will be asked to reschedule the visit due to scheduling conflicts and responsibilities of staff members
4. All visitors must sign in/out and sign a non-disclosure form prior to entering the building beyond the front lobby
5. Visitors must leave all belongings in their car. This includes purses and bags other than approved packages for the resident and any other belongings
6. Visitors may not be left unattended with residents at any time
7. Visitors may not enter any room other than the front lobby restroom, the room where the visit is taking place and the front lobby unless approved by staff
8. Visitors may only bring packages and items that have been approved by the PAC/PSC
9. Children may never be left unattended
10. Please do not have program peers come into the Family Visitation Room at any time
11. Visitors must adhere to the tobacco policy. Please inform them of the tobacco policy prior to the visit
12. Visitors including children are not allowed in the great room or any place other than the room the visit takes place. They may use the front lobby bathroom with the assistance of staff.
13. Visitors are not allowed in the first-floor restrooms
14. Any visitor who does not adhere to the visitation guidelines may be asked to leave the facility and premises immediately
15. Other than a brief greeting and goodbye please limit physical contact with significant others during family support sessions

Appointment expectations and guidelines

1. Outside appointments for medical necessity will be made by the medical department
2. Arrangements for Medicaid transport will be made by the front office staff for medical appointments only.
3. Use of tobacco while off campus for appointments is a violation of the tobacco policy
4. Residents will have a person search, a UDS, and a tobacco screen performed when returning from appointments
5. Not returning to the RARC at the anticipated time may result in discharge from the program
6. The RARC is not responsible for providing transport to court appearances and other non-medical appointments

Phone call expectations and guidelines:

1. Each program member is assigned a specific day to make a weekly observed social phone call
 - a. Calls are 15 minutes long
 - b. Calls are observed by staff
2. Additional social phone calls may only be scheduled with the PAC
 - a. Please do not ask RC's, case managers or administrative staff to make phone calls

3. Phone calls to referral sources, legal entities, etc. are to be arranged with the assigned PAC during office hours or other times when the assigned staff can help with the call
4. Phone calls to OASAS, the Justice Center and other regulatory entities can be made at the request of the individual at any time. Please ask for help with these calls and ask for privacy to make the call if necessary
5. Disclosure of information that could identify a person who is currently in the program during a phone call is potentially a violation of HIPAA. This is the case even when speaking with a former resident. **DO NOT** discuss other program members during phone calls other than OASAS and Justice Center calls. Doing so may result in an immediate end to the call and PCIS involvement up to and including discharge from the RARC program.
6. Staff members may end social phone calls at any time if the content of the call is inappropriate in any way

The Progressive Clinical Intervention System (PCIS)

The PCIS is in place to assist program members with recognizing incidents and patterns of behaviors that do not support recovery or a successful transition to the outside community. The purpose of the system is to encourage program members to work with clinical staff to develop plans for changing behaviors associated with addiction and challenging social interactions. When individuals follow the expectations and guidelines, they contribute to the comfort of other community members and develop skills that will support transition to community beyond the RARC.

If and when an individual does not adhere to the expectations staff members will note this in the chart with an infraction.

Infractions are organized into 3 Levels (1-3) that indicate the severity of the behavior or pattern and determine the nature of the clinical intervention. Accumulated infractions will result in Clinical Interventions at a higher level.

Level 1 infractions will be assigned for a variety of guideline violations including but not limited to:

Lack of adherence to the expectations and guidelines in the following areas

1. Roll Call
2. Meal time and snack time
3. Group
4. Milieu and Community
5. Dress Code
6. 2nd floor guidelines including dorm room, and food
7. Any behavior that disrupts the community including negative contracting

Level 2 Infractions will be assigned for a variety of guideline violations including but not limited to:

1. A pattern of violating the guidelines noted above (3 or more is a pattern)

Violation of guidelines in the following areas:

1. Medication times and posted guidelines
2. Visitation
3. Inappropriate per interaction
4. Off campus appointments
5. UDS

Level 2 infractions will also be assigned for:

1. Unintentional destruction of CARS property due to careless behavior or unsafe behavior
2. Concerning behaviors not specified in the expectations and guidelines
3. "Staff Splitting" behaviors including but not limited to:
 - a. Asking different staff members for phone calls
 - b. Asking for products from different staff members
 - c. Asking for permission to do something from different staff members

Responses to Level 1 and 2 infractions include but are not limited to:

1. The development of a Behavioral Agreement or a High-Risk Agreement with clinical staff.
 - a. Resident member collaboration in the development of an agreement is expected.
 - b. The agreement will be shared with clinical staff even if the program member does not sign the contract. Lack of adherence to the expectations may result in discharge from the program.
 - c. The agreement(s) are to be solution focused with an emphasis on how the individual will use their developing or existing skills to adhere to program expectations and guidelines
2. Assignment of a project that will help the community to be developed with the PAC (or other staff). This may be a part of the agreement.
3. Public apology to the community in group or Daybreak if this will help with skill building
4. Meet with the clinical team during the Interdisciplinary Team meeting to receive suggestions and support from team members
5. Attending “Thinking Report Group” and completing appropriate assignment on Saturday with a clinical staff member
6. Informing legal contact/legal entity

Level 3 Infractions

Level 3 infractions indicate a highly significant violation of program expectations and guidelines (single event) or a pattern of behavior that is harmful to the individual, a program peer, staff or to the community in general.

Level 3 write ups will be assigned for the following:

1. Aggressive or threatening behaviors including posturing, threats, intimidation and harassment towards any member of the community
2. Use of Hate or Biased language
3. Lack of adherence to a Behavioral agreement/High Risk agreement
4. Missing 2 or more UDS screens
5. Medication Diversion
6. Positive UDS for a non-prescribed substance
7. Violation of the tobacco policy
8. Breach of confidentiality of another program member
9. Theft
10. Possession of a weapon (homemade or manufactured)
11. Sexual activity/sexual physical contact between program members
12. “Bullying” of program peers
13. Other behavior as determined by clinical staff

Potential responses to a Level 3 write up include but are not limited to:

1. High Risk Agreement to be developed with the Primary Counselor or other clinical staff
2. Attending “Thinking Report Group” and completing appropriate assignment on Saturday with a clinical staff member
3. Meeting with clinical team during the Interdisciplinary Team Meeting to discuss solutions and avoidance of an Unsuccessful Discharge or Intent to Discharge
4. Meeting with the Clinical Supervisor or Program Director

5. Receiving an Intent to Discharge or being unsuccessfully discharged from the program for First Level 3 infraction or a pattern of Level 3 infractions

Choices and Behaviors that may result in immediate discharge include but are not limited to:

1. Violent behavior
2. Destruction of CARS property
3. Medication Diversion
4. Possession or use of drugs or alcohol including medications that are not prescribed to you
5. Sexual contact with a program peer
6. Not returning to the RARC from an appointment
7. Walking off or leaving the CARS RARC property
8. Refusal to follow CARS screening guidelines
9. Any behaviors considered dangerous or destructive to the community at the discretion of staff members

Please see the following list for what should and should not be brought for a stay at the Residential Addiction Recovery Center.

CARS is not responsible for lost, stolen or damaged property.

Please do not bring valuables to the CARS. The CARS Team HIGHLY RECOMMENDS the following in-regards to your belongings:

1. Do not bring anything of high monetary or sentimental value to the facility. This includes expensive hygiene products
2. Label all clothing and other belongings with your name
3. Do not bring excessive belongings as space is limited

All clothing and some other items will be heat treated at admission. This involves heating items at a high temperature to kill the potential for bed bugs. Luggage is NOT opened or searched prior to the heat treat. If you have rubber soled shoes please let the staff know. If you have ANYTHING COMBUSTIBLE IN YOUR BELONGINGS LET THE STAFF KNOW as this might cause unintentional damage.

Please Bring:

- 7-10 days of weather appropriate clothing. You will be responsible for washing your own clothing at CARS in the facility machines. Allergen free detergent is provided by CARS.
- Shower Caps/Flip Flops for showers
- Insurance/ID Cards
- MP3 Player/Headphones (if you desire). Your MP3 player must **not** have internet connectivity capabilities, recording capabilities, picture taking capabilities, storage of photo/video capabilities
- Stamps/Envelopes (if you desire)
- Towels if you want your own. CARS will provide towels to all residents

Hygiene products:

Note that the decision to allow a product or not is at staff discretion. All unapproved products will be stored in contraband until the time of discharge.

- All hygiene products including makeup and cosmetics must arrive at admission brand new and factory sealed in the original packaging.
- After admission hygiene items are only approved if they are shipped from an online store and if they meet all guidelines (this means no drop offs of products and no packages sent from home)
- All hard candy must be shipped from an online store or must come in a sealed package if sent from family members. Please note it must be hard candy – no taffy, gum or chewy candies will be approved
- Alcohol may not be any of the first 3 ingredients in any product. Please check carefully for this.
- Mouthwash must be alcohol free
- Grooming tools may not have sharp edges or pointed edges except for personal use razors. No straight razors
- No scissors of any kind
- No aerosol products
- No perfume, cologne or heavily scented products

- All products must be in reasonable amounts as space is limited

Items not Allowed:

These items will be stored during treatment. You will not have access to stored items while in treatment.

- Any medication not in original prescription containers
- Over the counter medication
- Laundry soap and other cleaning products
- Blankets, pillows, towels, stuffed animals
- Cell phones/chargers, cameras, pagers
- Food or beverages
- Revealing clothing/clothing with inappropriate language, images or reference to drugs, alcohol or tobacco
- Scissors
- Weapons (or anything that may be interpreted as a weapon)
- Pornographic material
- Perfume/cologne/scented oils
- Cash
- Loose medications
- Nonprescribed medications
- Radios or music devices other than single person devices
- Any electronic device that has video or recording capabilities

Items that will be Destroyed Upon Admission:

- Cigarettes/chewing Tobacco
- Lighters/Matches
- E-Cigarettes/ E-Cigarette Batteries/any vaping materials
- Drug paraphernalia

All belongings including any stored items must be taken at the time of the successful discharge. Any items left behind will be discarded.

If the discharge is unplanned or unsuccessful all belongings will be stored for 30 days. It is the responsibility of the individual to contact CARS with a plan for pick-up of the belongings. CARS is not responsible to ship belongings.

You will not have access to stored items during your stay.



CAYUGA ADDICTION RECOVERY SERVICES

Notice of Privacy Practices and Client's Rights

Your Information. Your Rights. Our Responsibilities.

This notice describes how medical information about you may be used and disclosed and how you can get access to this information as well as your rights as a client of CARS. **Please review it carefully.**

Your Rights

You have the right to:

- Get a copy of your paper or electronic medical record
- Correct your paper or electronic medical record
- Request confidential communication
- Ask us to limit the information we share
- Get a list of those with whom we've shared your information
- Get a copy of this privacy notice
- Choose someone to act for you
- File a complaint if you believe your privacy rights have been violated

Your Choices

You have some choices in the way that we use and share information as we:

- Tell family and friends about your condition
- Provide disaster relief
- Include you in a hospital directory
- Provide mental health care
- Market our services and sell your information
- Raise funds

Our Uses and Disclosures

We may use and share your information as we:

- Treat you
- Run our organization
- Bill for your services
- Help with public health and safety issues
- Do research
- Comply with the law
- Respond to organ and tissue donation requests
- Work with a medical examiner or funeral director

- Address workers' compensation, law enforcement, and other government requests
- Respond to lawsuits and legal actions

Your Rights

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

Get an electronic or paper copy of your medical record

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will not provide information that contains psychotherapy notes or information that is being compiled for use in a civil, criminal, or administrative proceeding or in other limited circumstances related to health and safety of you or other persons.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

Ask us to correct your medical record

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say “no” to your request, but we’ll tell you why in writing within 60 days.

Request confidential communications

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say “yes” to all reasonable requests.

Ask us to limit what we use or share

- You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care.
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.

Get a list of those with whom we’ve shared information

- You can ask for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Get a copy of this privacy notice

You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

Choose someone to act for you

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting the Program Director using the information on page 1.
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/.
- You can contact the New York State Office of Addiction Services and Supports at 1-800-553-5790.
- We will not retaliate against you for filing a complaint.

Your Choices

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in your care
- Share information in a disaster relief situation
- Include your information in a hospital directory

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

In these cases, we never share your information unless you give us written permission:

- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy notes

Our Uses and Disclosures

How do we typically use or share your health information?

We typically use or share your health information in the following ways.

Treat you

We can use your health information and share it with other professionals who are treating you.

Example: A doctor treating you for an injury asks another doctor about your overall health condition.

Run our organization

We can use and share your health information to run our practice, improve your care, and contact you when necessary.

Example: We use health information about you to manage your treatment and services.

Bill for your services

We can use and share your health information to bill and get payment from health plans or other entities.

Example: We give information about you to your health insurance plan so it will pay for your services.

How else can we use or share your health information?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see:

www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html.

Help with public health and safety issues

We can share health information about you for certain situations such as:

- Preventing disease
- Helping with product recalls
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone’s health or safety

Do research

We can use or share your information for health research.

Comply with the law

We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we’re complying with federal privacy law.

Respond to organ and tissue donation requests

We can share health information about you with organ procurement organizations.

Work with a medical examiner or funeral director

We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

Address workers’ compensation, law enforcement, and other government requests

We can use or share health information about you:

- For workers' compensation claims
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and presidential protective services

Respond to lawsuits and legal actions

We can share health information about you in response to a court or administrative order, or in response to a subpoena accompanied by a court order.

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html.

Changes to the Terms of this Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our web site.

Other Important Notes:

- Effective Date of this Notice is June 17, 2021.
- You may complain to CARS if you feel we have violated your rights by filing a patient grievance or contacting CARS' Privacy Officer. Our Privacy Officer is Cherie Matthys, cmatthys@carsny.org or 607-391-1040. You may also file an anonymous complaint via our Compliance Complaint Hotline at 1-855-650-0005 or via the website <http://www.lighthouse-services.com/carsny>. You will not be retaliated against for filing a complaint.
- We never market or sell personal information.
- We will never share any substance abuse treatment records without your written permission, unless required by law.
- We will never redisclose confidential information provided to us from other Health Care Providers without your written consent.

Additional Client Rights

You cannot be denied, suspended or discharged from services for exercising your rights.

- You have a right to an individually designed plan of services based on your individual needs. You have the right to participate in the development of that plan and to include goals you have agreed to work toward.
- You have the right to considerate and respectful care.
- You have the right to be free of personal involvement with any facility staff member.

- You have the right to receive services from a staff that is competent, caring and of sufficient number to provide services adequately. You have the right to know the name and qualifications of our staff members.
- You have the right to be treated in a way that recognizes and responds to your cultural identity and/or disability and/or sexual orientation and/or sex.
- You have the right to know the name of your primary counselor responsible for your care and the name of any other person providing care to you.
- You have the right to communicate with the provider director, medical director, board of directors, or other responsible staff.
- You have the right to not be treated by any staff member whose work performance is impaired.
- You have the right to obtain information concerning your diagnosis and treatment in terms that you can reasonably be expected to understand.
- You have the right to know the facility rules that apply to your conduct as a patient.
- You have the right to receive services in a physical environment that is safe, sanitary, reflective of human dignity, conducive to effective treatment, and which appropriately safeguards the privacy and confidentiality of patient staff interactions.
- You have the right to be free from abuse or neglect. Our Code of Conduct and Ethics prohibits physical abuse, sexual abuse, financial abuse, harassment and physical punishment. This Code also prohibits psychological abuse, including humiliating, threatening and exploiting actions.
- You have the right to receive information about provider services available on site or through referral, and how to access such services.
- You have the right to receive a prompt and reasonable response to requests for provider services or a stated future time to receive such services in accordance with an individual treatment plan.
- You have the right to receive, in writing, the reasons for a recommendation of discharge and information of appeal procedures.
- You have the right to be informed and have knowledge of the standards that apply to your actions/behavior(s); to receive timely clinical and/or medical interventions for actions/behavior(s) that could lead to risking treatment placement and potential administrative discharge; and to receive incremental clinical and/or medical interventions for non-compliance with your treatment plan.
- You have the right to be free from performing labor or personal services solely for provider or staff benefit, that are not consistent with the treatment goals, and to receive compensation for any labor or employment services in accordance with applicable state and federal law.
- The following rights apply to patients who reside in an inpatient/residential setting:
 - ❖ To practice religion in a reasonable manner not inconsistent with treatment plans or goals and/or have access to spiritual counseling if available;
 - ❖ To communicate with outside persons in accord with the individualized treatment plan;
 - ❖ To freely communicate with the office, public officials, clergy and attorneys;
 - ❖ To receive visitors at a reasonable time in relative privacy in accord with the individualized treatment plan;
 - ❖ To be free from restraint or seclusion;
 - ❖ To have a reasonable degree of privacy in living quarters and a reasonable amount of safe personal storage space;

- ❖ To retain ownership of personal belongings, that are not contrary to treatment goals;
- ❖ To have a balanced and nutritious diet.
- Participants referred to a faith-based provider have the right to be given a referral to a non-faith-based provider.
- You have the right to receive information that will help you make decisions about your treatment, including your own records. You have the right to state your preferences and make decisions about your substance use treatment, including agreeing to or refusing specific kinds of services.
- You have the right to refuse to participate in or be interviewed for research purposes. If you choose to participate, there will be strict adherence to research guidelines and ethics.
- No treatment requiring the order of a physician will be rendered to you except upon the prior written order of a physician based on personal examination.
- You have a right to request access or referrals to legal entities for appropriate representation, self-help support services and/or advocacy support services.
- You have the right to examine and receive an explanation of your bill regardless of the source of payment.
- You have the right to request to receive communications of protected treatment information by alternative means or at an alternative location, such as other than your home. You must put this request in writing to the facility director.
- You have the right to object to conditions at the facility or have concerns or appeals related to the above-described rights. You may lodge such objections or concerns verbally or in writing with the facility director who will attempt to resolve the problem immediately by working with facility personnel. You may also place your complaint in the suggestion box that is periodically checked by the Treatment Director. The Treatment Director will attempt to resolve the complaint and, in the event that she/he is unsuccessful, the complaint will be referred to the agency's management team for further review and intervention.
- You have the right to request an investigation and/or resolution of any alleged infringement of your rights.



C.A.R.S.

CAYUGA ADDICTION
RECOVERY SERVICES

Cayuga Addiction Recovery Services

I have received and understand Cayuga Addiction Recovery Services Notice of Privacy Practices and Client Rights.

Client Signature

Date