



Credit: Elizabeth Rhoads

CLIENT HANDBOOK

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Welcome

On behalf of the entire HopeWay staff, we welcome you to the campus. Our goal is to provide you with the highest quality of care in a safe, nurturing, and comfortable setting. Each member of our team is committed to providing you with excellent care, involving you in your treatment, and working together respectfully and compassionately to best meet your healthcare needs.

The purpose of this handbook is to help you understand what to expect during your treatment at HopeWay. This handbook will also provide you with information about the campus itself, the types of groups and activities provided, and what to expect from your discharge plan. While the care you receive in our programs will help move you towards recovery, to maintain the progress you have made it is **very important** to attend all follow-up appointments with the professionals who will be providing your care post-discharge.

Confidentiality

We understand that information about you and your health is personal. We are committed to protecting your healthcare records. For conditions that might be stigmatizing, confidentiality assures that private information will not be disclosed to family or employers without your consent. Associated with confidentiality, during your time here at HopeWay, you may come across visitors inquiring about the facility and/or volunteers that have offered to make the surroundings a better place; because of this, we want you to be aware of guests that may be onsite from time to time. We value your privacy. HopeWay ensures each visitor signs a confidentiality agreement and every volunteer attends a confidentiality orientation and training.

Groups

Your treatment will primarily consist of group therapy and educational meetings. Groups are led by our licensed therapists and licensed nurses. Your program schedule contains all of the planned groups and activities each day (provided the first day).

As recovery requires active and consistent personal involvement in treatment, you are strongly encouraged to participate in all groups and activities.

The clinical model used at HopeWay was created to provide both traditional psychotherapeutic treatment interventions such as Cognitive Behavioral Therapy, as well as a full range of adjunctive therapies such as music therapy, art therapy, horticultural therapy, recreation therapy, health and wellness education, and mindfulness. All psychotherapeutic models have a strong evidence-base that supports their effectiveness for a variety of psychiatric illnesses.

Definitions

Psychotherapy(*cited from www.nami.org*)

- Psychotherapy is when a person speaks with a trained therapist in a safe and confidential environment to explore and understand feelings and behaviors and gain coping skills. The conversation is often led by the therapist and can touch on topics such as past or current



problems, experiences, thoughts, feelings or relationships experienced by the person while the therapist helps make connections and provide insights.

Cognitive Behavioral Therapy (CBT) (cited from www.nami.org)

- CBT focuses on exploring relationships among a person’s thoughts, feelings, and behaviors. During CBT a therapist will actively work with a person to uncover unhealthy patterns of thought and how they can be causing self-destructive behaviors and beliefs. By addressing these patterns, the person and therapist can work together to develop constructive ways of thinking that will produce healthier behaviors and beliefs. Oftentimes, you will have homework in between sessions where you practice replacing negative thoughts with more realistic thoughts based on prior experiences or record your negative thoughts in a journal.

Dialectical Behavior Therapy (DBT) (cited from www.nami.org)

- DBT is used to treat people with different mental illnesses, but most people who are treated with DBT have borderline personality disorder as a primary diagnosis. DBT is heavily based on CBT with one big exception: it emphasizes validation, or accepting uncomfortable thoughts, feelings and behaviors instead of struggling with them. The therapist’s role in DBT is to help the person develop new skills, like coping methods and mindfulness practices, so that the person has the power to improve unhealthy thoughts and behaviors.

• **Adjunctive Therapy** (cited from the National Cancer Institute)

Adjunctive therapy is used together with the primary treatment. The purpose is to assist the primary therapy. At HopeWay, this includes art, health & wellness, horticulture, music, and recreational therapies. See below for a full list of therapies.

Holistic Care



Credit: Elizabeth Rhoads



Credit: Elizabeth Rhoads



Credit: Elizabeth Rhoads

HopeWay was created to offer an environment for healing and recovery from mental illness and substance use disorders. We do this using an overall treatment model that does not exist elsewhere in the region. Our campus and treatment facilities were intentionally designed to offer a broad spectrum of holistic healthcare practices. People heal most effectively and with sustained success when all aspects of themselves are focused on. This includes the mind, the body, and the spirit. HopeWay incorporates the following types of therapy and holistic elements of recovery:

- **Art Therapy**

Art therapy provides you with an array of tools for creative expression, such as: painting, collage making, drawing, sculpting, jewelry making, and pottery. You will participate in art therapy groups, open studio times, as well as individual sessions.



Credit: intuitivecreativity.typepad.com



Credit: onechildcenterforautism.org



Credit: cancer.osu.edu

- **Health and Wellness Therapy**

The Health and Wellness Specialist, who is also a registered dietician, will be working with you during your treatment at HopeWay. She will help you learn about healthy eating, portion control, and the overall connection of how food affects not only your physical health but also your emotional health. Should you have dietary issues or medical conditions that require special care or monitoring, the Health and Wellness Specialist will be able to assist. You will also be given the opportunity to work in the Learning Kitchen, where you will learn how to prepare healthy, nutritious meals.



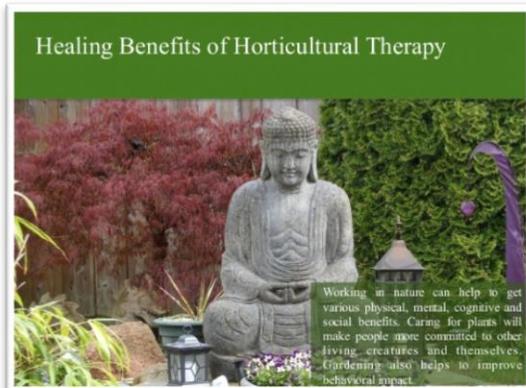
Credit: sonomasun.com



Credit: poulami.com

- **Horticultural Therapy**

A greenhouse and garden are located on the HopeWay campus. A Horticultural Therapist will be working with you during individual and group activities where you will learn how to tend to and care for the garden. You will also be provided a small plot of land where you will be able to grow your own individual plants, vegetables, and herbs for use in the Learning Kitchen.



Credit: *Introduction to Horticultural Therapy Handbook* / slideshare.net/tprkarthik/introduction-to-horticultural-therapy-handbook

- **Music Therapy**

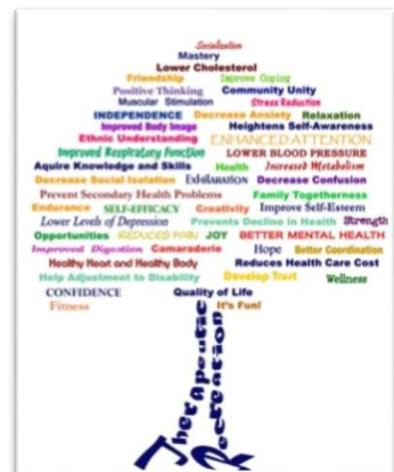
Music is very therapeutic in the healing process. At HopeWay, you will be participating in music therapy groups. Through lyric analysis, drumming, song writing, imagery, and relaxation, music therapy promotes wellness, helps manage stress, provides a creative way to express emotions, and helps improve communication. Our Music Therapist will engage and assess clients in each session and modify goals as needed. No musical skill is needed. The music therapy room is a safe space for expression and improvisation.



Credit: Find Your Voice Music Therapy

- **Recreational Therapy**

HopeWay has a wide variety of recreational activities and opportunities. There are beautiful manicured walking trails, a 13,000 square foot gymnasium that includes two full size basketball courts, a fitness center, and is complete with bathrooms and showers. There will be opportunities to play volleyball, basketball, and other leisure activities. During recreation therapy groups, you will be provided the opportunity to discuss the importance of leisure in treatment, learn different coping skills, and learn ways to overcome barriers to engaging in leisure activities. Recreation, physical fitness, and learning healthy leisure activities is a critical aspect of holistic healthcare and HopeWay is committed to incorporating these activities throughout your treatment at all levels of programming.



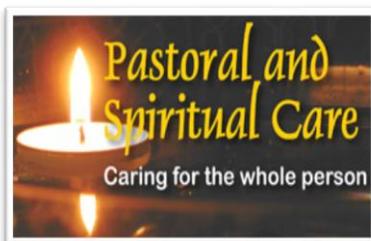
Credit: cafepress.com

- **Pastoral/Spiritual Care**

During your treatment, you will be provided opportunities to participate in spiritual and pastoral care programming. This may consist of group, communal activities, and/or individual support as needed. Pastoral care is intended to provide non-denominational support and engagement during your treatment, and can be tailored to your own spiritual preference or beliefs.



Credit: blogs.sacbee.com



Credit: chaplainalexander.com/spiritual-care.html



Credit: Elizabeth Rhoads

- **Pet Therapy**

HopeWay is thrilled to welcome Theo into his full-time role as our in-residence therapy dog. Theo is a Portuguese Water Dog who resides in the residential wing. He is available to offer comfort during one-on-one meetings between clients and their therapists, or winding down the day with residents. Note: There is a pet-free zone within the residential wing.

Treatment Planning

You will work with a large, multidisciplinary treatment team who is responsible for providing you with the highest quality of care. Clients in the Residential (RTC) and Partial Hospitalization Programs (PHP) are served by:

- A psychiatrist (Name: _____)
- A primary therapist (Name: _____)
- The adjunctive therapists, the wellness clinic staff, the after care specialist, and a team of nurses and technicians.

The treatment team for clients in the Intensive Outpatient Program (IOP) consists of this same group of professionals, except for a primary therapist. In addition, most clients in the IOP program will have their psychiatric needs met by an external psychiatrist.

Your treatment team meets weekly to review progress, suggest possible treatment goals that will be reviewed with you for your input and consideration, identify discharge follow-up resources, and make other changes to your treatment plan to provide focused, restorative care.

We Need You! In a behavioral health program, your involvement and commitment to your treatment is extremely important. We ask that you actively and consistently participate with your team to create goals and an effective discharge plan that will allow you to successfully and



positively return to your home, family, work, school, and community. You will be given the opportunity to be present for at least a portion of your treatment team meetings and will be allowed to ask questions, voice concerns, and make suggestions related to your treatment. Clients should notify their primary therapist if they (and/or family, educational consultants, etc.) would like to be present.

We ask that you commit to participating actively in all group and individual activities. Being actively involved throughout your treatment will allow you to get the MOST out of being at HopeWay. All services offered at HopeWay are offered to you on a voluntary basis. However, not actively involving yourself in the programming will result in a less successful outcome and is ultimately a poor use of your time and financial resources. We want you to get the most out of your treatment. We HIGHLY discourage taking days off or vacations during your time at HopeWay. We want to focus on the continuity of your treatment. As such, failure to participate in programming may also result in being administratively discharged from services.

Observation Levels

Clients are placed on the Observation Level for a minimum of 72 hours at the time of admission, or at any time afterwards. A client's level may be determined at any time by the on-call provider, or other member of the medical team. Once a client's level changes, the client and staff are notified as soon as possible and the procedure for that specific level is implemented immediately by staff. The procedure for monitoring and observation of clients varies from site to site.

- Observation Level – clients will be observed every 30 minutes. A search of a client's room and/or belongings may be conducted.
- Level 1 – clients will be observed every 60 minutes while awake and onsite, at bed time, and one time during the night. Checks should be done at random times each night.
- Level 2 – clients will be observed every 60 minutes while awake and onsite, and observed at bed time. Client may use walking trail alone if approved by the Treatment Team.

Family Involvement

Friends and family members are very important sources of “natural” support for most people. These are the people who know you the best, know what works best for you, and know how to best support your continued healing and recovery. We strongly encourage you to involve others who are committed to your health. This can be done in a variety of different ways, such as giving us permission to communicate with them, giving them permission to visit you during the designated visitation periods, and/or including them in specific appointments with your psychiatrist and/or the treatment team.

If your “natural supports” attend meetings or you allow us to communicate with them, the following types of information may be discussed:

- Information about your diagnosis and treatment plan
- Progress shown in treatment



- Aftercare planning, including types of follow-up healthcare services that will be most helpful for you after your treatment at HopeWay
- Ways to strengthen or build healthy relationships with others

Therapy Wing Hours of Operation

The Therapy Wing is open during all scheduled group therapy sessions and activities. During breakfast (8:00 AM to 9:00 AM), lunch (12:00 PM to 1:00 PM), and dinner (5:00 PM to 6:00 PM), the Therapy Wing is closed to clients, unless accompanied by a staff member.

Discharge Planning

To create the most effective aftercare plan as you transition out of all HopeWay programs, your treatment team will begin planning for your discharge needs from the first day you enter a program.

Residential and Day Treatment aftercare plans may include stepping down to a less intensive level of care, such as:

- Partial Hospitalization Program (PHP),
- Intensive Outpatient Program (IOP), and/or
- Referrals to a community therapist for continued weekly therapy, and/or
- Referrals to a psychiatrist for continued medical management.

Your aftercare plan may also link you with a peer support service, connect you to local support groups, and/or provide you with other helpful resources. Depending on your circumstances, discharge planning may include finding a place to live, completing applications for school or new employment, and/or developing skills to successfully live on your own.

You are involved in the discharge planning process throughout your treatment. Attending your aftercare appointments is very important to help you continue the progress that you have made during your treatment at HopeWay.

Client Satisfaction Surveys

Prior to your discharge from HopeWay, you will receive a copy of our Client Satisfaction Survey. The information from this survey is used to improve the quality of care received. The information we receive from you is extremely important and we ask that you please take the time to complete the survey.

After discharge, we will reach out at least four times (approximately 30, 60, and 90 days later, as well as one year later). We will email a survey and follow up with a phone call if the survey is not completed. We hope you will respond in a timely manner and take the time to answer each question thoughtfully. We need and value your input!



How To Resolve A Complaint

Everyone at HopeWay is committed to providing you with the highest quality care in the most client-focused, respectful, and supportive manner possible. If you have a concern/complaint, you have the right to see that your issues are addressed quickly, ideally by the staff working with you when the issue arises. Please bring your concern(s) to the attention of a staff member, and every effort will be made to resolve your concern as soon as possible. If we are unable to resolve your concern immediately, we will provide an explanation as to why.

Clients, families, and guardians all have access to external complaint mediation resources. To report/file a (1) client safety event, (2) client concern, (3) family concern, (4) community concern, and/or (5) complaint/grievance, please, contact HopeWay, the North Carolina Division of Health Services Regulation, and/or the Joint Commission.

HopeWay

Phone: 980-859-2106
E-Mail: feedback@hopewayfoundation.org
Mail: Chief Compliance Officer
HopeWay
1717 Sharon Road West
Charlotte, North Carolina 28210

North Carolina Division of Health Services Regulation

Phone: 800-624-3004
Fax: 919-715-7724
Mail: Complaint Intake Unit
2711 Mail Service Center
Raleigh, North Carolina 27699

The Joint Commission

Online: <https://apps.jointcommission.org/QMSInternet/IncidentEntry.aspx>
E-mail: patientsafetyreport@jointcommission.org
Mail: Office of Quality and Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181

Emergency Plan

In the case of an emergency (i.e.: fire, tornado), drill or an alarm test, the staff will guide you to safety. There are evacuation plans posted throughout the facility. We encourage you to talk with your nursing and/or technician staff if you have questions or concerns.



Primary Medical Care

HopeWay is pleased to offer focused primary medical care to all clients through the Wellness Clinic. We consider primary medical care an essential element of holistic client-centered healthcare. The Family Practice and Internal Medicine physicians and mid-level providers (i.e.: nurse practitioners or physician assistants) provide:

- Comprehensive health exams,
- Acute and chronic diagnosis(es) treatment and management, and
- Screening and counseling to prevent illness.

Smoking and Smoking Cessation

HopeWay is a smoke-free and smokeless tobacco-free campus. Lighters and matches are not permitted and will be destroyed if found onsite. Nicorette gum and other smoking cessation options are available for those who smoke. Please speak to your doctor or nurse to determine the best option for you. Note: failure to comply with this policy will be considered a violation of the Program Rules.

Dining Room

HopeWay clients eat in a spacious and inviting dining area which contains multiple types of seating arrangements to suit individual and group needs. Daily food choices and special options will be posted in the dining room. Clients will have the opportunity to select from a wide variety of nutritious, flavorful, and creative food selections.

Clients may enjoy a hot cup of tea or coffee from the HopeWay Tea and Coffee Bar. The Tea and Coffee Bar proudly serves Starbucks[®] coffee and a variety of caffeinated and decaffeinated black, green, and herbal teas.

Information on how to make food selections is provided on the next page. Please spend a moment to review so you know what to expect when selecting from the various food options. If you have a special dietary need, please, talk to your health and wellness specialist, nurse or doctor.

DINING ROOM HOURS OF OPERATION:

Breakfast: 8:00 AM to 9:00 AM Lunch: 11:30 AM to 1:00 PM

Dinner: 5:00 PM to 6:00 PM Evening Snack: 8:30 PM to 9:00 PM
Residential Clients Only

The Dining Room is closed at all other times to allow the Food and Nutrition Team to prepare for upcoming meals in a timely manner without disruption.



UNDERSTANDING OUR CAFÉ:

<u>Breakfast</u>	<u>Lunch / Dinner</u>	<u>Evening Snack</u>
<p>Consists of your choice of: one (1) entrée, two (2) sides, one (1) fruit, one (1) bread item, and a drink.</p> <p>Entrée Examples: biscuits & gravy, scrambled eggs, hard-boiled eggs, pancakes, French toast, omelet, or bagel with cream cheese</p> <p>Side Examples: tater tots, breakfast potatoes, turkey sausage, turkey bacon, bacon, fresh fruit, grits, oatmeal</p> <p>Bread Examples: one (1) biscuit, one (1) slice of bread, or one (1) muffin</p> <p>Meal Scenario Examples:</p> <ul style="list-style-type: none"> Meal 1: One (1) pancake, tater tots, two (2) turkey sausage links, one (1) piece of fresh fruit, juice Meal 2: Two (2) scrambled eggs, breakfast potatoes, two (2) slices of bacon, one (1) biscuit, one (1) piece of fresh fruit, tea Meal 3: One (1) biscuit with sausage gravy, tater tots, one (1) piece of fresh fruit, grits, soda <p>Just A Few Guidelines:</p> <ul style="list-style-type: none"> One drink per meal (with unlimited refills) Two (2) butters per meal Two (2) syrups per meal One (1) salt packet per meal (unless on low sodium diet) Two (2) pepper packets per meal Two (2) hot sauce packets per meal Bottled beverage or packaged hummus NOT ALLOWED 	<p>Consists of your choice of one (1) entrée, two (2) sides, one (1) small side salad, one (1) dessert or fruit, one (1) bread item, and a 16-oz. drink.</p> <p>Entrée Examples: hamburger, turkey burger, hot dog, fish, soup, large salad, pizza, any meat (e.g., pork, steak, chicken) option from the hot bar</p> <p>Side Examples: rice, pasta, potatoes, fries, onion rings, fresh vegetables, chips</p> <p>Bread Examples: one (1) roll, one (1) cornbread, or one (1) slice of toast</p> <p>Dessert Examples: two (2) cookies, one (1) cupcake, one (1) parfait, one (1) piece of fresh fruit, or one (1) slice of cake</p> <p>Meal Scenario Examples:</p> <ul style="list-style-type: none"> Meal 1: Meat, rice, vegetable, dessert or fruit, bread, side salad, beverage Meal 2: Entrée sized salad, dessert, fruit, bread, beverage Meal 3: Hamburger, fries, dessert, fruit, beverage <p>Just A Few Guidelines:</p> <ul style="list-style-type: none"> Meat added to a side salad is considered an entrée Only one (1) order of fries, onion rings, or sweet potato fries per meal One (1) drink per meal (with unlimited refills) Two (2) tartar sauce packets per meal One (1) salt packet per meal (unless on low sodium diet) Two (2) pepper packets per meal Two (2) hot sauce packets per meal Bottled beverage or packaged hummus NOT ALLOWED 	<p>Consists of your choice of one (1) entrée, two (2) sides, and one (1) drink.</p> <ul style="list-style-type: none"> Entrée Examples: peanut butter and jelly sandwiches Side Examples: chips, yogurt, humus with pretzels, cashews, almonds, or peanuts Hot Beverages: decaffeinated teas are available <p>Just A Few Guidelines:</p> <ul style="list-style-type: none"> One (1) milk per evening snack One (1) bottled water per evening snack
<p>Double Portions: Doubled entrée or vegetable sides are available based on dietary requirements set forth by the nutritionist, and/or your doctor.</p>		
<p>Breakfast costs are included for Residential Program clients. PHP and IOP Program clients may purchase breakfast, if desired.</p>	<p>Lunch costs are included for Residential Program and PHP clients. Dinner costs are included for Residential Program clients. PHP clients may purchase dinner, if desired. IOP clients may purchase lunch and/or dinner, if desired.</p>	<p>Evening Snack costs are included for Residential Program clients. Evening Snack is not available for purchase by PHP or IOP clients.</p>

If you have any questions, please, ask the staff; we will be glad to explain.



Program Rules

Please note that this list is not exhaustive and changes/additions may be necessary depending on changing needs and situations. The overriding rule is to follow and respect staff's requests and directions. NOTE: Failure to abide by the rules may result suspension from the program. Or, for repeated violations, clients may be administratively discharged.

PRIVACY AND CONFIDENTIALITY:

- Respect total confidentiality. The identity of others in treatment and what they say and do in treatment is to remain completely confidential.
- Respecting confidentiality includes not taking any pictures, videos or other images during your treatment at HopeWay.
- Do not share any information regarding your peers or HopeWay staff on any social media outlet.

MAINTAINING A SAFE AND THERAPEUTIC ENVIRONMENT:

- Violence or physical aggression of any type will not be tolerated and may result in immediate discharge and referral.
- Weapons of all types (i.e.: firearms, straight edge razors, Swiss army knives) are not permitted anywhere on HopeWay property – including in client vehicles parked on the grounds.
- Clients are responsible for their behavior and are expected to communicate, cooperate, and show respect to staff and other clients. No verbal abuse of staff or other clients is allowed.
- Romantic and/or sexual relationships between clients are discouraged. You are advised to speak with your primary therapist if such feelings surface.
- Use of alcohol, un-prescribed or illicit substances on HopeWay property is prohibited and may result in immediate discharge and referral to a higher, more intensive level of care. All medications must be approved by your attending psychiatrist.
- Comply with any requested drug screenings.
- Smoking and the use of smokeless tobacco products is prohibited. You may request a smoking cessation option from your doctor.
- Please respect the personal property of staff and other clients.
- We hope you enjoy the furniture here. Please respect it so the next person can enjoy it as well.
- To ensure your safety, we have cameras throughout the common spaces at HopeWay. In addition, there is a security system in all buildings. This requires clients to have staff present to enter/exit certain areas on facility grounds.

TREATMENT ACTIVITIES AND GROUPS:

- Clients complete a Health and Physical exam at admission.
- You will participate in developing an individualized treatment plan for your recovery. It is important that you follow your treatment plan.
- Respect the group process: One person talks at a time, no cross-talk; mutual respect is the norm; no gossiping in or out of group; no name calling.



- Responses and feedback are to be based on compassion, concern, and your own experience. Please use “I” statements.
- Interruptions and disruptions are to be infrequent. Please use the bathroom before group or activities. Once you have entered group, you are asked not to leave unless you have an appointment with someone on your treatment team, or you are directed by the group facilitator to do so.
- Electronic devices are to be placed in “silent” mode if brought to group.
- Groups start and end on time, so plan accordingly. If you are more than ten (10) minutes late for group, you may be unable to attend.
- All homework assignments are to be completed in a timely manner.
- No medications of any kind are allowed unless approved and prescribed by your physician and with staff approval.
- Knowledge and awareness of all rules is expected.

OTHER IMPORTANT INFORMATION:

- Logos on clothing that are gang or drug related are not permitted.
- No tank tops, halter-tops, backless or low-cut clothing. No short shorts, or other tight clothing is permitted.
- Undergarments must be worn at all times.
- No animals (except service animals and approved pet therapy animals) are permitted at HopeWay.
- Please do not eat or drink (with the exception of water) in the treatment rooms.
- Violation of the rules described above may result in dismissal from the program.
- Illegal activity is subject to criminal prosecution.

Contraband & Searches

Contraband items include but are not limited to tobacco products, lighters or matches, weapons of any kind, controlled substances, illicit drugs, plastic bags, sharp objects such as needles, safety pins, scissors, razors, metal nail files, letter openers, and steel toed boots or high heeled shoes. These items are not allowed and any exceptions related to contraband items must be approved by the Director of Operations & Quality or his/her designee.

Personal searches to identify contraband, health hazards, and/or safety concerns may be conducted of your clothing and personal possessions based upon reasonable cause. For residential clients, a search will be done upon arrival, and additional searches of your living area may be conducted during your stay, based upon reasonable cause.



Client Rights & Responsibilities

All clients served at HopeWay have rights designed to promote dignity, respect, and a safe, healing environment. You will be provided with a copy of the “*Client Rights and Responsibilities*” form within 24-hours of being admitted to the program. These rights will be reviewed with you by a member of the HopeWay staff and you are asked to sign the document to acknowledge that it was provided to you and reviewed with you so that any questions can be answered. Below is a copy of the document.

CLIENT RIGHTS:

You have the right:

1. To a humane treatment environment that affords reasonable protection from harm, exploitation, and coercion;
2. To be free from physical and verbal abuse;
3. To be free from the use of physical restraints and seclusion unless it is determined that there are no less restrictive methods of controlling behavior to reasonably ensure the safety of the client and other persons;
4. To an individualized treatment plan and the right to participate in the development of the plan;
5. To meet with staff to review and update your treatment plan on a regular basis, and/or to be promptly and fully informed of any changes in the plan of treatment;
6. To accept or refuse treatment, unless it is determined through established authorized legal process that the client is unable to care for him/herself or is dangerous to him/herself;
7. To be fully informed of the cost of treatment;
8. To every consideration of your privacy concerning your own medical care. Case discussion, consultation, examination, and treatment are confidential and should be conducted discretely;
9. To have and retain personal property which does not jeopardize your safety, the safety of other clients, or staff safety. And to have such property treated with respect;
10. To converse privately, have convenient and reasonable access to the telephone unless denial is necessary for treatment and the reasons are documented in the client’s treatment plan;
11. To be informed of the program’s complaint policy and procedures, the right to submit complaints without fear of discrimination or retaliation, and to have them investigated within a reasonable period of time;
12. To have access to their own client records and to obtain copies when needed;
13. To receive a written notice of the address and telephone number of the state licensing authority which further explains the responsibilities of program licensing and investigating client’s complaints which appear to violate licensing rules;
14. To obtain a copy of the program’s most recent completed report of licensing inspection from the program upon written request;
15. To receive from your healthcare provider information necessary to give informed consent prior to the start of any procedure and/or treatment;
16. When medically significant alternatives for care or treatment exist or when you request information concerning medical alternatives, you have the right to such information. You



also have the right to know the name of the person responsible for the procedures and/or treatment;

17. To be informed of anticipated and unanticipated outcomes of care.
18. To expect that within its capacity, HopeWay will reasonably respond to a request for services, including evaluation, service, and/or referral as indicated by the medical urgency of the condition;
19. To obtain information as to any relationship between HopeWay to other healthcare and educational institutions insofar as your care is concerned;
20. To be advised if HopeWay proposes to engage in clinical research effecting your care or treatment. You have the right to refuse to participate in such research projects;
21. To expect reasonable continuity of care: You have a right to expect that HopeWay will provide a mechanism whereby you are informed by your primary counselor or the medical team of your continuing healthcare requirements following discharge;
22. To know HopeWay's rules and regulations that apply to your conduct as a recipient of services;
23. To expect no discrimination in regard to race, religion, sex, ethnic origin, age, handicap or sexual orientation;
24. To have your rights explained to you in simple terms, in a language that you can understand;
25. To have your reports of pain believed;
26. If applicable, to receive information about pain and to pain relief measures;
27. To access to health professionals who respond quickly to reports of pain;
28. To decorate your room when appropriate with suitable decorations; and
29. To contact the Governor's Advocacy Council.

CLIENT RESPONSIBILITIES:

You have the responsibility:

1. To be honest about matters that relate to you as a person in recovery;
2. To provide, to the best of your knowledge, accurate and complete information about your medical, mental health, drug use, mental health treatment history, and service needs or expectations;
3. To attempt to understand your illness;
4. To ask questions when you do not understand what you have been told about your care;
5. To ask questions when you do not understand expectations, whether in formal or informal activities;
6. To attempt to follow directives and advice offered by the staff;
7. To accept the consequences if you do not follow your treatment plan or staff directives;
8. To know the staff who are caring for you;
9. To report changes in your condition to those responsible for your care and welfare;
10. To be considerate and respectful of the rights of both staff and fellow clients;
11. To honor the confidentiality and privacy of other persons in recovery;
12. To use the grievance procedure if you feel your rights are being violated;
13. To keep appointments;
14. To avoid making unreasonable demands;



15. To comply with the policies and expectations of the Program;
16. To be considerate of the organization's personnel and property, helping control noise and disturbances, following smoking policies and respecting other's property;
17. To take an active role in your treatment plan and program;
18. To relate incidents to staff that can be harmful to you and/or your peers in treatment;
19. To abstain from the use of alcohol and other mood altering chemicals, and to take only prescribed medications as monitored by your attending healthcare provider;
20. To promptly meet any financial obligation agreed to with HopeWay;
21. To ask your attending healthcare provider what to expect regarding pain and pain management if needed; to work with your attending healthcare provider to develop a pain management plan; to help your attending healthcare provider assess your pain; and to comply with said pain management plan and self-report any non-compliance;
22. To sign an AMA (Against Medical Advice) form in the event the Client decides to leave treatment prematurely or against the advice of the treatment team;
23. To cover any costs incurred (medication co-pays, etc.), not covered by insurance.

Updates To The Handbook

The handbook undergoes review and revision twice yearly. However, HopeWay reserves the right to change, amend, or modify the handbook at any time. If changes, amendments, or modifications occur prior to the twice yearly scheduled review and revision, the updates will be verbally communicated to you by HopeWay staff and provided to you in printed format for insertion into your handbook.

If you have any questions, please, ask the staff; we will be glad to explain.



RESIDENTIAL TREATMENT PROGRAM INFORMATION



Credit: Louise Bonner



Credit: Louise Bonner



Credit: Louise Bonner

Bedrooms

HopeWay's residential facility has 36 private rooms organized into 6 neighborhoods. Each room has a private bath. Client bedrooms were intentionally designed to be warm, comfortable, and restorative. Rooms look out onto a beautifully landscaped campus and offer an abundance of natural light.

Living Room Areas

The residential area of HopeWay contains two beautiful and relaxing living room areas for social gathering, reading, watching television, or simply talking with other members of the HopeWay community.

Visitation with family and friends also takes place in any of the living rooms, or in other common areas such as reading nooks, the dining room, or in the outdoor dining area.

Game Room

Residents are encouraged to enjoy a game of pool, ping pong, or chess in the recreation space immediately across from the nurses' station. This is great space for socializing, watching games on TV, and enjoying friendly competition.

Communication with Family and Friends

You will be given your own individual identification code the first day that you enter the residential treatment program. You can share this code with anyone you would like to contact you while at HopeWay. If someone calls and asks to speak with you, to protect your privacy we will not tell them that you are here or provide any other information about you to them unless they provide us with your unique identification code. In addition, any person visiting you must know your unique identification code. If a person calls and/or comes to visit and **does NOT** have the correct code, we cannot share any information with them, including that you are with us at HopeWay and we CANNOT allow them to visit. If, at any point, you change your mind. Please let us know immediately and we will update your paperwork.



Use of Cell Phones, Laptops, Tablets and Other Similar Devices

To assist in helping you maintain your focus on your treatment, minimize opportunities for distractions, and decrease anxiety and stress that can come from being constantly “plugged in”, it is highly recommended that cell phones, laptops, tablets and other similar devices be left at home.

If brought to HopeWay, cell phones, laptops, tablets and other similar devices will not be available for use for the first ten (10) days of admission. We call this rest period, Recharging of Hope. During this period, such devices will be securely stored by HopeWay staff.

During Recharging of Hope, all phone calls related to **medical or legal concerns** can be made with the assistance of a staff member. All **time sensitive** phone calls to family and friends may be made with the assistance of a staff member. These time sensitive phone calls will be limited to ten (10) minutes in duration. We strongly encourage all other types of calls be postponed until after the Recharging of Hope period.

Upon conclusion of Recharging of Hope, cell phones, laptops, tablets and other similar devices will be returned to you and available for use from 5:00 PM – 8:00 PM. At all other times, these devices will be secured by HopeWay staff.

HopeWay is not responsible for lost, stolen, or damaged personal belongings.

Visitation

- Visitation hours are daily from 6:00 PM – 8:00 PM and from 1:00 PM – 3:00 PM on Saturdays, Sundays, and holidays.
- Family members can join you for dinner prior to visitation Monday – Friday, or join you for lunch prior to visitation on Saturdays and Sundays. Note: ***Guests are responsible for the costs of their meals.***
- Each client may have up to three (3) people visit them at any given time.
- The minimum age for child/adolescent visitors in the client’s room is 12 years of age. Children under the age of 12 are not permitted in the residential unit. Visitation will occur in the dining hall, faith room, main visitor lobby, or in the outdoor dining area.
- ***Visitation is not permitted in client rooms.***
- All visitors are required to sign-in with the staff member at the nurses’ station and provide a picture ID to help maintain your confidentiality. They must have your personal identification code.
- All visitors must leave personal items such as purses, bags, etc. in their vehicles. This includes cell phones.
- For safety purposes, everything brought in for you must be checked at the nurses’ station.
- Off-site visitation is only allowed with the approval of your treatment team and not available during the first 10 days of treatment. This is to allow you to become accustomed to treatment and your living environment.
- Clients who have been discharged from the residential program are unable to visit others in the program until 6 months after their discharge.



Passes

Passes to attend off-campus activities with family/friends or on your own are not granted during the first ten (10) days of treatment. While passes are not granted during Recharging of Hope period, family and friends may join you for lunch or dinner, and/or visit you in the residential area during scheduled visitation times.

Upon conclusion of Recharging of Hope period, your attending psychiatrist may grant a pass upon your request. Passes are conditional based upon a person's symptomology, program participation, behavior, treatment compliance and the nature of the request. These factors need to be considered to help maximize client safety.

Midweek passes may be granted, however they are limited to special circumstances in order to avoid disrupting clinical programming/groups, individual therapy, treatment team, and follow-up appointments with your attending psychiatrist.

Weekend passes are granted on Sundays from 1:00 PM - 5:00 PM to avoid disrupting clinical programming/groups and promote unit cohesiveness.

Personal Items/Packing List

- 7-10 day supply of clothing: All clothing must be modest and appropriate.
- Personnel toiletries such as soap, shampoo, deodorant, toothpaste, toothbrush
 - Hair dryers, curling irons, flat irons and electronic razors will be stored by the residential staff when not in use
- 2-3 pairs of comfortable, walking/gym shoes
- Cell phone, laptop, other electronic device
 - Access to electronics is given after the 10 day Recharging of Hope period
 - Following the 10 day Recharging of Hope period, electronics can be used within designated timeframes
- Eye glasses, hearing aids
- Decorative items for room
 - Please note, nothing can be attached to the wall and glass items cannot be placed in the room.
- Money not exceeding \$50.00
- Water bottle
- Books appropriate for recovery
- Prescribed Medications and all over the counter (OTC) medications taken regularly
 - All medications (prescribed and over the counter) will be reviewed with the psychiatrist upon admission
 - Any medication that will not be taken, should be sent home (if possible). All other medication will be kept at the nurses' station.



HOPEWAY WILL PROVIDE:

- Linens: sheets, blanket, towels
- Laundry detergent
- Toilet paper
- Hand soap
- Notebook and pencil
- Clothes hangers

ITEMS TO REMAIN AT HOME:

- Weapons
- Alcohol or alcohol-containing products, illegal substances, and tobacco products
- Lighters or matches
- Glass (including picture frames)
- Revealing clothing
- Valuables, including jewelry
- Pets
- Outside food
- Hair dye

Clothing, other personal items (i.e.: lighters, glass frames/vases, etc.) and medications that are not permitted will be sent home with a family member or friend. We appreciate your cooperation in these matters.

Laundry

All residential clients are responsible for doing their own laundry. Each neighborhood has an assigned laundry room time each week. If you need to wash any linens, clothing, or towels between assigned laundry days, please speak to a staff member. HopeWay will provide the laundry supplies. **A staff member will accompany you when using the laundry room.**

Room Cleanliness

All residential clients are responsible for cleaning their own rooms, including the bathrooms. Room cleaning should occur during each neighborhood's assigned laundry time each week. If you need to clean your room between assigned days, please speak to a staff member. HopeWay will provide the cleaning supplies. **A staff member will accompany you when using cleaning supplies.**

Food and drink (with the exception of water) is not permitted in rooms to help maintain a clean environment.

Visual Room Inspections

During the day and early evening, residential staff will visually inspect client rooms once per shift to identify any contraband, health hazards, and/or safety concerns. Third shift staff may visually inspect client rooms once per shift, but would only do so if it would not negatively impact your sleep (this begins after the client's 72-hour observation period).



If you **are present** during visual room inspections and any contraband, health hazards, and/or safety concerns are identified. Staff will act to resolve any immediate health and safety issues, and then inform their supervisor, your attending psychiatrist, and your primary therapist so that they may coordinate an appropriate response and resolution.

If you **are not present** during visual room inspections and any contraband, health hazards, and/or safety concerns are identified, the staff will act to resolve any immediate health and safety issues, and then inform their supervisor, your attending psychiatrist, and your primary therapist so that they may coordinate an appropriate response and resolution. You will be immediately notified upon your return, and staff will decide corrective action.

Outside Food & Drinks in Snack Pantry/Kitchen

For safety and quality control purposes, only items provided by HopeWay may be stored in the snack pantry/kitchen area on the unit.

If you bring outside food or drink into the facility it must be consumed immediately, as it cannot be stored in the snack pantry/kitchen. Additionally, food may not be stored in your room.

Help Maintain a Safe and Healing Campus

Maintaining a safe, clean, and comfortable environment is critical for maximum healing. **EVERYONE** shares in the responsibility for keeping the facility and grounds safe and clean, including the HopeWay staff, our clients, and all visitors. *Please, help us in keeping the campus safe, clean and comfortable for everyone.*

Here are other ways that you can help us all maintain a safe, clean, and comfortable campus.

- Wash your hands after using the restroom and before each meal
- Do not share knives, forks, and spoons with others
- Wash your laundry separately from other client's laundry
- Do not eat from another client's plate
- Ask family members/friends who are sick to wait until they are better before visiting
- Do not share clothing, combs, brushes, or other personal hygiene items
- Keep your room neat and clean - if you need assistance, please ask a staff member
- Do not visit other clients' rooms to respect their safety and privacy



Personal Property and Valuables

We ask that you send any valuables home with your family/friends. HopeWay is not responsible for any lost or damaged personal property that you choose to keep with you.

Glasses, hearing aids, and dentures should be worn when you are awake and stored properly in your room when you are asleep. If you need a storage container for these items, please tell a staff member. HopeWay is not responsible for the breakage or loss of these items.

Packages

You may receive packages while staying at HopeWay. **In order to maintain a safe environment, all mail is subject to search.** However, once you have been discharged, you have up to two weeks (14 days) to pick up any remaining packages (please contact the main line at 980-859-2106 to make arrangements). After two weeks, your package will be disposed of.

Residential Wing Hours of Operation

The Residential Wing is closed to clients during all scheduled group therapy sessions and activities. During these times, clients may not be in the Residential Wing unless accompanied by a staff member.

DAY TREATMENT PROGRAM INFORMATION

Partial Hospitalization Program

HopeWay's Partial Hospitalization Program is a clinically intensive and holistic outpatient program. The program follows the same clinical model that is used in all other programs at HopeWay, including multiple types of group therapy, weekly individual therapy, and aftercare planning.

Most clients will receive the greatest benefit from the program if they are able to participate in at least six (6) weeks of treatment. At that point, they may be ready to step-down to a less intensive level of care, such as our Intensive Outpatient Program. Clients are served by a multidisciplinary team of highly trained and experienced clinical professionals including psychiatrists, psychologists, licensed psychotherapists, licensed/certified adjunctive therapists, and licensed nurses.

Primary medical care is also provided to clients in the Partial Hospitalization program. Your treatment will be individualized within the general structure of the overall program to best meet your individual needs and interests.

Lunch is included in the program at no additional cost.



Intensive Outpatient Program

HopeWay's Intensive Outpatient Program is clinically intensive and is a holistic outpatient program. The program follows the same clinical model that is used in all other programs at HopeWay, including multiple types of group therapy and aftercare planning. Individual, family therapy, and/or visits with a HopeWay psychiatrist can be added to your treatment program at an additional cost.

Most clients will receive the greatest benefit from the program if they are able to participate in at least six (6) weeks of treatment. At that point, they may be ready to step-down to standard weekly outpatient therapy and medication management services with providers in their local area.

Primary medical care can also be provided while in the program at an additional cost. Your treatment will be individualized within the general structure of the overall program to best meet your individual needs.

Meals are available for purchase for clients in the Intensive Outpatient Program.

Use of Cell Phones, Laptops, Tablets and Other Similar Devices

To assist in helping you maintain your focus on your treatment, minimize opportunities for distractions, and decrease anxiety and stress that can come from being constantly "plugged in", cell phones, laptops, tablets and other similar devices should either be left at home or, if brought to HopeWay, used only during breaks between groups and activities or during lunch. *HopeWay is not responsible for lost, stolen, or damaged personal belongings.*

Residential Wing

Day treatment clients may not access the residential wing.

