

The Commitment House



Intensive Outpatient Program & Outpatient HANDBOOK

Our mission is to provide a *person-centered* program
that instills the tools to maintain long-term sobriety;
by changing the way people live and think.



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Our mission is to provide a person-centered program that instills the tools to maintain long-term sobriety; by changing the way people live and think.

VISION

To create a program where treatment and recovery work together to produce a better outcome.

GOALS

To help people improve their quality of life through treatment and completing a 12-step program

To move the client towards self-sufficiency

To reduce recidivism

CORE VALUES

SAFETY

Commitment

Humility

Spirituality

Accountability

Empathy

Integrity

Empowerment

Perseverance

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I.O.P. Obligations, Rules & Regulations

There are obligations, rules and regulations that must be followed to remain in the program.

I.O.P. lasts roughly 2 to 3 months depending on your progress. It is our expectation that you work on your steps with a sponsor and demonstrate progress.

1. You are obligated to attend all classes and sessions for your treatment:

- **I.O.P. Classes** - 3 hours a day, Monday, Wednesday and Thursday
 - **Individual Therapy**
 - IOP – *weekly*
 - OP – *bi-weekly*
 - **Peer Support** - daily
 - **Case Management** - 5 times per month 3 Direct/2 Indirect
 - **Morning & Night meditations**
 - Clients who are too ill to attend meditation, must be seen by the doctor or visit the emergency room.
 - **A sponsor** must be identified within two weeks of entering the program and is a key part of your treatment. Failure to secure a sponsor may result in dismissal from the program.

2. Housing & Food

- When a client arrives at the Community Intensive Outpatient Program (I.O.P.), the client needs to be taken to the Department for Community-Based Services (DCBS) office to apply for Supplemental Nutrition Assistance Program (SNAP) Benefits. The client may have the option to prepare meals with other clients, but this is not mandatory.
- After the 5th step is completed, you are responsible for getting a job and paying fees in full each Friday. The cost of housing to the client, once the client is employed, will be at a rate of \$100.00 per week.
- **Reimbursement from the insurance provider to the Community services is not a payment for housing.**

3. Obey house telephone rules.

- 15-minute limit to calls
- No consecutive calls
- No personal calls between 8-4PM, Monday through Friday
- No calls after 11:30 PM, except emergencies

4. Obey cell phone rules

- No cell phone use during class, meditation, visiting speakers or during Case Management and Therapy sessions.

5. Follow proper procedures for requesting weekend passes (see requirements on pg. 10).

6. Respect yourself, others and the program.

- No horseplay.
- No profanity.
- Take pride in yourself and in the program.
- Be helpful to those in treatment with you who may be struggling.
- Be respectful. No one may use another person's property without permission.
- Keep good personal hygiene standards and dress appropriately for community living.
- No sagging pants, doo rags, or sideways/backwards hats on or off campus.
- No hats permitted during groups or meetings.

7. Rooms and public areas must be clean and safe.

- Keep rooms clean, functional, and organized.
- Keep public areas clean and disinfected.

8. Following food and kitchen rules keep sanitary conditions in the community.

- Eating is permitted in the dining area only.
- Food in the refrigerator should be labeled, dated, eaten or disposed of within 5 days.
- Wash dishes, pots, pans, glasses and utensils after use with hot water and soap to sanitize them.
- Cooking is not permitted after 11:30 PM.

9. Designated smoking areas

- Smoking is permitted outside in designated areas only.
- Cigarette butts are to be placed in cigarette receptacles.

10. Listening to music.

- Listening to music is only permitted during free time.
- When listening to music you must use earbuds or headphones and it must be inaudible to others.

11. Zero tolerance towards harassment.

- Threats, assault or battery/ harassment of anyone on or off campus no matter how small will result in immediate dismissal from the program.
- No weapons, sexual relations on property, gambling, or any illegal activity of any kind on The Commitment House property.

12. Personal Property, Restricted Areas & Walking

- Clients are not allowed to go in each other's personal area.
- I.O.P clients are restricted to areas behind the building and the alley.
- O.P. clients, *with permission from staff*, may walk to temp agencies and drug court during regular, daytime, business hours.
- Your property and locker are subject to random search at any time.

13. Wake Up & Lights Out Schedule

- No resident is allowed in front of the premises.
- **Wake up:** 6:00 AM Daily
- **Lights Out:** Sunday – Thursday 11:30 PM
Friday 1:00 AM
Saturday 12:30 AM unless working or otherwise approved by office staff.

14. Take all Emergency Drills seriously.

- Drills are a part of the program and must be followed just like any other part of the program

15. Remain compliant with your prescribed medication

16. As a client in IOP and OP you are subject to random drug screenings.

Progressive Discipline

Progressive Discipline: Leaders may use performance coaching to address disciplinary issues and formulate solutions to correct problems with a client at any phase of treatment. Our formal disciplinary process consists of 3 strikes:

Strike 1 - a written warning identifies the issue and the corrective action plan. At Strike 1, the client will be placed on a 30-day probationary period. The client's progression in the program will be placed on hold and revisited once the corrective action plan is completed. The client must adhere to weekly one-on-one meetings with an assigned leader and/or leadership team to monitor progression/regression.
Consequences: Lose pass privilege and property restriction – 1 week.

If the implemented strike is violated, it may be recommended that the client move to the next level

strike.

Strike 2 - a second written warning identifies the behavior or performance issue and a plan of action when a problem still exists or Strike 1 recommendations are not followed. *Consequences: Lose pass privilege and property restriction – 2 weeks.*

Strike 3 – the failure to correct behavior or performance problems may result in the termination of the client's participation in treatment with The Commitment House. *Consequences: Lose pass privilege and property restriction – 2 weeks – on notice – zero tolerance.*

The Leadership team and Program Manager confer throughout a client's formal disciplinary process and prior to meeting with a client. However, the Program Manager or designee may recommend termination, or other form of discipline at any time under the circumstances. Certain actions and behaviors are deemed serious and places them outside the realm of the 3-strike disciplinary process. *When clients commit one or more of these serious actions, the client's participation at The Commitment House may be terminated immediately. Examples of these types of activities include, but are not limited to:*

- Threatening comments, behavior or physical violence
- Non-compliance with completion of Learning Experiences and adhering to submission deadlines
- Testing positive for a drug screen, unauthorized drug use or refusal to submit to a drug test
- Misrepresenting employment information
- Falsifying any records including meeting sheets and or any legal/binding documentation
- Harassment/Retaliation or inappropriate contact with another client or personnel on or outside property
- Deliberately damaging The Commitment House property or the property of another client
- Failing to report an accident/injury within 12 hours.
- Refusing to perform a work assignment or adhere to the directions made by the leadership team
- Defiance/insubordination
- Leaving the residence without authorization or without approved documentation
- Theft
- Consuming or possessing any energy pills or drinks. (see prohibited medication list)
- Possession of firearms or other weapons on The Commitment House property.
- Use, possession or being under the influence of drugs or alcohol while on The Commitment House property
- Inappropriate and/or unauthorized computer/internet use and phone use, or texting during daily work/meetings.
- Sleeping in classroom setting or meetings
- Providing illegal services outside of what is deemed legal employment.

Client Rights

As a Client of The Commitment House (TCH) Community I.O.P, you have the right to:

1. Receive services regardless of race, sexual orientation, disability, family religion or ethnicity. The only restriction on age is that you must be 18 or older.
2. Know the name of the staff members assisting in your care.
3. Give informed consent for services.
4. Reasonably expect staff members aiding your care and welfare to provide you with complete and current information concerning handling of your condition and prognosis in terms or language you can understand.
5. Confidential handling of your personal records and the ability to approve or refuse the release of documentation to any individual outside of TCH, except as otherwise provided by law, or in the event of your transfer to another health care facility. Assurance that Federal Regulations are being applied in all disclosure of confidential information. Federal Regulations (42 C.F.R., Part 2) prohibit the disclosure of any information without the written consent of the person to whom it pertains or as otherwise permitted by 42 C.F.R., Part 2. The general authorization for the release of the information can be disclosed in the following cases:
 - a) Client's death—to the coroner, only in times of autopsy.
 - b) Suspected adult/child abuse/neglect
 - c) Court order
 - e) Medical Emergencies
6. Freedom from emotional, mental, physical, financial and sexual abuse, neglect, humiliation, exploitation or fraud.
7. Involvement in planning your recovery program, receive concurrent services and have access to referral sources.
8. Respect and privacy related to your recovery program. Any discussions, consultations, and examinations are confidential.
9. Refuse participation in any human subject experimental research or outcome study.
10. Obtain your full information insofar as TCH and other health care and related institutions are concerned.
11. Communicate and consult with legal counsel and private physicians of your own choice, but at your own expense.
12. Expect TCH to make a reasonable response to your request.
13. Reasonable advocacy including, schedules and times when staff and services are available.
14. Reasonable provisions to accessibility for persons with disabilities.
15. Live in a residence free of insects, rodents and debris.
16. Reside in a facility where the equipment is kept in good repair, neat, clean, free from accumulation of dirt and rubbish and free from foul, stale and musty odors.
17. Receive individual treatment.

18. Send and receive sealed uncensored mail. If staff has reason to suspect that mail contains a dangerous or illegal object, you may be asked to open the mail in the presence of staff.
 19. File a grievance, recommendation or opinion regarding the services received with protection from interference, coercion, discrimination or reprisal.
 20. Request a written statement of the charges for services and be informed of the policy for the assessment and payment for follow-up.
 21. Review your client record in accordance with state regulations.
 22. Receive (1) free copy of your client record in accordance with KRS-422.317.
 23. Vote in a government election.
 24. Visitation within specified hours according to the individual program visitation policy.
 25. Be fully informed, as evidenced by your written acknowledgement prior to or at the time of admission and during your participation in TCH programs, of the rights and responsibilities set forth herein and of all rules and regulations governing client conduct and responsibilities.
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Pass Requirements

2 Hours Passes (2) 1pm-3pm

- Have a sponsor and be actively working your steps
- Attend and document 7 AA/NA meetings
- Attended all peer support groups
- No significant behavioral incidents
- Active participation in meditation/peer support groups

5 Hour Pass and 2 Hour Pass (1 of each) 1pm-6pm/1pm-3pm

- Have a sponsor and completed 5th step
- Attend a document 7 AA/NA meetings (5 if working)
- Attended all peer support groups
- No significant behavioral incidents
- Active participation in meditation/peer support groups

5 Hour Passes (2) 1pm-6pm

- Have a sponsor and working steps 10-12
- Attend a document 5 AA/NA meetings
- Must have a job- where you punch a time clock, pay taxes, and receive a pay stub
- Current on program fees
- Attended all peer support groups
- No significant behavioral incidents
- Active participation in meditation/peer support groups

8 Hour Passes (2) 1pm-9pm

- Have a sponsor and completed Step work
- Attend a document 5 AA/NA meetings
- Must have a job - where you punch a time clock, pay taxes, and receive a pay stub
- Current on program fees
- Attended all peer support groups
- No significant behavioral incidents
- Active participation in meditation/peer support groups

OTHER CONSIDERATIONS

- PASSES ARE EARNED NOT EXPECTED
- Passes cannot be combined
- Passes must be taken on Saturday and Sunday only during the allotted timeframe- no exceptions
- Meeting sheets and pass forms must be turned in by 8:30am Thursday morning - they will not be accepted after this point
- If you are dishonest on your pass form it will result in a strike and loss of passes for 2 weeks
- Form must be filled out completely
- Must complete an ROI for your sponsor- This is for verification of step progress and/or cancelled step work sessions
- If you quit/lose your job your passes will be adjusted accordingly If you change sponsors your passes will be adjusted accordingly
- All clients will be subject to a UDS upon return from pass. Staff will not provide any transportation to or from passes

Missed, Cancelled and Late Appointments Outpatient/Non-board

If you can't make your appointment, please let us know as soon as possible, 24-hours in advance is preferred, so we can offer the appointment time to someone else.

Arrive on time for your appointment and bring a copy of your most recent insurance card.

Missed, cancelled or late appointments may result in non-compliance of your treatment plan.

This policy applies to the following missed appointments:

- A. The individual was previously informed of the policy.
- B. The cancellation was not due to medical emergency.
- C. Failure to cancel in more than 24-hour notice.
- D. The cancellation was not approved.

Thank you for your cooperation in helping us provide the best possible care.

Grievance Procedures

The purpose of the grievance procedures is to provide an avenue for clients to voice their concerns regarding programming, services and personnel. The Commitment House recognizes that clients may have complaints concerning their services from time to time and has established a procedure to address such complaints. The emphasis of this procedure is addressing the complaint in a timely manner at the program level. If not satisfactorily addressed for the client, the client may pursue the formal written grievance procedures established.

Complaints against Program

1. When a client communicates a complaint to any staff in the organization, the complaint must be documented. The grievance will be referred to the Executive Director (ED)
2. The ED will respond to complaint within 5 days whether in writing or conference with the client.
3. If not resolved by ED, the complaint will then be referred to the CEO.
4. If not resolved by CEO, then the complaint will be referred to the State Ombudsperson.
5. The ED will maintain records of each formal written grievance filed.
6. All clients who file a grievance will be protected from interference, coercion, discrimination, or reprisal.
7. Grievance procedures will be posted conspicuously in a public area of the facility.

Complaints against Staff

1. If the complaint is against a staff member, the client will communicate a written grievance with any staff available, in a place where the client feels comfortable.
2. The ED will respond to complaint within 5 days whether in writing or conference with the client.
3. If not resolved by ED, the complaint will then be referred to the CEO
4. If not resolved by to the CEO, the complaint will be referred to the State Ombudsperson.
5. The ED will maintain records of each formal written grievance filed.
6. All clients who file a grievance will be protected from interference, coercion, discrimination, or reprisal.
7. Grievance procedures will be posted conspicuously in public area of the facility.

Client Grievance Form

Date: _____ Client Name (optional): _____

Date of alleged occurrence: _____ Site: _____

Involved Person(s): _____

Description of alleged occurrence:

Client (optional)	Date	Director	Date
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Date of initial contact with complainant: _____

Resolved ☐ YES ☐ NO

Referred to State Ombudsperson ☐ YES ☐ NO

Date Referred to State Ombudsperson: _____

