



RECOVERY EXPEDITION COURSE

Valley Vista Transitional Aged Youth Treatment Program

Guidebook



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Welcome!

If you are reading this you have either expressed interest in the Transitional Aged Youth treatment program (TAY) at Valley Vista, or you are already here. Below you will find information that will be helpful to you in understanding the program, rules and expectations.

The TAY runs as a group model, meaning that we do a lot of different groups throughout the day. The groups cover both substance use and mental health information. We work to tap into your creativity and/or active nature. We practice mindfulness and encourage you to WORK.

WORK = AWARENESS + ACTION.

We use the Seven Challenges model throughout our program. You will learn more about this when you arrive, but we want you to know that during your stay we want you to be able to talk about all aspects of your drug, including what you liked, what you didn't and most importantly where you want to go from here.

Once you begin to understand how you think and how you feel with a clear mind (AWARENESS), you can begin to make steps toward the goals you identify (ACTION). We are not here to tell you drugs are bad. We are not here to tell you that you have to stop using. We are here to help you assess with awareness and make a plan based on what you believe is the best course of action for you by making thoughtful decisions. It can be an exciting process!

You will have individual therapy once a week with your Primary Therapist. You may also have some family sessions with your parent(s) or primary caregiver. Family sessions can be in person, by telephone or through skype.

Our Educational Program is 5 days a week during the regular school year, and modified during the summer. School is 2 hours a day Monday through Friday. Most often, your sending school (where you were doing your educational programming before you came to treatment) will provide you with assignments either online or by mail. We hope to help you keep up with your work or get caught up, while you are away. We support most alternative educational programs too! (GED, High School Diploma through Adult Education or online schooling).



Level System Outline

We have a level system. The system is designed to increase your motivation and provide rewards for your hard work, while also helping you practice leadership and healthy communication skills. Below is the basic outline:

Orientation: This is the level on which you arrive. Below are ways to move up to Level I.

- Full cooperation with medical and psychiatric orders
- Completion of orientation
- Active participation in all groups
- Participation in school
- Completion of chores
- Demonstration of responsible behaviors in the milieu and community
- Family participation in Family Programming/Family Therapy
- Three (3) Harmfuls written, approved, presented and passed
- First Things First
- Daily Seven Challenges Journaling
- Outline of Drinking and Drug story (life story) The Timeline

BENEFITS OF ORIENTATION LEVEL

- Two phone calls per week to parents or primary caregiver- 10 minutes each call.
- Suite privileges (You can hang out with peers in the room connected to yours as long as EVERYONE has the privilege - meaning no one is on a restriction/level freeze or packed bag status).
- Automatically moved up to Level I once assignments and expectations are met

Level I: What you can achieve on this level...

- Full cooperation with medical and psychiatric orders
- Completion of orientation
- Active participation in all groups
- Participation in school
- Completion of chores
- Demonstration of responsible behaviors in the milieu and community
- Family participation in Family Programming/Family Therapy
- Completion of (4) four Harmfuls for a total of (7) seven.
- Presentation of Drinking and Drug History (approved in advance by therapist)
- Completion of Triggers and Coping Skills assignment
- Daily Journaling in Seven Challenges

BENEFITS OF LEVEL I

- *Two phone calls per week to parents or primary caregiver- 10 minutes each call.*
- *Suite privileges*
- **Addition of a support person to your call list**
- **Music with headphones in specified areas only.**



To move up to Level II you must:

- Have ALL staff and ALL peers fill out the “What I Need To Work On”
- Present to the community after it is filled out, identifying recommendations
- Demonstrate positive progress toward recommendations for 3 days
- Have ALL staff and All peers fill out the “Yes/No” sheet and the attached application. You must have unanimous “Yes” to move up. If you do not, you may be asked to work 2-3 more days on your goals before getting the Yes/No sheet re-signed.

LEVEL II: What you can achieve on this level...

- Full cooperation with medical and psychiatric orders
- Completion of orientation
- Active participation in all groups
- Participation in school
- Completion of chores
- Demonstration of responsible behaviors in the milieu and community
- Family participation in Family Programming/Family Therapy
- Daily journaling in Seven Challenges
- **Co-lead a group of your choice with staff.**
- **Begin aftercare planning and relapse prevention/moderation management plan journal/assignments.**

BENEFITS OF LEVEL II

- *Two phone calls per week to parents or primary caregiver- 10 minutes each call.*
- *Suite privileges*
- *Addition of a support person to your call list*
- *Music with headphones in room during down time or at bedtime,*
- **Visitation of non-family support person after they participate in family programming**
- **First Day Pass- must be planned with primary therapist in advance**
- **Supportive cleansing of social media accounts (going to the local coffee shop to edit and process messages on Facebook, Twitter, Snapchat, Tumblr, etc.). Editing contacts on phone if available.**
- **1 Get Out of Group Free pass**

Level III: What you can achieve on this level...

- Full cooperation with medical and psychiatric orders
- Active/Leadership participation in all groups
- Leadership in school
- Leadership in completion of chores
- Demonstration of responsible behaviors in the milieu and community
- Family participation in Family Programming/Family Therapy
- Completion of (5) five additional Harmfuls for a total of (12) twelve.
- Daily Journaling in Seven Challenges
- Co-lead a family programming session



- Prepare and present a Clinical Recreation group with group leaders
- Completion and presentation of Relapse Prevention Plan / Moderation Management Plan to family and peers.

BENEFITS TO LEVEL III

- *Two phone calls per week to parents or primary caregiver- 10 minutes each call.*
- *Suite privileges*
- **Music with headphones in common areas**
- *Phone calls during unapproved times*
- *Visitation of non-family support person after they participate in family programming???*
- **Second Day Pass- must be planned with primary therapist in advance**
- **Additional phone call to support persons, family or friend (equaling 2 per week).**
- **Unstructured time, clinical task work hours may be spent in room.**
- **3 Get Out of Group Free pass**
- **Ongoing Supportive Cleansing** of social media accounts (*going to the local coffee shop to edit and process messages on Facebook, Twitter, Snapchat, Instagram, etc.*). *Editing contacts on phone if available.*
- **Use of phone in designated space for designated time. Must process with therapist- must share password/code.**
- **You've gotta be getting out of here pretty soon! ... Get ready to Go Do Life!**

To move up to Level III you must:

- Have ALL staff and ALL peers fill out the "What I Need to Work On"
- Present to the community after it is filled out, identifying recommendations
- Demonstrate positive progress toward recommendations for 3 days
- Have ALL staff and All peers fill out the "Yes/No" sheet and the attached application. You must have unanimous "Yes" to move up. If you do not, you may be asked to work 2-3 more days on your goals before getting the Yes/No sheet re-signed.
- Present a topic to Family Programming Group



Things You Should Know About the Program

Some important things to know that could cause early discharge:

- Violence is not an acceptable form of communication in treatment. Respect for property and people, including yourself, is paramount to maintaining a safe and therapeutic environment. RESPECT AND KINDNESS rule here.
- Possessing weapons or drugs is dangerous for everyone. Don't Do It.
- Physical or Verbal threats in any form can lead to restrictions or discharge.
- Bullying or Harassment are unnecessary and hurtful. We expect everyone to honor the personal journeys of each individual through mutual-RESPECT AND KINDNESS
- Sexual Contact is not permitted.
- Hands on another person is not permitted.
- Theft

Some important things to know that often cause loss of focus on treatment:

- Secret keeping and whispering are indicators of focusing efforts in the wrong direction for treatment. Knowledge of or information regarding abuse of medications or other addictive behaviors should be brought to light to help support those who are struggling. Enabling such behaviors through secret keeping or omission can lead to consequences.
- Exclusive relationships – having friendships with only one or a small group and avoiding other connections.
- Accessing internet accounts without staff supervision or permission

Negative consequences do exist. Try your best to avoid them.

- **Level Freeze**- level is frozen where it stands until an assignment is completed and processed with community. (24 Hour mandatory loss of privileges)
- **Level Drop**-drop a level and demonstrate leadership behaviors to move back up. You may have to reapply.
- **Packed Bag Status (PBS)**- this one is big. If you are asked to pack your belongings, you will have to do so and put all bags in the staff office. You will have an opportunity to complete an assignment and present to the community. PBS lasts for 48 Hours minimum. Loss of all privileges and a Level Drop.
- **Loss of privileges**- including phone calls and visits may be a consequence at any time. If you want to know more... there are many more details provided in the binder you receive upon arrival and will also be reviewed in orientation.
- **Blackout**- this is an intervention to help you refocus on what is important. You! So, if you have regular conflict with a peer, or if you are spending too much time with one peer, or if you seem to make poor choices when you are with a certain person, staff will place you on blackout. This means



that communication between you is interrupted for at least 1 full week. During this time, you will be in a separate space from them during down times. You may not sit near them in group or communicate with them without staff support until it can be managed in a healthier way. There will be therapeutic intervention with your therapist and the peer over the week to help identify how to move forward.

This is the base. You will get a rundown of the other information during your orientation and a full copy of the handbook will be in your binder, provided on intake. Please know that we want you to have the best experience you can in this program. Many of the rules are in place for safety (emotional and physical) and to allow you to get yourself motivated toward a new and healthier version of you. Do not hesitate to ask questions if you do not understand a rule or why we do things a certain way. We look forward to working with you.



PACKING LIST

Restricted Items

Please do not bring these types of items into the facility:

Mesh or see through clothing

Uniforms or scrub suits

T-Shirts depicting drugs/alcohol, violence or gangs

Loose powder substances

Scissors, knives, or weapons

Aerosol cans

FOR MINORS ONLY - Any tobacco products, or ANY tobacco pouches or cans. Tobacco use by minors is illegal in the State of Vermont.

Cameras

Bleach

Glass

Food (aside from gum or individually wrapped hard candy/chocolate)

Towels

Shoe polish

Allowable Items

18-22-year old's may have tobacco in the form cigarettes. No vapes, chewing tobacco or other products. Cigarettes will be held by staff. Staff will not purchase cigarettes for any patient. If a patient cannot obtain cigarettes from supports then nursing will offer nicotine replacement. If a patient is found to share cigarettes with minors he could be charged and it is immediate grounds for dismissal. If a patient shares his cigarettes with other patients it may lead to other restrictions, including loss of cigarette breaks for both parties.

Shorts Mid-thigh length swim shorts.



Shirts must reach top of pants. Underwear should not be visible.

Games, cards, or posters that are supportive/ appropriate in nature are allowed. Gambling is not permitted.

Cell phones or tablets will be put in the safe until your TAY reaches a level where they can use them

iPods/MP3 players are allowed (when you reach level) if they are not Wi-Fi accessible and do not have a camera.

Only pump sprays that are alcohol free (hair gels & mud are ok if new & sealed)

Bedding (sheets, pillows, blankets...) Beds are single size- we do provide linens but you can bring your own.

Gum/Hard Candy must be new & sealed or individually wrapped

Hats are allowed other than in groups or at meal times

Knapsacks/suitcases (all luggage will be kept in Security)

Please bring these items with you into the facility:

Earbuds or headphones

Appropriate clothing for season (i.e. Winter Boots, hats, gloves)

Appropriate footwear for activities (i.e. Sneakers, activewear, shorts, sweats)

Please bring toiletry items – including shampoo, conditioner, soap, toothpaste, toothbrush, hair products, razors etc.

If your TAY has an allergy to specific laundry soap – please send your own (must be unopened)

Covered Water Bottle- transparent preferred

You may hold a maximum of \$10 on your person for the purchase of stamps.

Your TAY will be given a 3-ring binder when they arrive at the facility, included in it is a notebook, pencil, loose leaf paper & envelopes. If they would like, they can bring in their own pens, stationery, stamps, etc.

Please do not bring envelopes and/or stickers.

**Other materials and/or items may not be allowed per staff discretion. **



OUR MISSION

To provide state of the art quality substance use disorder treatment to men, women and adolescents, in a safe secure environment conducive to recovery.

To accomplish our mission: Valley Vista offers inpatient adult and adolescent treatment. Our goal is to provide intervention, assessment, treatment and rehabilitation services. Valley Vista assists individuals who have substance use disorders by initiating medically monitored, evidence-based treatment, to improve their personal, physical, emotional, mental, spiritual, familial and social functioning.

VALLEY VISTA'S CODE OF ETHICS

The facility will not permit practices or condone attitudes which are discriminatory on the basis of:

Age
Disabilities
Ethnicity
Gender
Race
Religion
Sexual Orientation

The enforcement of the following outlined procedures is to ensure compliance.

The Treatment Director will assure that in the facility's management, supervisory, programmatic, and operational systems and activities there are no discriminatory practices.

Particular efforts will be made to assure that there is no discrimination in the following areas:

- Employment: recruitment, hiring, and personnel practices.
- Treatment: admission and care of patients.
- Outreach and Marketing.
- Business: relationships with vendors, communities, and agencies.

The Treatment Director is charged with the responsibility for understanding the expectations of the Americans with Disabilities Act of 1991 and its subsequent iterations, and assuring compliance. When patients in need of treatment have handicapping, limiting, or disabling conditions, steps are taken to:

- Provide for their safety.
- Reasonably accommodate to such conditions so as to facilitate treatment gains and benefits.
- Make referrals to alternate services in those limited cases in which (a) and (b)



cannot be assured.

THE BASICS

Our common welfare comes first; personal wellness depends upon working together towards a common goal. Our goal is wellness. To reach that goal, we ask that you take this opportunity to look at yourself as a whole person, your actions, personality and behaviors. Ask yourself, "Do my actions come close to representing the kind of person I want to be?" Staff and your peers are here to help you and to observe these behaviors. They will point them out to you. Your challenge is to remain receptive to suggestions. Remember everyone is here to help you to begin a lifetime of wellness.

YOUR COMMUNITY

You are now a member of a unique community. Please remember to be considerate and respectful at all times, have a positive attitude towards recovery, and respect the rights of other patient's privacy and confidentiality. No matter the age, race, color, gender, culture, or sexual orientation you are all here for the same purpose: To come to terms with your substance use disorder and pursue wellness. Any bias or prejudice you may feel has to be put aside to focus on yourself and your sobriety. Feeling accepted by others is important to you and it is as important to every other member of the Valley Vista community. Your positive support is needed. It may surprise you that the people you least expect anything from may contribute the most in helping you.

YOUR MEDICAL/NURSING TEAM

The medical and nursing staff work together to ensure you will complete a safe withdrawal (detox) period. Following your safe detox period, the medical and nursing staff will continue to be involved with your treatment. Some of you may have ongoing medical issues that will be monitored throughout your stay. Should a medical concern arise that needs further assessment, the medical/nursing team will see that your needs are met and you receive the care that your condition requires. If you have any concerns in this area you may make an appointment to meet with the Director of Nursing to discuss them.

YOUR CLINICAL/COUNSELING TEAM

You will be assigned a Primary Therapist upon admission. Your Primary Therapist is the primary person responsible for coordinating services that will support your treatment. He or she will communicate with your family, outpatient counselors, probation and anyone else directly involved with your recovery process. Your Primary Therapist will develop your treatment plan and assist in helping you stay focused on your goals and objectives. You are entitled to (2) 20-minute sessions or (1) 40-minute session with your Primary Therapist per week.



PERSONAL SPACE AND HYGIENE

Good health includes attention to personal hygiene. Included in the maintenance of your personal hygiene is keeping your room and personal area neat and clean as well. The following guidelines have been established to assist, please remember to:

- Wash your hands with soap and water after using the bathroom and before and after each meal.
- Use your own towels, washcloths, and bed linens.
- Clean linens may be obtained daily if needed.
- Deposit soiled linens into the “Used Linen” receptacles.
- Articles of personal hygiene such as toothbrushes and deodorant should not be shared. Never use another patient’s razor.
- All sharps are locked and safely secured in staff office.
- Dispose of soiled tissues and appropriate receptacles located in every bathroom as indicated by a red bag.
- In the event you have a cold, dispose of tissues properly. Remember to wash your hands thoroughly.
- Refrain from any and all interactions with others in which oral secretion such as saliva could be exchanged. This would include, sharing clothing, beverages, Silverware, and food.
- All dirty laundry is to be placed in the hamper that corresponds with your bed number.
- Valley Vista will not be responsible if personal items are lost or damaged during laundering.
- Personal hygiene and/or toiletries are to be kept organized.
- Food of any kind is prohibited outside the dining room. This includes any unopened food packages.
- Only water is allowed outside of the dining room.
- WATER is allowed in your bedroom.

You are responsible for the upkeep of your room. This includes making your bed, changing your linen, keeping your personal belongings neat and off the floor. Housekeeping will provide you with clean linens weekly, or as needed. Clean towels and face cloths are available on each wing as well. Housekeeping will provide laundry services 2 times per week as assigned by wing.

Our community is considered to be in a high-risk group for potential infection by HIV, Hepatitis C & B, and TB to name a few. We strongly urge you to refrain from any activity that may put you or your peers at risk for potential infection.

NOTE: These measures have been designed to help you on your way to wellness and to maintain good health. They are particularly important while living in a community setting. If you have any questions, feel free to consult the nursing staff.

DRESS CODE

Clothing that promotes gangs, alcohol, drugs or violence is prohibited.
Changing should only be done in either your bathroom or your bedroom with the



door closed.

Towels, bathrobe, pajamas and/or slippers are not allowed to be worn in the community.

Sunglasses are not allowed to be worn in the community.

Remain fully clothed when out of your bathroom or bedroom area.

Footwear is to be worn at all times inside and outside of the building.

Shower Shoes are not to be worn in the community

Shirts must reach top of pants -no visible underwear

- In addition, the staff reserves the right to determine what clothing or behavior is inappropriate for this facility. We consider this a professional and work environment and take seriously the work that you are doing.

IDENTIFYING UNAUTHORIZED AREAS

- Patient rooms other than your own or a suite mates when permitted.
- Past the double doors of any wing that is not your own, without staff permission.
- Kitchen, unless authorized by staff.
- Maintenance and facility laundry area.
- Staff offices when staff is not present.
- Inside the nurse's station and/or the medication room.
- Housekeeping closets.
- Outside areas other than unit courtyard and activity areas which require staff Supervision.

POLICIES

DRUG SCREEN: Random drug screens may be requested at any time during your treatment. There will be no drug or alcohol use at any time while attending the program. Use of drugs or alcohol and/or a positive drug screening can result in discharge.

SMOKING: It is illegal for persons under the age of 18 to smoke in the State of Vermont. Smoking while in treatment could lead to discharge if you are underage. You could be asked to leave treatment if you provide nicotine to a minor. The Minor's guardian has the right to press charges.

ROOM SEARCHES: May periodically occur. You will be given the opportunity to be present for the search.

RELATIONSHIPS: Sexual, romantic, or exclusive relationships between patients are prohibited. While on the premises, sexual contact between patients or guests is also prohibited. Failure to comply may result in discharge.

VIOLENCE: All violence is prohibited. This includes physical actions or verbal threats, as well as any behavior which could undermine the cooperative atmosphere of the facility. Any acts of violence may be grounds for immediate discharge.

WEAPONS: Weapons of any kind are prohibited on Valley Vista property. Any possession and/or use of a weapon are grounds for immediate discharge.

BELONGINGS: You are responsible for your personal belongings and possessions during your



stay. Please place permanent initials on your personal belongings to identify them. We do have a safe for valuables, cash, and car keys. Selling and/or lending of personal items (money, clothes, toiletries, etc.) is prohibited. Valley Vista is not responsible for lost, stolen, or damaged items.

MONEY: Cash is not needed for the program. All outings are paid for by Valley Vista.

MAIL/PACKAGES: All mail is distributed by staff, Monday through Saturday. Mail is opened by staff in your presence. Your Primary Therapist will arrange for you to receive any packages of personal items you may need. Packages cannot be dropped off unless you have made specific arrangements with your Primary Therapist. Anything brought into the building must be pre-approved by your Primary Therapist. Please refer to the Admissions Inventory List for approved items. Outgoing mail is brought to the reception office to be mailed. Flowers must be delivered directly from a florist. No glass vases balloons are allowed.

PATIENT VISITATION

All patient visitations are held on every Sunday, from 1:30-4:00 PM. Check-in for visitation begins promptly at 1:15PM, and all visitors must show photo ID. Special visits can be established with your Primary Therapist.

VISITATION

- You are allowed two visitors at a time as approved by your Primary Therapist. If you are expecting more than two visitors, consult with your Primary Therapist.
- All visits must be approved by your Primary Therapist before your visit.
- All visits are supervised by Valley Vista staff.
- All visitors over the age of 18 must show photo ID upon sign in, or they will not be permitted to visit.

SPECIAL VISITATION

- Any special visit needs are arranged through your Primary Therapist and supervised by the Primary Therapist or designee.
- Packages or presents can be brought in by visitors if approved by your Primary Therapist.
- Please remember that staff discretion can be used to cancel any/all visitations.

FIRE PROCEDURE

- Be familiar with exits in your area.
- All exits are clearly marked with red exit signs.
- At the sound of a fire alarm, listen for instructions over the intercom system or follow staff instructions if there is no announcement.
- Leave the building in an orderly fashion through the nearest safe exit.
- Once you have exited the area stay in a group and wait for staff direction.
- Do not go back into the building or leave your designated area until staff authorizes the return to the building.
- Roll call will be taken once patients are located a safe distance from the building.



Talking is not allowed while roll call is being taken.

PHONE CALLS

Limited phone calls are permitted during your stay here with us at Valley Vista. There are designated times to make phone calls. Business calls can be made during the day in the presence of your Primary Therapist or with assigned staff. Consult with your Primary Therapist to discuss your need to make outside calls. Typically, patients get 2 phone calls to their parents/guardian/support per week. If your family is split, there can be accommodation to make 2 calls to each parent weekly. Calls are for 10 minutes. You can earn extra calls through the level system.

Please note that the day upon which you are admitted to Valley Vista you will receive a free phone call to family/identified support.

MEAL TIMES

Meal times are identified in your Program Schedule. If you choose not to eat, you still need to accompany your group to the cafeteria. All patients eat in the dining room and food may not be brought back to your room or wing. All drinks outside of the dining room must be in a covered container. Only water is allowed outside of the dining room. Generally only water is allowed in your room. Special dietary needs can be met. Please speak directly to medical staff if you have any special dietary needs. Patients are expected to be respectful and considerate to the dietary staff.

THERAPEUTIC RECREATION AND ACTIVITIES

Leisure time is very important in your recovery life. In treatment you will evaluate and address your need for healthy leisure and recreational activities. You will explore constructive activities with your peers as part of your journey to wellness on your road to recovery. It will be important for you to explore new leisure options to meet your individual leisure needs.

Due to your lifestyle change and choice of wellness you will need a plan in order to adjust to this new way of living. Boredom can be a significant trigger. You will learn to be creative and active in order to address these needs appropriately. Taking these issues seriously will allow you to maximize your chances for a successful lifestyle change.

Leisure education and activities will be offered to all Valley Vista patients. Some activities will be therapeutic and/or educational and will be included as part of your treatment. Your participation in these groups is mandatory.

Some activities will be offered as optional experiences and will vary based on programming issues and patient/staff interests. Medical restrictions will only affect the level of your participation in an activity.

THERAPEUTIC INTERVENTIONS

As mentioned earlier, recovery is hard work that requires your active cooperation and dedication. Sometimes negative behaviors surface that take the focus away from treatment. Staff will usually recognize these behaviors before you do. You may not realize the negative impact these behaviors have on your recovery process. Depending on the behavior, and your motivation for change, several interventions may be used to assist in getting you “back on track”.



Behavioral Expectations of Patients

- Respect for self
- Respect for others
- Honoring the confidentiality and privacy of other patients
- Common sense
- Honesty
- Awareness of consequences of behavior
- Compliance with dress code
- On time and prepared for scheduled activities
- Active participation in group sessions
- Reporting abuse and neglect when observed or experienced
- Reporting to staff when one does not feel well or senses that one might lose control or harm oneself
- Maintaining personal hygiene
- Keeping one's bed, personal area, and belongings neat and clean
- Leaving the bathroom neat and clean for the next person's use

Prohibited Patient Behaviors

- Use of drugs and/or alcohol
- Violence or threats of violence
- Sexual contact, sexual harassment, or sexual innuendo
- Hazing or physical harassment
- Bullying
- Food and beverages stored or used in bedrooms and/or lounges
- Property damage
- Slurs, innuendo, or actions regarding race, ethnicity, beliefs, and customs of others
- Breaching of confidentiality
- Exclusive patient to patient relationships
- Interaction between adult patients and adolescent patients
- Swearing and other abusive or disrespectful language or gestures
- Screaming or yelling
- Running, except during planned activities
- Horseplay
- Leaving program, building, or property except when accompanied by staff
- Going into other patient's rooms without suite privileges
- Smoking: Prohibited at all times in facility, vans and at off-site meetings and appointments.
No piercing any body parts while in treatment or tattooing.

POSSESSIONS AND PRIVILEGES

Prohibited Patient Possessions

- Alcohol, drugs, and/or medications



- Drug paraphernalia
- Photos, clothing, or materials depicting drug use, sexually explicit content, gang related, or degrading behaviors or attitudes
- Mouthwash, aerosols, colognes, aftershave, aerosol cans, and any personal care items that are alcohol-based (will be kept in locked closet on unit)
- Razors will be kept in the locked cabinet and dispensed by Recovery Aide staff when needed.
- No sharp items: pins, needles, scissors, or mirrors are allowed.
- Weapons, or items which could be used as such
- Colognes, aftershave, personal care items (kept locked and dispensed when needed)
- No chewing tobacco of any type is permitted in the facility, nor e-cigarettes or vaping products.

Loss of Rights and/or Privileges

- Loss of phone privileges
- Loss of visitation
- Loss of specific peer-to-peer contact
- Loss of Recreational Activities Outside of Valley Vista
- Loss of Meetings Outside of Valley Vista

Approved Interventions

Calling for police assistance

Facility-approved therapeutic intervention and passive restraint methodologies (such as T.C.I. or C.P.I.) by trained and certified staff

Using reasonable and necessary force to quell a disturbance, obtain possession of dangerous objects, protect persons including oneself

Assigning of consequences consistent with the level or seriousness of the misbehavior

Restriction from certain patient activities, as consequences for behaviors

Prohibited Interventions

- Administering physical restraint unless for approved reasons of safety and unless by staff currently trained and certified in facility-approved methodology
- Degrading, demeaning, disrespectful, or humiliating treatment of patients
- Denial of privacy or such basic comforts and necessities as meals, water, rest, sleep, toilet, beds, bedding, shelter, clothing, movement, exercise, etc.
- Corporal punishment, including hitting, pinching, shaking, spanking, or aggressive physical contact
- Physical restraint except by staff trained and certified in facility-approved methodology
- Mechanical restraint
- Confinement to locked space
- Chemical restraint
- Physical, verbal, or sexual harassment
- Hazing
- Bullying



- Excessive withholding of emotional response or social interaction
- Physical exercise as punishment
- Forcing one to maintain uncomfortable positions, such as squatting or bending, or to perform repeated physical movements, solely for disciplinary purposes
- Denial, solely for discipline, of contact with family, clergy, or attorney
- Denial, solely for discipline, of participation in essential program services
- Excessive or punitive consequences for misbehavior
- Discipline or consequences which are intended to frighten
- Financial or material fines (patients may be billed for property damage)
- Staff inconsistency (shift to shift, day to day, staff to staff, staff to patients) regarding behavioral expectations and consequences
- Except in the case of intervention by qualified public officers such as police, discipline, passive restraint, or consequences are not to be administered by persons not known to the patient
- Any act defined by state or federal statute as constituting abuse or neglect.

DISCHARGE TYPES

NON-ROUTINE DISCHARGES

The goal is for you to complete your treatment experience successfully. As mentioned earlier, situations may occur that require therapeutic interventions. Unfortunately, at times, these interventions may not be successful and the treatment team may decide to administratively discharge you. Once being administratively discharged, you may reapply to Valley Vista after 30 days from discharge.

If you choose to leave treatment prematurely and against the advice of the treatment team you will be leaving treatment “AMA”, Against Medical Advice. Please remember by leaving AMA you are taking a chance at losing a valuable opportunity to address your Substance Use Disorder. If you choose to leave treatment “AMA” you may have the opportunity to return to Valley Vista. You must contact Valley Vista admissions office to re-apply. The clinical team will then determine if your immediate return to Valley Vista is appropriate. You may re-apply to Valley Vista at any time.

Please review these considerations carefully if you find yourself contemplating an early departure from treatment.

YOUR TRANSITION TO A SUCCESSFUL DISCHARGE

Inpatient treatment is the first big step in your journey. Your Primary Therapist and the treatment team will work together with you to help you prepare for your new life. Clear and practical goals and objectives for aid in your transition to continued wellness will be identified. Specific referrals for aftercare, to Alcoholics Anonymous and/or Narcotics Anonymous, or other self-help groups may be made. Finally, any other ongoing professional help (individual or family therapy, groups) that may be needed will be arranged.

Prior to your discharge day, you will be asked to fill out a Patient Questionnaire. You will also be requested to complete a Behavioral Health Outcome Study Release in an effort to assist Valley Vista in tracking patient outcomes after leaving our treatment facility. Since you have completed treatment your input is extremely valuable in helping us continue to provide the highest quality of Inpatient Treatment to Adolescents.



On the day of your discharge, there will be a short ceremony in your honor. You will receive a Valley Vista coin, a T-Shirt and a certificate of successful completion.

****IF BELONGINGS ARE LEFT BEHIND, WE CANNOT MAIL THEM OUT. WE WILL HOLD THEM FOR 30 DAYS FOR YOU TO COME GET THEM.**

PATIENT'S BILL OF RIGHTS

As a Patient at Valley Vista, you have the right, consistent with law to:

- Receive treatment that is free from bias or prejudice;
- Respect for your privacy and to have access to personal belongings that are acceptable within program structure;
- Prompt and attentive services that take into consideration your individual needs;
- Expect a reasonable response time to your request for review of your records and to have access to consultation;
- Confidential and discreet treatment regarding the handling and discussion of your records;
- Continuity of care that is considerate of your health care needs as they relate to your ongoing recovery;
- Know of Valley Vista's professional affiliations as they concern the provision of your treatment needs;
- Be informed of regulations defining your expected conduct and responsibilities;
- Maintain or withdraw consent for receiving treatment and to be familiar with the reasons for and the risks associated with the services that you receive;
- Receive treatment in a safe and sanitary environment that shows concern for your individual needs;
- Refuse to participate in any activity that you may find threatening or that violates your right to confidential care;
- Be able to communicate with your family and/or friends within the context of the program structure.

This is an abbreviated format of the patient Bill of Rights. Detailed listings are displayed in the Admissions Office, The Main and Admissions Lobbies, the Nursing Station, and on the Adolescent Unit. You should have received and signed a copy of the detailed listing during the first part of your admission process.

****After you have left Valley Vista, staff is still bound by confidentiality laws. Staff will not initiate conversation with you if you are to see them outside (in a public place) after you leave Valley Vista. Please understand this is to protect your confidentiality. Should you initiate conversation first with the staff member, they will then be able to engage in conversation.***

Feel free to speak with any of the professional staff about your rights.



VALLEY VISTA PATIENT COMPLAINT & FORMAL GRIEVANCE PROCEDURE

Patients should expect that they can register complaints and grievances without fear of reprisal, and that such will be addressed consistently, adequately, and promptly.

Please orientate yourself with the following three step procedure to Valley Vista's complaint and grievance process.

STEP #1 VERBAL COMPLAINT

When patients or their family member's express dissatisfaction, concerns, or complaints, they should feel free to discuss the matter with the patient's Primary Therapist or Nurse. If the Primary Therapist or Nurse cannot be accessed in a timely manner, they should be directed to the staff person in charge of the patient's wing.

This step is vital as it must occur before a written complaint can be completed. Staff and patients need to verbally discuss any possible resolutions to the problem. If the complaint cannot be verbally resolved please go to Step #2.

STEP #2 WRITTEN COMPLAINTS

If the matter remains unresolved to the patient's satisfaction, they should ask to file a written complaint.

If the patient chooses to file a complaint, she will be given a copy of the Patient Complaint Form. Valley Vista staff can assist should the patient feel unable for any reason to complete the form.

The staff person receiving the completed Patient Complaint Form should immediately deliver it to the Appropriate Director. Within two working days of receipt of a Patient Complaint Form, the Director will complete a review of the complaint and provide the patient with a written response and plan for resolving the complaint.

The Primary Therapist will convey the facility's response to the patient.

If for any reason the complaint is not completed to patient satisfaction the patient may write a Formal Grievance. Please note that Step #1 & Step #2 must be carried out in their entirety before a Formal Grievance can be written.

STEP #3 FORMAL GRIEVANCES

If the patient indicates continued dissatisfaction with the response, the Primary Therapist will advise the patient of the procedures for filing a Formal Grievance.

If the patient chooses to file a Formal Grievance, he will be given a copy of the Patient Grievance Form and an offer to assist should the patient feel unable for any reason to complete the form.

The Grievance Form is forwarded the Clinical Director by way of the Program Director or Nursing Director.

Within five working days of receipt of a Patient Grievance Form, the Clinical Director will complete a review of the grievance and submit a written response and plan for resolving the complaint.

The Primary Therapist will present the facility's response to the patient, review the issue with the patient, and document the session.

If the patient indicates continued dissatisfaction with the response, the Primary Therapist will advise the patient of the procedures for filing a second and final formal grievance. The same form and procedure referenced in Step #3 should be used.

The Primary Therapist forwards the second Patient Grievance Form directly to the Treatment Director,



and informs the Program Director, Nursing Director, and Clinical Director of this action. Within ten working days of receipt of a Patient Grievance Form, the Executive Director will complete a review of the second formal grievance and respond in writing to the grievant. In an individual counseling session, the Primary Therapist will present the facility's final response to the grievance, review the issue with the patient. This represents the facility's final response to the grievant, and there is no further recourse within the facility.

Note: Throughout, and following, these processes the patient retains the right to notify the State and/or Federal Agencies noted in the Patient Bill of Rights.

Note: If the person presenting the Complaint or Formal Grievance is a family member, the procedures remains the same.

Note: In individual cases the complaint and formal grievance procedures may be modified so as to be consistent with the policies and procedures of patients' private insurance plans with which the facility contracts.

We will never retaliate against you for filing a complaint.

YOUR LEGAL RIGHTS

Right to request confidential communications. You may request that communications to you, such as appointment reminders, bills, or explanations of health benefits be made in a confidential manner. We will accommodate any such request, as long as you provided a means for us to process payment transactions.

Right to request restrictions on use and disclosure of your information. You have the right to request restrictions on our use of your protected health information. The revocation will not affect any previous use of that information to certain third parties. We are not obligated to agree to a requested restriction, but we will consider your request.

At your request, we will make a copy of your record for you. We will charge .75 per page for this service.

Right to append record. If you believe your record contains an error, you may ask us to append it. If there is a mistake, a note will be entered in the record to correct the error. If not, you will be told and allowed the opportunity to add a short statement to the record explaining why you believe the record is inaccurate. This information will be included as part of the total record and shared with others if it might affect decisions they make about you.

Right to an accounting. You have the right to an accounting of some disclosures of your protected health information to third parties. This does not include disclosures that you authorize, or disclosures that occur in the context of treatment, payment or health care operations. We will provide an accounting of other disclosures made in the preceding six years. If requested by law enforcement authorities that are conducting a criminal investigation, we will suspend accounting of disclosures made to them.

Right to a paper copy of this Notice. You have the right to a paper copy of any Notice of Privacy Practices posted on our website.



HOW TO EXERCISE YOUR RIGHTS

Questions about our policies and procedures, requests to exercise individual rights, and complaints should be directed to our Privacy Officer.

Our Contact Person is: Amanda Hudak 802.222.5201 x 411.

Personal Representatives: A “personal representative” of a patient may act on their behalf in exercising their privacy rights. This includes the parent or legal guardian of a minor. In some cases, adolescents who are “mature minors” may make their own decisions about receiving treatment and disclosure of protected health information along with their parents to release protected health information. If an adult is incapable of acting on his or her own behalf, the personal representative would ordinarily be his or her spouse or another member of the immediate family. An individual can also grant another person the right to act as his or her personal representative in an advance directive or living will.

Disclosure of protected health information to personal representatives may be limited in cases of domestic or child abuse.

If you have a complaint that you are unable to resolve through Valley Vista staff, you may register a complaint with the following:

State Level:

Vermont Division of Alcohol and Drug Abuse Programs (ADAP)
PO Box 70
Burlington, Vermont 05402-0070
(802) 651-1550

Vermont Department of Aging and Independent Living
103 South Main Street – Weeks Building
Waterbury, VT 05671-1601
(802) 241-2401

If you know of or suspect abuse or neglect of a vulnerable person you should contact the VT Department of Aging and Independent Living (DAIL), Adult Protective Services (APS) 1-800-564-1612 or 802-871-3317.

Federal Level:

Office for Civil Rights
U.S. Department of Health & Human Services
JFK Federal Building – Room 1875
Boston, MA 02203

We will never retaliate against you for filing a complaint.



ADVANCE DIRECTIVES

As part of your admission intake process, you were asked if you had an Advance Directive and if you had one, where it was located. If you do not have one, would like one and need help in creating one, you can make an appointment with the Director of Nursing and Admissions to receive information on where you can obtain help to complete this process.

Effective Date: 08/23/04, Revised: 4/2014, Revised 05/21/15AW

OAS LLC, was founded in 2003. Its principals, however, have over 45 years' experience in the addictions field and over 35 years' experience with residential treatment. It is owned and operated by OAS LLC, a for profit Vermont company.

My signature below attests to the fact that I have read and understood the material contained in the Men's Program Patient Handbook. I have had an opportunity to ask questions regarding the material. I agree to the conditions stated within it.

Patient Name (PLEASE PRINT) _____

Patient Signature _____

Date _____

Notes: