



RECIPIENT HANDBOOK

Welcome to Guild South

We look forward to working with you and hope that we are able to meet your needs. Everyone here, including individuals served and staff, have responsibilities, needs and expectations. To help you understand what you can expect from us, and what we will expect from you, we have put all this information together in one place in this packet. If you have questions about this information **at any time** during your stay, please ask staff.

Staff and Services we Provide

Intensive Residential Treatment Services

All of the services at Guild South are designed to respond to the unique strengths, needs, and wishes of each individual served. Staff members are available 24 hours each day for support, problem solving, and crisis intervention services. Each staff person is required to adhere to the Guild Code of Ethics which is posted in each house.

During your stay you will meet the following **STAFF**:

The **IRTS TEAM LEADER** is one of the first people you will meet. This person will begin your orientation to Guild South, including the completion of admission paperwork and a description of the program. This person will also talk with you about your goals and will develop your **Initial ITP (Individualized Treatment Plan)**.

The **MENTAL HEALTH PRACTITIONERS** are here 24 hours per day and provide direct support services to help you carry out your plans on a day-to-day basis, and to help you solve problems as needed. You will be assigned to a **PRIMARY MENTAL HEALTH PRACTITIONER** who will participate in your ITP meetings and will work closest with you to help you identify and achieve your goals.

The **THERAPEUTIC RECREATION SPECIALIST** facilitates treatment groups and oversees our healthy living skills program. This member of the team will meet with you individually to assess your leisure interests, needs and abilities. These will be into the program's calendar and / or your ITP.

The **PEER RECOVERY SPECIALIST** facilitates treatment groups and provides peer mentoring, support and education during your stay. This member of the team will meet with you individually to help you identify your IMR / recovery goal, as well as your WRAP (Wellness Recovery Action Plan) before you discharge.



Guild South
318 2nd St. N., South St. Paul, MN 55705
Staff Phone: (651) 455-6800
Resident Phone: (651) 450-1783

The **HOUSE MANAGER** plans our menus, oversees the housekeeping and kitchen assignments, and teaches independent living skills, including meal preparation.

The **DIRECTOR of RESIDENTIAL SERVICES / CLINICAL SUPERVISOR** oversees services and staff at Guild South and Maureen's House (the program adjacent to Guild South.) This member of the team provides clinical consultation for staff and clients in both residential programs. The Clinical Supervisor will meet with you to complete a Diagnostic Assessment and Substance Abuse Assessment. These assessments will help you and staff identify your treatment goals and strategies to meet your individual recovery needs.

The **RN** oversees your medications and doctor appointments. This member of the team will communicate with your external providers (psychiatrist, physician) and pharmacy during your stay. The RN will provide education to you about your medications and physical health and will be available to discuss / address health concerns or questions you may have.

The **PROGRAM ASSISTANT** assists with accounting and billing for our services. The PA may help you apply for financial assistance and will be available to meet with you about financial concerns.



The following is the **GROUP** schedule / **GROUPS** we provide:

Monday through Friday

- 8:30 am - 9:00 am Wake-up calls and AM Medication Monitoring
- 9:00 am - 9:30 am Breakfast (Self-Serve) and AM Medication Monitoring
- 9:30 am - 10:00 am Treatment Goals and Symptom Management***
- 10:00 am - 10:30 am Free Time
- 10:30 am - 11:30 am Illness Management & Recovery / Dual Disorder Treatment**
- 11:30 am - 1:00 pm Lunch (Self-Serve) & Free Time
- 1:00 pm - 2:30 pm Healthy Living Skills / Therapeutic Recreation**
- 2:30 pm - 5:00 pm Free Time and Medication Monitoring
- 5:00 pm - 6:00 pm Dinner and Clean-Up
- 6:00 pm - 6:30 pm Healthy Living Skills / Therapeutic Recreation (Except on Fridays)**
- 7:00 pm - 11:00 pm Free Time, HS Medication Monitoring (Curfew is 11:00pm)

~FRIDAYS do not include an evening group~

Saturdays

- 9:30 am - 10:00 am Wake-up calls and AM Medication Monitoring
- 10:00 am - 10:30 am Breakfast (Self-Serve)
- 11:00 am - 11:30 am Treatment Goals and Symptom Management**
- 11:30 am - 12:30 am Lunch (Self-Serve)
- 1:00 pm - 2:30 pm Healthy Living Skills / Therapeutic Recreation**
- 2:30 pm - 5:00 pm Free Time
- 5:00 pm - 6:00 pm Dinner and Clean-up
- 6:00 pm - 6:30 pm Healthy Living Skills / Therapeutic Recreation**
- 7:00 pm - 11:00 pm Free Time, HS Medication Monitoring (Curfew is 11:00pm)

~SUNDAY is a free day and there are no mandatory groups or activities~

Rotating weekly themes are used to identify group topics and activities. These weekly themes include: Physical / Medical Health, Emotional Health, Relationships, Sexuality, Financial Management and Wellness, Spirituality, Education, Employment, Intellectual, and Environmental.



Our group schedule is also based on input from our current residents. We make every attempt to tailor our programming to what our current residents want and need.

See below for a complete description of the following groups: Illness Management & Recovery, Dual Disorder Treatment, Healthy Living Skills / Therapeutic Recreation, Family Services, Crisis Prevention Planning, Wellness Recovery Action Plans and Yoga.

IMR: Illness Management and Recovery

The Illness Management and Recovery Program consist of a series of weekly group sessions to help people who have experienced psychiatric symptoms develop personalized strategies for managing their mental illness and moving forward in their lives. The curriculum offers a variety of information, strategies and skills that people can use to further their own recovery. The educational handouts that will be reviewed and discussed during group sessions include the following: Recovery Strategies, Practical Facts about Schizophrenia, Practical Facts about Bipolar Disorder, Practical Facts about Depression, The Stress-Vulnerability Model and Treatment Strategies, Building Social Support, Using Medication Effectively, Drug and Alcohol Use, Reducing Relapses, Coping with Stress, Coping with Problems and Persistent Symptoms and Getting Your Needs Met in the Mental Health System.

Educational handouts will include, but are not limited to, the following: Effective Treatments, Characteristic Symptoms, Early Warning Signs of Relapse, Strategies for coping with and decreasing symptoms, Strategies for coping with and decreasing stress, Development of social skills and a support system, Importance of medications in correcting chemical imbalances in the brain, Benefits to avoiding alcohol / drug use, Reduce relapses and hospitalizations, Define what recovery means to you and Make progress toward personal goals / dreams and recovery.

IDDT: Integrated Dual Disorder Treatment

“Integrated Dual Disorder Treatment” refers to treatment modules used with people who have a mental illness and a co-occurring substance use disorder. Mental and substance use conditions often co-occur. In other words, individuals with substance use conditions often have a mental health condition at the same time, and vice versa. Effective treatment focuses on both disorders at the same time, which is called integrated treatment.

IDDT is associated with lower costs and better outcomes, including: Reduced substance use, improved mental health symptoms and functioning, decreased hospitalizations, increased housing stability, fewer arrests and improved quality of life. Integrated treatment can stabilize symptoms of co-occurring disorders and provide the foundation for lasting recovery from substance use and psychiatric disorders.

The IDDT Program consists of group sessions providing education about substance use and psychiatric disorders, their interaction, common problems, causes and the options for treatment. Sessions will include, but are not limited to, the following: Major Depression, Club Drugs, Cocaine, Bipolar Disorder, Dysthymia, Heroin, Inhalants, Alcohol, Schizophrenia,



Schizoaffective Disorder, Generalized Anxiety Disorder, Panic Disorder, PTSD, Amphetamines, Marijuana, Nicotine, Methamphetamine, Social Anxiety and OCD.

The IDDT program ensures that there are the appropriate number of staff present for treating individuals who are assessed as having co-occurring substance use disorders and that staff are trained to provide those services. Interventions are based on the goals identified in each person's individual treatment plan. If receiving interventions in a group setting it will only occur if it has been determined and documented that the group setting is appropriate to meet the person's needs.

Peer Support Group:

This group is led by two certified peer support specialists trained by the National Alliance of Mental Illness. It provides a safe space to share your own experiences with mental illness in a non-judgmental space. The group encourages empathy, productive discussion, problem solving, breaking down stigma, and building a sense of community. Hearing others' experiences provide opportunities to learn, connect, and empower by providing support. Peer support group is based on the hope that recovery is possible and is guided by principles such as: aiming for better coping skills, finding strength in sharing experiences, not judging anyone's pain as more or less than your own, forgiving ourselves and rejecting guilt, embracing humor as healthy, accepting we cannot solve all problems, and understanding mental health conditions are nobody's fault and can be traumatic experiences. The group runs 90 minutes long, with a 10 minute break included, and is provided weekly.

Healthy Living Skills / Therapeutic Recreation:

"Recreational Therapy" means a treatment service designed to restore, remediate and rehabilitate a person's level of functioning and independence in life activities, to promote health and wellness as well as reduce or eliminate the activity limitations and restrictions to participation in life situations caused by an illness or disabling conditions. This means using recreation and leisure activities to promote independence and quality of life, while increasing self-esteem and decreasing limitations. It's also a way for residents to have fun, socialize, try new activities, and learn more about the importance of having structured leisure time after discharge. There are a variety of recreation therapy groups that are held at Guild South. They address all of the different areas of recreational therapy.

- Leisure Education: groups where we discuss what leisure means, why it's important, our interests/dislikes, what prevents people from participating in leisure activities that interest them, learning about available community resources
- Healthy Living: going to the community center to exercise, group discussions with the program nurses and psychiatrist, topics such as nutrition, overall wellness, sleep hygiene, and Health Realization



- Social Skills: community outings, building social support, and other activities that allow the group to get to know one another and staff, encourage communication and teamwork; for example, games, ice breakers, visiting the Community Support Program
- Arts & Crafts: community outings to museums, art shows, concerts or similar places, activities that promote self-expression, creativity, and often help with anxiety; for example, painting, ceramics, collages, woodworking
- Sports & Outdoor Activities: community outings to local parks, community centers, and occasional sporting events, activities that encourage exploring nature and the community we live in such as walks, scavenger hunts, racquetball, and gardening
- Treatment TV and Movies: watching movies or television shows during group to promote discussion about different topics, using movies and TV as a healthy way to fill free time
- Other topics such as apartment rental information, pre-employment and job seeking skills, household management skills including chores and preparing nutritious and affordable meals and snacks, budgeting a fixed income and shopping for groceries and personal needs, meeting financial expectations and addressing debt / credit issues, bus education and how to set up rides for medical appointments, and other activities as deemed appropriate or suggested by residents or staff

Family Support Services

These are services provided by a Mental Health Practitioner, Team Leader, and/or Mental Health Professional. With your consent, staff will meet with you and your family members 2-3 times during your stay, or once a month, to provide support and education to family members, coordinate treatment, ensure accurate / effective communication, and foster the building of healthy relationships. Family members have the option of meeting with staff members on a more frequent basis if desired or needed.

WRAP: Wellness Recovery Action Plan

As part of our services, you will develop a WRAP with our Peer Support Specialist. This plan identifies resources (wellness tools and a daily maintenance plan) that you can utilize, signs that you may be struggling (triggers and early warning signs), and an overall recovery plan (crisis / relapse prevention plan.) This plan is developed in a holistic nature and addresses physical, emotional, and mental well-being. You will be encouraged to share your WRAP with the people who support you.

Yoga:

This group occurs weekly and is facilitated by a Certified Yoga Instructor. Yoga is a practice of poses and breathing techniques designed to strengthen and balance the body and the mind. Some of the many benefits of engagement in yoga practices include improved strength and flexibility, weight loss, and management of pain and chronic



illnesses. Yoga has also been proven to be helpful with coping with mental health symptoms including stress, anxiety, insomnia, depression, and other common mood disorders. Our Yoga group consists of simple stretches while focusing on your breathing, and incorporates beginner-level poses that participants can do as they feel comfortable. This group is meant to assist with relaxation and stress, and is modified to accommodate each participant's needs. Everyone, regardless of physical limitations, will have the opportunity to participate in some way.

Expectations of Treatment Participation

Staff will meet with you and your case manager to review your goals regularly throughout your stay with us. You will be assigned to a **Primary Mental Health Practitioner** who will schedule these **ITP meetings**. Your strengths, needs and goals will be reviewed at these meetings and your **ITP (Individualized Treatment Plan)** will be changed / updated accordingly. These meetings will be held at 7-10 days, 30 days, 60 days and prior to discharge. They will also include a discussion about how long you will stay at Guild South and what your living arrangements will be after treatment. Your **Primary Mental Health Practitioner** will meet with you individually to help you accomplish your established goals.

During the first week here, you are on the "**buddy system**". This means, with permission from staff, you may take walks during free time within the local area (pharmacy, library, coffee shop) and you must be accompanied by a peer. The peer who goes with you needs to be another resident of the program and cannot be a visitor (friend or family member). The peer cannot be someone who is also on the buddy system. We do not allow two residents on the buddy system to leave the grounds together. For some, the team may extend the buddy system beyond the first week. For example, if you are struggling with confusion, thoughts of self-harm or urges to use substances, we may restrict you from leaving the grounds alone. You are required to inform staff before leaving the grounds. Staff will likely ask where you are going, what you will be doing and will remind you when you need to be back.

Use of vehicles is not permitted during your first week. After the first week, you and your team (IRTS staff, case manager, etc.) will assess if having access to your vehicle will help in achieving your goals. You will not be allowed to use your vehicle until your team approves it. If approved, the keys to your vehicle will be kept in a locked staff area. You will be expected to ask for them before leaving the grounds and must give them to staff upon your return. Staff reserves the right to restrict you from using your vehicle if you are not in compliance with the expectations of the program or if driving may pose a risk to you or others.

You will be asked to present an **autobiography** in group with your peers and staff when you've been here 3-4 weeks. A guideline and the due date will be provided to you at admission. You may choose your own format for the presentation, and you are not required to use the guideline or write any portion of the autobiography.



Everyone takes turns cooking and cleaning up after meals. In addition to doing this each week, you will also be asked to identify, plan and prepare a meal of your choice when you've been here 3-4 weeks. You may choose to make one of your favorite meals or may ask a friend or family member for help finding a recipe. The House Manager and Therapeutic Rec Specialist will be available to assist you as needed with your **resident choice meal**.

Here at IRTS we feel like residents can learn a lot from each other. At around 60 days, you will be asked to lead a one-hour group. It can be about anything therapeutic or educational - it can be a discussion group or an activity/recreation group. We call this the **resident-lead group**. Some examples of groups done by others include the benefits of exercise, learning how to play chess and how to speak another language. You will work with the Therapeutic Recreation Specialist ahead of time to determine your group topic, the agenda for it, what supplies are needed, and discussion questions.

Staff practice authenticity and strive to assist you in making recovery-focused decisions during your stay. This means that staff reserve the right to **question where you are going during free time** and to ask you not to participate in activities that are not recovery-focused. You **MUST** notify staff each time you plan to leave the grounds. Staff are required to conduct and document hourly checks, even during the overnight shifts, so please keep staff informed of your whereabouts. Curfew is 11:00pm every day.

You are expected to participate in all elements of treatment provided at Guild South. Following are weekday and weekend activity schedules. All residents are expected to be present in the facility during overnight hours. Absences must be approved by the IRTS Team Leader, RN, or on-call supervisor.

Group Rules and Expectations

Guild South Residential Treatment Groups

- 1) Be respectful of others, only one person talks at a time, no interrupting.
- 2) Group Trust: It is important that what is said in this group, stays in this group.
- 3) No phone use during groups, including personal cell phones. Staff may take and keep your cell phone in a locked area for 24 hours if you text with your phone, or if it rings, or if you answer it during group. Please either keep it in your bedroom or put it on silent before group starts.
- 4) Feedback to peers must be sincere and constructive. Negative comments, noises or gestures will not be tolerated.
- 5) No eating during groups. Food and drinks are never allowed in the living room or van, with the exception of water.
- 6) No smoking or smokeless tobacco is allowed during groups.
- 7) Please try to remain seated for the duration of the group; too much movement is disruptive to others. Groups that are longer than 60 minutes may include a brief (5min) break as needed.



- 8) Please participate actively in the groups.
- 9) Everyone is expected to be on time for groups, please plan smoke and bathroom breaks accordingly.
 - a. If you are 1-14 minutes late for group, you will be asked to remain seated for that same amount of time when group ends.
 - b. If you are 15+ minutes late, this will be considered an unexcused absence, and you will be restricted from leaving the grounds during free time.
 - c. If you're marked unexcused from a morning or afternoon group, you will be restricted from leaving the grounds for the remainder of the day. If you're marked unexcused from an evening group, you will be restricted from leaving the grounds for the entire following day. More than one unexcused absence in a week may result in additional consequences.
 - d. If illness prevents you from attending group, you are expected to meet with the nurse at least 30 minutes before the group is scheduled to start. If a nurse isn't available, staff will consult with the on-call nurse. Group absence due to illness will prevent you from being able to leave the grounds the rest of the day. Depending on the nature of your illness, as well as staff availability, you may or may not be allowed to remain in your bedroom.
- 10) Violations of these rules may result in you being asked to leave the group. This will be at staff discretion and you will be marked unexcused. If you are asked to leave group or you choose not to go group, you will be asked to stay at Maureen's House for the duration of group. While there, you will be supervised by staff. After group, you will meet with IRTS staff and discuss the unexcused absence. You will not be allowed to smoke, eat, or use the phone while there, because your peers who are participating in group cannot do so either. As noted above, if you are marked unexcused you will be restricted from leaving the grounds. You will also be marked unexcused and restricted from leaving if you attend group but refuse to participate in it.

MEDICATION EDUCATION AND MONITORING

Everyone served at Guild South will get assistance learning to manage prescribed medications. We want everyone to gain independence with medications and develop a system / routine for remembering them and communicating with your doctor while you are here. Your medications will be kept in a locked staff area and all doses will be monitored by staff. You will be asked to take your medications with water and from a clear plastic cup to help staff ensure medication compliance. We may put other measures in place if we are concerned about adherence (ie: cheeking meds.)

You and staff can work together to evaluate how much help with medications you want and need (remembering doses, knowing the purposes of each medication, ordering refills from your pharmacy or doctor, etc.) Med-Ed is designed to respond to changing needs for assistance with medications. There are nurses available to help you with medication-related issues.

A physician's order is required at move-in regarding medications, including prescriptions and over the counter medications. A physician's order is required to change or discontinue medications and, also, to take your medications with you when you move out. Staff will return your medications to you upon discharge only if there are current physician orders. Any



medications that are not currently ordered by your doctor will be disposed of according to Guild's Medication Policy.

Housing

In addition to providing treatment services, Guild South offers rooms for both men and women in two adjacent houses in South St. Paul. The houses are centrally located, close to shopping, bus lines, the library, and the post office. The atmosphere here is warm and home-like, with 3-6 people living in each house. All houses are air-conditioned and everyone in the program shares the responsibility for keeping the houses clean. Many people are sensitive to scents. Therefore, we prefer to host a scent-free environment at Guild South. Please refrain from using perfumes, colognes, etc. Staff will adhere to this request as well.

Rooms

The houses include both private rooms and rooms for double occupancy. All rooms are furnished, and bedding and towels are provided. Everyone brings their own clothing, toiletries and medications. Because space is limited and you may have to move to a different room, please be mindful of how much you bring with you and only bring what is necessary. You are welcome to bring an I-pod, I-pad, laptop or tablet, cell phone, etc. — at your own risk. Please keep valuables locked in your room. No open food/drink is allowed in your bedroom, unless medically necessary. Each bedroom has a bulletin board for your personal use. To avoid damaging the walls, please do not use tape, nails or tacks to display pictures or wall décor. Additionally, to be in compliance with the requirements of the fire marshall, we cannot allow the use of extension cords in your bedroom. Electrical strips / surge protectors can be used instead. Linens are washed every Monday. Staff will remind you to strip your bed and take the linens to the basement of 316. Staff will then provide you with a clean set of linens. Keeping a clean, organized and clutter-free bedroom is an expectation. Room checks will be done weekly or as needed. Guild South also reserves the right to inspect and enter resident bedrooms in case of emergency, suspected possession of weapons, illegal substances or alcohol, or to perform required maintenance. Regulatory agencies may need to enter rooms during their inspections. If you leave belongings here when you discharge, they will only be stored for you for up to 30 days. After 30 days they'll be disposed of.

Meals & Housekeeping

Three meals are provided daily. Everyone takes turns cooking and cleaning up after meals and staff are available to assist. House Manager will meet with you within the first week to complete orientation to housekeeping and kitchen chores. If you are unable to complete them as assigned, you need to meet with House Manager or staff.

Breakfast and lunch are self-serve. A community dinner is served at 5:00 pm for all residents and staff. For the first seven days in the program, you are expected to be present every day during dinner time. Thereafter, you are expected to be present for at least five dinners each week. Participation at dinner requires that you remain seated at the table for at least 15 minutes. Any resident who is on a special diet (i.e., diabetic, low



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fat) will meet with the staff RN and House Manager to assure that their needs are met. In addition, your personal preferences will be honored (i.e. vegetarian, cultural, etc.)

Laundry

A washer, dryer and detergent are available free of cost in the basement of House 316. Everyone is responsible for washing their own clothing and towels weekly. Staff is available if you need assistance.

Telephones

There's a resident phone in each house, the number is 651-450-1783. Long distance phone calls may be made by using a calling card. Please limit calls to 10 minutes to be respectful of others.

Internet

Public Wifi is can be accessed under the network titled **GuildPublic** and with the password **Gui1dsouth** and is for resident and guest use. The network is monitored, and residents may have their devices blocked for inappropriate usage.

Computer

There is a computer available for resident use in House 318. Residents are asked to limit use to 20 minutes if others are waiting to use the computer. The computer is shut-off at midnight on weekdays and 2:00 am on weekends.

Television

A television is available in each house for everyone to share. During business hours (8am to 5pm Monday through Friday) the volume should not be above 20 and the content should be PG-13. The TV is shut-off at midnight on weekdays and 2:00am on weekends. If you would like an exception made, discuss with staff.

Smoking and Smokeless tobacco

Cigarettes, chewing tobacco and E-cigarettes are allowed outside in the designated area. Dispose of cigarette butts in the proper containers and saliva / chewing tobacco only in a sealed container.

Caffeine Consumption and Energy Drinks

Caffeine consumption is allowed at IRTS and is monitored by staff. Caffeine pills or medications that contain caffeine (Excedrin Migraine, Midol, etc.) must be in the nursing office and dispensed by staff as a PRN. If caffeine consumption from energy drinks, coffee, or other sources becomes a barrier to attending treatment effectively, staff reserve the right to limit the consumption of caffeine.

Financial Expectations

An important and required part of receiving services at Guild South is the cost of Room and Board: \$922.00 per month OR \$30.31 per day.



You are expected to contribute to the cost of Room and Board from your monthly income OR apply for GRH if you are not able to do so. **GRH** (Group Residential Housing) is a type of assistance from Dakota County that can pay for some or all of the Room and Board, if you are eligible. Your case manager can help you complete the application for GRH. The expectation is that this application be completed and submitted before you start our program. If you have a home in the community to maintain while you are at Guild South, you can apply for **Emergency Housing Funds** at Dakota County to help cover the cost of those expenses. This is also an application your case manager can help you complete.

Room and Board payments are due by the 5th of each month. If you moved into the program after the 5th day of the month, the amount you owe will be pro-rated and you will be expected to make a payment by your 5th day at the program. You will meet with our Program Assistant to make your payment. You can pay the Room and Board in the form of a money order, personal check, cashier's check or cash. You will be given a receipt to retain for your records. **Failure to pay Room and Board may result in discharge from the program.** For example, if you do not pay Room and Board by the 15th of the month, you will be given a notice to vacate the program within 7 days.

Your Rights

Through this statement of rights, Guild declares its intent to protect the interests and well-being of each person served, consistent with the laws of the State of Minnesota. We cannot require you to waive any of these rights in order to live here. Any interested person, or one's guardian or conservator can seek enforcement on your behalf.

1. Right to Courteous and Responsive Treatment:
You have the right to be treated with courtesy and respect for your individuality by Guild employees, and by any other person providing services in Guild. You also have the right to prompt and reasonable responses to your questions and requests.
2. Right to Refuse Care:
You have the right to refuse treatment. If you refuse treatment, medications, or dietary restrictions you will be informed by the registered nurse, of the likely medical or major psychological results of the refusal and this will be documented in your treatment chart. Your refusal of treatment may result in your being discharged from Guild South.
3. Right to Privacy:
You have the right to respectfulness and privacy as it relates to your individual program.

Case discussion, consultation, and treatment are confidential and shall be conducted discreetly. Here, staff will respect the privacy of your room by knocking on the door and seeking consent before entering, except in an emergency. You have the right to consideration of your individuality and cultural identity as it relates to your social, religious and psychological well-being. Photographs cannot be taken of you without your consent.

4. Right to Communication Privacy:

Personal mail shall be sent without interference and received unopened. You shall have access to a telephone 24/7 where you can make and receive calls, as well as speak privately. If you are expecting an important call during group time, direct the caller to the staff line. If necessary staff will take a message or allow you to take the call.

You may meet with visitors and participate in commercial, religious, political, and/or community groups without interference, as long as the activities do not infringe on the privacy rights of other individuals served. This includes the right to join with others both within and outside Guild to work for improvements in mental health services.

You can receive visits at any time from your personal physician, religious advisor, and/or your attorney. Others can visit you consistent with the visitor's policy posted in each house. At the time you are admitted, you shall be given the opportunity to authorize disclosure of your presence in the program to callers or visitors who may seek to communicate with you.

If we do not know your whereabouts Director/staff may choose to file a missing persons report to the police before the mandated 24 hours.

5. Right to Confidentiality of Records:

Information you give us about yourself is kept private. Only you and the staff at Guild who work with you will see it. If you want someone else (for example, another service provider or your family) to have this information, you must give written permission by signing a "Consent for Release of Information."

Times when this information can be shared without your written consent include:

- a) an emergency which threatens life or safety
- b) a court order
- c) a statute such as the Vulnerable Adults for Child Abuse Reporting law
- d) data collection, investigations, and/or inspections by regulatory and licensing agencies such as the State Department of Human Services, County Social Service Departments, and the Minnesota Department of Health.



You have the right to view your record during regular business hours in the presence of the Director or designated staff. We must respond within three business days. If you disagree with the accuracy and/or completeness of records about you, you can file an appeal with the President of Guild. If the disagreement isn't settled to your satisfaction, you can, Director of Data Privacy for the State of Minnesota (296-6733).

6. Right to Personal Property
You have the right to keep your personal clothing and possessions as space permits, unless to do so would infringe upon the rights of others, or would be in conflict with medical/ safety practices. Guild South will provide a locked storage box for personal use in your room. Guild is not responsible for any lost or stolen items.
7. Right to Physician Appointments:
You have the right to contact your physician at any time.
8. Right to Freedom from Abuse and Restraint:
You shall be free from mental and physical abuse. "Abuse" means any act which constitutes assault, sexual exploitation, or criminal sexual conduct; or the intentional infliction of physical pain or injury; or any persistent source of conduct intended to produce mental or emotional distress. No person shall be physically or chemically restrained. In an emergency situation residents will be removed from the area and law enforcement will be summoned.
9. Right to Compensation for Work:
You cannot be required to perform labor, other than that of shared housekeeping and kitchen chores, without being paid according to the state and federal labor laws, including minimum wage and minimum wage reduction provisions.
10. Right to Manage One's Own Personal Funds:
You have the right to manage your own finances. Staff will not supervise your personal funds or property.
11. Resident Council:
Individuals served have the right to organize and maintain a Resident Council through which they have an opportunity to express their feelings and thoughts about the program and to affect policies and procedures of the program. The Council can request assistance with the meetings from Guild staff if desired. The Council shall be given privacy, and staff or visitors shall attend only on invitation. Minutes of each meeting are given to the Program Director.
12. Exiting Services:



Individuals served will not be asked to leave Guild South without a legitimate reason/plan. Ideally, you would exit services when a majority (at least 70%) of your treatment goals and objectives have been met. Your stay may be shortened in some situations such as a change in your medical or treatment needs, the safety of yourself or other residents, unwillingness to participate and engage in treatment activities, or non-payment of room and board fees.

13. Room Transfers:

Guild South makes every effort to accommodate new residents without disrupting room assignments. However, there may be times you would be asked to change rooms in order to accommodate participant needs. You will be given adequate notice and staff will assist.

14. Right to Voice Grievance:

You are encouraged to learn about and exercise your rights both as a consumer and as an American citizen. If you have a complaint, or disagree with agency decisions or policies, we encourage you to speak directly about the issue with those involved. You can recommend changes in policy to the administration and staff here, without fear of restraint, interference, discrimination, or threat of eviction.

Guild South does not discriminate because of race, religion, national origin, sex, marital status, color, sexual preference, creed, disability, or statute with regard to public assistance. If you feel you have been discriminated against for these reasons, you can file a complaint with the Department of Human Rights, (651/296-5663), 240 Bremer Building, 7th and Robert Streets, St. Paul, MN 55101.

If you perceive your rights as being threatened or violated, or if you feel you have been unfairly denied or excluded from services, or haven't been given your choice of service, we have a grievance procedure which is posted on the bulletin board in each house, and/or you are welcome to contact the following:

- Office of Health Facility Complaints.....651/215-8702
- Licensing Division of MN Dept. of Human Services.....651/296-3971
- Lay Advocates Network of the Mental Health Assn.....612/331-6840
- Office of Ombudsman.....651/296-3848

Guild intends that every individual's civil and religious liberties, including the right to independent personal decisions and knowledge of available choices be promoted, and, we encourage and will assist you in the fullest possible exercise of these rights, consistent with the laws of the State of Minnesota.

Your Responsibilities

1. Everyone must be willing to participate in setting and working on individual goals to the extent that they are able. These goals and an anticipated discharge date should be agreed upon in conjunction with Guild South staff and your case manager and / or doctor. You will be expected to participate in IRTS groups and other treatment activities.
2. No alcohol or illegal drugs are allowed anywhere on the property. We expect that all residents abstain from alcohol, illegal drugs, and medicines not ordered by your doctor while participating in treatment. We ask residents to cooperate with urine toxicology screens (UA's) randomly and if concerns arise. If substance use interferes with your ability to actively work on treatment goals and / or follow the expectations of the program, it may jeopardize your placement. Residents who appear intoxicated will be assessed and may be transported to detox or a local ER for safety.
3. Behaviors that cause conflict with others will be addressed on an individual basis. If problems continue, the individual(s) responsible may be asked to leave.
4. Physical or verbal abuse, theft, and possession of weapons, will not be tolerated.
5. Visitors are welcome during your free time. Your guests are your responsibility and are expected to follow the same rules as everyone else. Staff reserves the right to ask your visitor to leave the grounds immediately if inappropriate behavior or rule violations occur. If visits continue to be problematic or concerning, your guest might be restricted from visiting for the duration of your treatment. No overnight guests are allowed at Guild South, and you may only visit in common areas, not in your bedroom.
6. Everyone is given house and bedroom keys at time of admission. If any of these are lost or stolen, you must pay for replacements. **Please keep your bedroom and house locked. Everyone is responsible for the security of their own belongings.** If you wish, there is a locked staff area in which you can secure cash, credit cards, or other valuables. These items will only be locked in this area with your consent. Do not admit strangers into the houses. If you do not know the person at the door, please consult staff.
7. Out of respect for each other, we ask all residents to attend to hygiene and appropriate dress.
8. It is expected that residents do not get involved with other residents sexually or romantically as this may interfere with treatment and recovery.



Guild South
318 2nd St. N., South St. Paul, MN 55705
Staff Phone: (651) 455-6800
Resident Phone: (651) 450-1783

Under Minnesota Statute 504.22, it is required you be advised of the following information:

Grace Tangjerd Schmitt, President, Guild, 130 South Wabasha St., Ste. 90, St. Paul, MN 55107, is authorized to manage the premises.

Guild, 130 South Wabasha St., Ste. 90, St. Paul, MN 55107, is the owner of these premises and Grace Tangjerd Schmitt, President, Guild, 130 South Wabasha St., Ste. 90, St. Paul, MN 55107, is authorized as the agent to collect payment for room and board, accept service of process, and receive and give receipt of notices and demands.



Recipient Handbook Agreement and Authorization Page

1. I received a copy of the Service Agreement including my Rights and Responsibilities on the day I was admitted to Guild South. I agree to adhere to the principals outlined herein.
2. I **give** OR **do not give** (*circle one*) Guild permission to disclose my presence in the program to callers or visitors who may inquire.
3. I am aware of the Room and Board costs and what I need to contribute from my monthly income. I understand that failure to pay Room and Board may result in discharge from the program.
4. I have received the following: Notice of Privacy Practices, Grievance Procedure, Code of Ethical Conduct, and brochure regarding the Vulnerable Adult Law, including Missing Persons reports.
5. I authorize Guild to release any necessary health information to all payers of healthcare services from Guild, including economic assistance applications and needed verifications, as well as insurance authorization forms and claims.

Signature

Date

Print Name

Witness Signature

Date

Print Name