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RESIDENT HANDBOOK

WELCOME TO CRISIS & RECOVERY CENTER, DAKOTA COUNTY

We look forward to working with you along this journey. Everyone here, including individuals served and staff, has 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 this handbook. If you have questions about this information at any time during your stay, please ask staff.

Guild is an organization that offers integrated mental health, substance use, housing, and employment services to individuals living with mental illness and/or experiencing chronic homelessness. Guild provides high-quality mental health care and helps eligible individuals find stable housing and competitive employment right where they live.

STAFF AND SERVICES WE PROVIDE

At our program, we offer Intensive Residential Treatment Services (IRTS) to help individuals with serious and persistent mental illness to enhance stability, learn how to manage their illness, and develop various independent living skills. Staff are available 24 hours a day for problem solving and crisis intervention. Individual treatment strategies are identified in alignment with each person's strengths, needs, dreams and aspirations. Each staff person must adhere to Guild's Code of Ethical Conduct and Guild's mission, values and core competencies. A copy of Guild's Code of Ethics is posted on the main bulletin board with other client rights documents.

Our **Program Supervisor** or one of our **Mental Health Counselors** will meet with you the day you arrive as part of your orientation and admission to the program. This will include talking with you about your goals and developing your **Individualized Treatment Plan (ITP.)**

Our **Mental Health Practitioners** are the staff who will be here with you 24 hours a day. They provide direct support each day to help you carry out your plans 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 while you're here to help you identify and achieve your goals.

Our **Therapeutic Recreation Specialist** facilitates treatment groups and oversees our healthy living / therapeutic recreation program. This member of the team will meet with you individually to assess your leisure interests, needs and abilities. These will be incorporated into the monthly group calendar and/or your ITP.

Our **Peer Support Specialist** facilitates treatment groups and provides peer mentoring, support and education during your stay. This team member will meet with you individually to help you identify your IMR/recovery goal and your WRAP (Wellness Recovery Action Plan) before you discharge.

Our **Household Coordinator** plans our menus, as well as overseeing the housekeeping and kitchen.

Our Clinical Supervisor, Program Supervisor and Program Manager oversee services and staff at Guild. Our **Clinical Supervisor** provides clinical consultation. The Clinical Supervisor or one of our Mental Health Counselors 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. Our **Program Supervisor** hires and trains new staff and ensures adequate staffing ratios are met 24/7. Our **Program Manager** oversees the program’s finances, policies and procedures and compliance with licensing requirements from the Minnesota Department of Human Services and the Minnesota Department of Health.

Our **RN (Registered Nurse)** oversees your medications and doctor appointments. They 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.

Our **Program Assistant** aids the team with data collection and reporting, ensures accuracy of our electronic health records, responds to requests for medical records and works closely with our billing department for payment for our services.

The following is the daily schedule we provide:

Monday through Friday	
8:30am - 9:30am	Wake Up Calls, Breakfast and Morning Medications
9:30am – 10:00am	Group: Morning Check-In / Symptom Reflection or Chores
10:00am – 10:30am	Free Time
10:30am– 11:30am	Group: Illness Management & Recovery or Integrated Dual Disorder Treatment
11:30am – 1:00pm	Lunch, Free Time & Lunch Medications
1:00pm – 2:00pm	Group: Healthy Living Skills and Therapeutic Recreation
2:00 pm – 4:00 pm	Free Time
4:00 pm – 6:00 pm	Evening Medications, Dinner and Clean-Up

6:00 pm – 6:30 pm	Group: Treatment goals or Self-Help
6:30 pm – 11:00 pm	Free Time and Bedtime Medications (Curfew is 11:00pm)
Saturdays	
8:30am – 11:00am	Wake-up calls, Breakfast and Morning Medications
11:00am - 11:30am	Group: Morning Check-In / Symptom Reflection
11:30am – 1:00pm	Lunch, Free Time & Lunch Medications
1:00pm - 2:00pm	Group: Healthy Living Skills and Therapeutic Recreation
2:00pm – 4:00pm	Free Time
4:00pm - 6:00pm	Evening Medications, Dinner and Clean-Up
6:00pm – 11:00pm	Free Time and Bedtime Medications (Curfew is 11:00pm)
Sundays*	
8:30am – 10:30am	Wake-up calls, breakfast and Morning Medications
10:30am – 11:30am	Optional Group: Healthy Living Skills and Therapeutic Recreation
11:30am – 1:00pm	Lunch, Free Time & Lunch Medications
1:00pm – 2:00pm	Optional Group: Healthy Living Skills and Therapeutic Recreation
2:00pm – 4:00pm	Free Time
4:00pm – 6:00pm	Evening Medications, Dinner and Clean-Up
6:00pm – 6:30pm	Optional Group: Healthy Living Skills and Therapeutic Recreation
6:30pm – 11:00pm	Free Time and Bedtime Medications (Curfew is 11:00pm)
No mandatory groups on Sundays, but optional ones are provided and encouraged*	

Input from our current residents is considered when groups are scheduled. We attempt to tailor our programming to what our current residents want and need.

See below for a brief description of some of the regularly scheduled groups offered at the program.

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.

Co-occurring Disorders Treatment

Co-occurring Disorder Treatment consists of treatment modules aimed to help people who have a mental illness and a co-occurring substance use disorder. Mental and substance use conditions often co-occur and effective treatment focuses on both disorders at the same time, which is called integrated treatment.

Peer Support:

Led by a certified peer support specialist or a current member of the group who is willing to facilitate, this group provides a safe space for individuals to share their experience with mental illness in a non-judgmental space, encouraging empathy, productive discussion, problem solving, breaking down stigma, and building a sense of community. Peer support is based on the hope that recovery is possible and is guided by principles such as: aiming for better coping skills, self-forgiveness, embracing humor as healthy, etc.

Healthy Living Skills / Therapeutic Recreation:

Recreational Therapy is designed to restore a person's level of functioning and independence in life activities, to promote health and wellness, and to reduce or eliminate limitations and restrictions caused by an illness or disabling conditions. This promotes quality of life and increases self-esteem. 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. This may include but is not limited to:

- Leisure Education: what leisure means and why it's important, identifying interests, dislikes and barriers, learning about available community resources
- Healthy Living: exercise and physical activity, learning about nutrition, sleep hygiene, overall wellness
- Social Skills: outings that allow the group to get to know one another and build rapport, educational topics about communication, teamwork, interpersonal relationships
- Arts & Crafts: outings to museums, art shows, etc., as well as activities that promote self-expression and creativity such as painting, ceramics, collages, woodworking
- Sports & Outdoor Activities: outings to local parks, community centers, 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 TV shows or movies to promote discussion about different topics but often related to mental health and recovery

- Other: information about affordable, public housing and rental information, pre-employment and job seeking skills, household management skills such as chores, budgeting on a fixed income, shopping for groceries and personal care items, addressing debt/credit issues, how to use public transportation or medical rides, etc.

Family Support Services

With your consent, staff will meet with you and your family member(s) 1-2 times during your stay to provide support and education to family members, coordinate treatment, ensure accurate / effective communication, and foster the building of healthy relationships.

WRAP: Wellness Recovery Action Plan

You will develop a WRAP which 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 is led by staff who are familiar with yoga, or sometimes a video is used instead. Yoga is a practice of poses and breathing techniques designed to strengthen and balance the body and the mind. It has 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 breathing and incorporates beginner-level poses.

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 10 days, 40 days, 70 days and about 5 days prior to discharge. They will also include a discussion about how long you will stay at our program 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 your 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 also be 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 month. After the first month, 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 scheduled to share your life story in a group with your peers and staff when you've been here for about a month. We call this your **autobiography**. A guide of questions and the due date will be provided to you at admission. You're not required to use or answer the questions on the guide, it is just available to help you decide what to share. You don't have to write out your life story, feel free to choose your own format or even get creative with it. For example, you could bring photos to share with the group, artwork, poetry, a favorite or meaningful belonging, etc.

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 1-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 your 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, no overnight passes are allowed.** You are expected to participate in all elements of treatment provided. All residents are expected to be present in the facility during overnight hours.

GROUP RULES / EXPECTATIONS

- 1) Be respectful of others, only one person talks at a time, no interruptions.
- 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 your personal cell phone for 24 hours if you text, if it rings or if you answer it during a group.

- Please keep it in your bedroom or silence the ring tone before the 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 spaces/bedrooms or van, except for water, but you can have a beverage with other groups.
 - 6) No smoking (or smokeless tobacco) allowed during groups.
 - 7) Try to remain seated for the group's duration; too much movement disrupts others. Groups that are longer than 60 minutes may include a brief (5min) break as needed.
 - 8) Please participate actively in the groups.
 - 9) We want you to get the most you can from the program in your short time here. So, everyone is expected to be on time for groups, please plan smoke and bathroom breaks accordingly.
 - 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. You will not be allowed to smoke, eat or use the phone because your peers who are participating in the group cannot do so either. After the group, you will meet with IRTS staff and discuss the unexcused absence. 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 a group but refuse to participate in it.

MEDICATION EDUCATION AND MONITORING

Everyone 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 not ordered by your doctor will be disposed of according to Guild's Medication Policy.

BUILDING / ACCOMMODATIONS

Housing

In addition to providing treatment services, Guild offers rooms for both men and women. Many people are sensitive to scents. Therefore, we prefer to host a scent-free environment at Guild. Please refrain from using perfumes, colognes, etc. Staff will adhere to this request as well.

Rooms

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 computers and cell phones at your own risk, however personal TVs are not allowed in bedrooms. 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 marshal, 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. 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. Our program 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 thirty days. After thirty days they'll be disposed of.

Meals & Housekeeping

Meals are served at 8:30am, 11:30am and 4:30pm. 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 fat) will meet with the staff RN and Household Coordinator 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 at our facility. Everyone is responsible for washing their own clothing and towels weekly. Staff are available if you need assistance.

Telephones

There are resident phones available for use if needed. 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 Wi-Fi can be accessed under the network titled **Guild-Public** and is for resident and guest use. Because it changes periodically, ask staff for the current password. The network is monitored, and residents may have their devices blocked for inappropriate usage.

Computer

There is a computer available for resident use if needed. 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 the Great Room on the first floor. During business hours (8am to 5pm Monday through Friday) the volume should not be above 20, and the content should be PG-13 or milder. The TV is shut off at midnight on weekdays and 2:00am on weekends. If you would like an exception made, discuss it 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.

Medical Tetrahydrocannabinol (THC) / Cannabis:

Medical THC is not allowed in the program. Please inform the intake coordinator of a medical THC prescription before being admitted to GCRC so the nurse/RN can be ready to help make alternative pain management arrangements.

GCRC is cognizant of the Minnesota laws legalizing the use of THC, however, GCRC follows the federal regulation that Marijuana and THC products are prohibited from government buildings.

Cannabidiol (CBD):

CBD pills and topicals are allowed with a doctor's prescription and will be stored with other medications in the nursing office. CBD products are not to be shared among residents.

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.

YOUR RESPONSIBILITIES:

- 1) We expect you to be willing to participate in setting and working on individual goals to the extent that you are able. These goals and your anticipated discharge date will be determined by you, Guild staff and your case manager or doctor. You will be expected to participate in IRTS groups and other treatment activities.
- 2) No alcohol or illegal drugs are allowed on the property. We expect that you and all other residents abstain from alcohol, illegal drugs, and medicines that are not prescribed for you. We may ask you to do a urine toxicology screen (UA) or breathalyzer if concerns arise. If substance use interferes with your ability to work on your goals or meet the program's expectations, 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 individually. If problems continue, the individual(s) responsible may be asked to leave.
- 4) Physical/verbal abuse, theft, and possession of weapons will not be tolerated.
- 5) **Visitors** are welcome on **Wednesdays 7-9pm** and **Sundays 1-5pm**. Your guests are your responsibility and are expected to follow the same rules. 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, your guest may be restricted from visiting for the duration of your treatment. No overnight guests are allowed at our facility, and you may only visit in common areas, not in your bedroom.
- 6) Everyone is given keys at time of admission, one for your bedroom and one for the courtyard door. If any of these are lost or stolen, you must pay for replacements. Please **keep your bedroom locked** when away. 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 allow strangers into our part of the building. If you do not know the person at our door, please consult the 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.

Resident Handbook Agreement Page

I received a copy of the Resident Handbook, and I agree to adhere to the rules and expectations outlined herein.

Resident Signature

Date

Print Name

Staff Signature

Date

Print Name