



New Hope Manor

*Balance, Harmony and Growth*

# Client Handbook

Name: \_\_\_\_\_

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Welcome to "The Manor"! Your decision to enter treatment is a brave one and I applaud you for making this life changing commitment. Being away from loved ones is difficult and coming to terms with consequences of past life choices is challenging. However, every crisis contains within it the seeds for transformation and growth. You have made it this far and the rest of your life can begin today! The more that you put into your recovery and overall stay here, the more that you will get out of it. The staff here will offer you person-centered compassionate care while providing substance use, mental health and vocational counseling and psycho-educational and vocational groups. Your treatment will be individualized and focused on your strengths, needs and how you would like to live your life going forward.

This handbook should answer most of your questions. Please review it thoroughly and refer to it as needed. All staff are available to help you navigate your stay here at New Hope. Please express courteous honesty with yourself and your peers and have genuine care and concern for one another. You are entitled to be the recipient of respect but know that this must be mutual. We want New Hope Manor to be a safe place, one that is calm where you can work on yourself. Getting caught up in "drama" will not help. Your stay here is an opportunity for self-actualization and to reinvent yourself. Take advantage of this time.

In the next few days, you will take part in an orientation to the program. Know that you can approach any staff member with questions or concerns in the meantime. Upon arrival here at New Hope, you will meet with our Admissions Coordinator to complete consents, clothing allotment, and locker/room assignments. Upon admission you will also be paired up with another peer to help ease your transition. You will complete a health assessment with the Health Care Coordinator along with a mental health screening with the Social Worker. Within a few days of your admission, you will meet with the Vocational Director to select a schedule of groups and classes. Also, you will meet with the financial services staff who will ensure that you receive the proper resources that are available to you. You will then begin the process of developing your individualized treatment plan with your counselor. Know that your stay here is what you make of it. Work at your own pace but put in the effort. It is our hope that you will leave here empowered to reclaim your life and ultimately live with "new hope".

Warmly,

Sarah

Sarah Eilbacher, M.Ed, CASAC Master Counselor    Executive Director, New Hope Manor

*When you walk to the edge of all the light you have  
And take that first step into the darkness of the unknown,  
You must believe that one of two things will happen:  
There will be something solid for you to stand upon  
Or, you will be taught how to fly      ~ Patrick Overt*

## **CLIENT PHILOSOPHY**

Today we are learning to heal ourselves at the New Hope Manor.  
We stand in front of you as women with purpose.  
A purpose to live life beautifully empowered.  
Admitting defeat was no match to the pain that drugs and alcohol caused us.  
We were brought to our knees by a disease we couldn't control.  
We convinced ourselves that our loved ones would be better off without us.  
But today, faith and love fill our hearts and nothing can bring us down.  
We are surrounded by people who we've judged and feared,  
Yet today we call each other sisters.  
We came to New Hope a ghost of who we once were.  
Our old ways no longer define us.  
With the love and guidance that the program has given us,  
We are turning into the warriors we were always meant to be.  
We fight each day for what we want,  
While facing the hard truth of our past.  
Now that the fog has lifted,  
We can see the gifts that a sober life can offer us.  
With the knowledge we've gained here at the Manor,  
We can create a path that will lead us to freedom!

## **OASAS CLIENT RIGHTS AND RESPONSIBILITIES**

### *OASAS Client Advocacy*

All alcoholism, substance abuse and chemical dependency treatment programs licensed by OASAS are required to operate in accordance with Mental Hygiene Law and Regulations, as well as other applicable state and federal laws.

As such, patients in OASAS licensed programs are entitled to certain rights, and likewise, must fulfill certain responsibilities.

*Know* your rights and responsibilities as a treatment participant.

*Obtain* information about services, standards, and expectations from your treatment program.

*Contact* the OASAS Client Advocacy Unit for assistance with grievances or complaints.

1-800-553-5790

## **Rights**

What you have the right to:

- Be informed of all the program's rules and regulations.
- Receive considerate and respectful care.
- Receive services without regard to race, color, ethnicity, religion, sex, sexual orientation, or source of payment.
- Receive confidential treatment. Except for a medical emergency, court order, child abuse or crime committed on program premises, a program generally cannot release information about your treatment without your written consent.
- Be fully informed of your treatment plan and participate in its development. This includes setting goals and measuring progress with your counselor.
- Refuse treatment and be told what effect this could have on your health or status in the program.
- End participation in treatment at any time.
- Obtain, in writing, an explanation of the reason(s) for your discharge from treatment and information about the program's appeal process. And, if necessary, receive help obtaining treatment at another program.
- Not to be personally involved with counselors, staff, or other patients beyond normal friendship.

## **Responsibilities**

You have the responsibility to:

- Act in a responsible manner and observe all the rules and regulations of the program.
- Treat staff and other patients with courtesy and respect.
- Respect other patients' right to confidential treatment.
- Participate in the development and completion of your treatment plan, which includes not using drugs and becoming involved in productive activities, such as work or school.
- Pay for treatment on a timely basis, according to your means.
- Talk to your counselor about problems which affect your treatment progress.
- Make suggestions about improving program operations.
- Talk to your counselor if you are thinking of ending treatment, don't just stop or leave.
- Ask questions about any aspect of treatment you don't understand.

## **What you can do**

If you have questions about the treatment services you receive at your program, or if you feel your rights have been violated, follow these steps:

1. Talk with your counselor. Most problems can and should be handled by your counselor. If you need to see your counselor, please write a letter to be put in their mailbox.
  2. If matters are not resolved by your counselor, talk with or Dawn Arraiz (Clinical Director) or Lacy Dalrymple (Assistant Clinical Director).
  3. If the concern still has not been resolved, talk with Linda Borstelmann, Assistant Executive Director.
  4. The Executive Director, Sarah Eilbacher, is available at any time to discuss
  5. If you still need help, call the OASAS Client Advocacy Unit at 1-800-553-5790
- \* No punitive action will be taken against you for contacting the Client Advocacy Unit.

## **NOTICE OF FEDERAL CONFIDENTIALITY REQUIREMENTS**

New Hope Manor strictly adheres to all Federal and State laws and regulations that protect your confidentiality. We are legally bound to protect all information or images that identify you as a client of a substance abuse treatment facility.

Except in very limited circumstances, such as court orders and medical emergencies, we will not disclose your attendance in treatment or any details of your stay here to any third party without your written consent.

At admission, you will be asked for whom you would like to waive this right, and under what circumstances. If you choose not to fill out any waiver of consent forms, we will not communicate with anyone outside our treatment team about your case. New Hope Manor is not able to communicate on your behalf with family members, courts or social services without a written waiver of consent form signed by you.

You have the right to revoke your consent at any time.

Violation of confidentiality is a crime and may be reported to the proper authorities. Any violation of HIPPA and Federal Confidentiality Law 42 C.F.R. Part 2 and HIPPA, 45CFR parts 160 and 164, may be reported to the U.S. Attorney in the judicial district in which the violation occurs. If you feel your confidentiality may have been compromised by New Hope Manor staff, follow the steps of the General Concern Procedure outlined elsewhere in your Orientation Packet.

## **DRUG AND ALCOHOL TESTING POLICY AND PROCEDURE**

1. New Hope Manor reserves the right to test any client on a random basis which may include times or frequency specified by drug court or other legal agency involvement. Other times may include when clients enter treatment or when clients return from off site visits, including home visits or when anyone is sent out to hospitals or the emergency room. Other times can be upon any staff suspicion of use, if a client exhibits symptoms or behavior changes that could be accounted for by drug or alcohol use.
2. Failure to produce a specimen or do a breathalyzer test will count as an automatic positive and will be considered noncompliance with program rules and policy.
3. All test results will be documented in the client's file.
4. Testing can be done by any staff. The general practice is if there is a nurse on duty the nurse will conduct the testing. Breathalyzer or specimen collection will be witnessed by the staff or nurse.
5. Positive results can be sent out for confirmation to a lab. The client or their insurance provider will be responsible for the lab fees.
6. Positive tests will be discussed in staff meetings for discussion of therapeutic intervention and disposition. The circumstances and severity and potential impact on other clients will be weighed with the client who has the positive results and their treatment. Discharge will be considered as a last resort or if staff safety or other client's safety or sobriety is jeopardized. On an individual basis, you may be offered an opportunity to appeal a decision to terminate by submitting a letter to the staff for review in the following staff meeting, whether the client is on site or off site at that point.

## HOUSE RULES

House rules are designed to ensure an atmosphere conducive to growth and development, to protect the lives and well-being of all, and to make possible an orderly schedule of activities.

### Rules:

**Responsible Concern** – As a member of the New Hope community, you are expected to be concerned about the lives of others as well as with your own life. It is expected that you will not become involved in any conversation or activity that will hinder your growth and development, or that of others.

Keep material discussed in group in strict confidence. Since you are living in a community, secretive communication or communication that would be injurious to the reputation of others should not be taking place. You are also expected to respect the personal property of others.

**You are expected to follow various procedures** that have been established for the good of the house, e.g. leaving the property, phone calls, obtaining personal items, etc.

**You are expected to know and carry out** the expectations of the program.

**The following activities are detrimental to the rehabilitation process, for you and that of others. Involvement in these may result in termination of treatment:**

- a) Use or possession of alcohol or other drugs whether on or off the premises.
- b) Physical violence or threat of physical violence.
- c) Sexual activity, sexual suggestions, or come-ons.
- d) Stealing from other clients or program.
- e) Smoking/vaping on the premises.
- f) Refusing to be searched

**Social Distancing** – You are expected to practice social distancing, maintaining at least 6 feet apart from one another anywhere outside of your room and in the company of another person.

**Masks** – You are expected to wear your mask in any public space.

## HOUSE PROCEDURES

The following procedures are deemed necessary for good order and safety as well as to ensure that the rights and privacy of others are respected.

### Bedrooms –

- You are expected to sleep in your own bed.
- You may not enter anyone else's room. Room doors should be open except when you are changing.
- You may not keep food, including candy, in your room. Food, candy, snacks, and beverages may not be removed from the dining room or kitchen.
- Limit your use of hot water to ten minutes when you are showering.
- You may not use or borrow anyone else's possessions.

### General House Procedures –

- You may not be in any buildings on the property by yourself.
- You may only be upstairs in your room when it is the allotted time in the schedule, with staff permission or if you have a Nurse's pass.
- You are expected to be inside the house after dark unless you are on the patio until allotted time.
- Only enter the kitchen area if assigned to work there (EXCEPTION – to wash your dishes if you are in the mother infant program).
- Keep reference books and magazines in the rooms in which they are stored (e.g. dictionaries, encyclopedias, transportation book, request book, cookbooks).
- Be careful in your use of program property, supplies, utilities, etc. (e.g. turn out lights when you leave a room, keep feet off furniture, close doors gently by using the doorknob, etc.).
- Chewing gum is prohibited.
- Living Room – There is no sleeping or putting feet on the furniture in the living room. When in the Living Room, clients should be practicing social distancing as much as possible and wearing masks. Food and drink are not allowed in the living room.

**Obtaining Personal Items** – Anything you need to obtain from your family/support delegate(s), must be approved through your counselor. EXCEPTION – toiletries that are normally supplied by the program.

**Phone Calls** – All phone calls are limited to eight minutes. You may begin making phone calls after you have been here for 30 days, and it has been approved by your counselor. The exception in the first 30 days would be if you have a child. A phone time could then be scheduled.

### Leaving the Property –

- You must have permission to leave the property or to leave the group while on any outing off the property.
- When going off the property you must sign out on the sign-out board, while on property you must put your name on the board.
- You must arrange for someone to handle your jobs.
- Notify your teachers or group facilitator in advance if you have permission to be absent from any class. You are responsible to make up any work you missed.
- Keep in mind that you are representing the program. Make sure you do not act in any way that would bring discredit on yourself or the program.
- Whenever you leave the property for any reason, you may NOT take any bags with you.
- When off property with or without a New Hope driver (ie. Court or medical appointments) you are expected to always remain at that location and follow all the rules of New Hope Manor. This is not an appropriate time for visiting with others.

**Visiting** –For the safety and welfare of both staff and clients, off property visiting is suspended due to COVID-19 safety measures. On property visits are limited to one hour indoors and one hour outdoors with prior staff approval. Designated times and places of visiting are documented for all staff. After thirty days, virtual and in person visiting may occur with family members/sober supports. This will be coordinated with your primary counselor and the treatment team.

**Various jobs, requests, privileges, and other activities** have associated written policies and procedures that you are expected to follow. See staff for any questions.

### **Receiving Special Occasion Gifts**

Clients can receive two holidays/birthday gifts from family members. Each item on the list below counts as one gift. Gifts Funds should not exceed \$25.00. Food items, gourmet gift baskets, candy, gum, coffee, tea, and edible items are prohibited.

Approved items are:

- Shirt
- Pants
- Undergarments
- Hair Accessories
- Journal
- Writing Paper
- Hobby Supplies
- Nail Supplies
- Footwear
- Package of Socks
- Package of T-Shirts
- Picture Frame
- Book
- 1 Gift Not More Than \$25.00

### **Giving Special Gifts**

Clients are permitted to give gifts to immediate loved ones. Clients are not permitted to exceed \$25.00 per person.

## **DRESS CODE**

### Personal Hygiene

How we take care of ourselves on the outside reflects how we feel about ourselves on the inside. Personal hygiene is important to your recovery and your self-esteem. Please take good care of yourself. Shower daily, brush your teeth, brush your hair neatly, wear deodorant, etc....Toiletries should be stored in your locker.

### Undergarments

Appropriate undergarments should be worn always.

### Pajamas

At bedtime, pajamas need to be worn. There is no sleeping without pajamas. If you are out of bed, footwear should be worn. You can be in your room without a robe but must have one on in any other area of the building between 7pm-7am.

### Coats/Jackets/Sweatshirts

Coats should be worn outside when the weather is cold but may not be worn inside.

- You may wear hooded sweatshirts to school and meals but please do not have your hood up.

### Shoes

Shoes or slippers (with a back) need to be worn always.

- Recreation shoes should be flip-flops for the pool only or sneakers that are tied. Sneakers should have a closed-toe and no open back.
- Sneakers need to be worn in the kitchen and for morning work floor always.

### Clothing

In general, your clothing should match the occasion and the activity in which you are participating. Your clothing should reflect how you want the world to see you.

### **For non-government appointments, Department of Social Services, home visits and medical appointments:**

- You are expected to look clean and have presentable dressing for the occasion.

### **For School:**

School clothing is less formal; however, those preparing for employment should begin working on a work wardrobe.

- Tops appropriate for school are dress shirts, dress sweaters, shirts without writing or a dressy sweater
- Bottoms appropriate for school are skirts (no shorter than fingertip length), a sundress, dress pants, crops/capris ,leggings or jeans (well-fitting – this means not low cut, not tight, no underwear showing when you bend over; you can put your hands in your pockets when they are on your body; you can easily button and zip them up).

### **For Recreation:**

- Sneakers are appropriate for recreational activities
- Shorts, yoga pants, basketball shorts or sweatpants. If wearing shorts, they need to be an appropriate length
- T-shirts or sweatshirts
- Appropriate bathing suit for the pool. Swimsuits should be appropriate.

### **Jewelry**

- Bracelets, earrings, and necklaces may be worn with no limit in numbers. Please remember to utilize your locker to store your jewelry.

The Following clothing items are not allowed under any circumstances

- Halter, tube tops or midriff length tops
- Shorts/dresses shorter than fingertip length
- Bandanas
- Clothing that can be seen through
- Advertising of drugs/alcohol, inappropriate or offensive language and /or images

**At any point staff may ask you to change if the clothing you are wearing is inappropriate.**

### **PERSONAL ITEMS**

You will be expected to follow the programs allotment policy and not go over with your allotment. Any clothing over your allotment will be stored in your personal belongings in the basement.

You will be provided two lockers for the security of your personal items. Staff is not responsible for the security of your items. All items not secured in your provided locker are your responsibility.

After leaving the program, any personal items that remain must be picked up or arrangements made within 30 days of leaving. After 30 days, any remaining items will be donated to the program or disposed of.

### **WHAT WE EXPECT FROM YOU**

You will be expected to follow the House Rules and take an active part in your therapy.

We do not expect perfection, but we do expect progress. People who are successful at making changes move themselves through several "Stages of Change." There are nine important "Processes of Change," or tools that you can use to move yourself through these stages.

New Hope Manor staff will not do your work for you. They will not "fix" you, like an auto mechanic might fix a car. We will work with you, not harder than you. It is self-determination and perseverance that will lead you on this journey through self-realization.

We expect that you will take your therapeutic and group work seriously, and that all assignments will be handed in on time. We will be honest with you, and we expect that you will be honest with us.

### **INFORMED CONSENT**

New Hope Manor expects your informed consent for all the program's policies and procedures. You are entitled to know all the details of our treatment approach, so you can decide, with your intelligence, to fully participate in our program.

We expect that you have carefully read and agreed to all the documents and consents you signed upon admission. You should understand that as a client of New Hope Manor, you will be asked to submit to random drug and alcohol testing and any failure to produce a specimen will count as an automatic positive as per the policy included in the Handbook. You have received the client bill of rights within this Handbook. It is your responsibility to read and understand the confidentiality regulations which govern your treatment here at New

Hope Manor. As a recipient of the client handbook, you have received a schedule of events, staff directory, rules and expectations of the program as well as general concern procedures among other items needed as a New Hope Manor client. You will also receive a statement every month of your financial account.

We reserve the right to terminate your treatment. If you are terminated, the reasons will be stated to you and you could have the opportunity to appeal this decision.

Your participation in the program is voluntary. We will work with you on an appropriate referral if your situation changes. If you decide to leave New Hope Manor against clinical advice, we will ask you to speak with your counselor first. S/he will help you consider all the consequences of a decision to leave, including risks to yourself, your legal status, and your status with social service.

## **GENERAL CONCERN PROCEDURE**

IF YOU HAVE CONCERNS WHICH ARE OF A NON-MEDICAL NATURE,  
PLEASE DO THE FOLLOWING:

1. Explain your concern to your counselor or any clinical staff member on duty. If your concern is of a therapeutic nature (a counseling issue), please wait to discuss the matter with your Primary Counselor. If you wish to speak to your counselor, please write a brief note to your counselor to be put in their mailbox. If your Primary Counselor is out or on vacation, feel free to speak to available clinical staff.
2. If you still think your concern has not been fully addressed, submit your concern in writing to the Clinical Supervisor specifically stating what the problem is and how you have already tried to solve the problem or address the concern.
3. If you are not satisfied after these steps, submit your concern in writing to the Assistant Executive Director and then to the Executive Director who will discuss the concern(s) with you. The receptionist on duty will forward your concern to the Executive Director.
4. If you still need help and you have read "OASAS Client Rights and Responsibilities," contact the Client Advocacy Unit at 1-800-553-5790.

## **TRANSPORTATION POLICY**

New Hope Manor facilitates transportation for clients to medical appointments, court appearances and child visits.

Client medical appointments go through MAS (Medical Answering Service), whose rules and policies we must follow. Medicaid often limits options of medical providers to those within a certain geographic range. Clients are drug tested upon return from any medical appointment arranged through an outside service. Clients are expected to follow program rules and policies on all trips and report any inappropriate behavior by drivers to staff immediately upon their return. New Hope will follow up on these complaints with MAS and the company in question and keep a log for use in future decisions on which company to request.

Regular court appearances are often required or requested for mandated clients. Wherever possible, New Hope will contact the court involved to request phone or Skype reporting, rather than in-person appearances. When in-person appearances are required, clients will be billed for partial reimbursement of the travel expenses. Non-Medicaid eligible medical transportation will also be billed at this rate.

When a client is transported more than 100 miles, the first 100 miles will be billed at the 62-cent rate, and all miles above 100 will be billed at a rate of 31 cents per mile. When a client is transported by New Hope Manor partial reimbursement of the travel expenses will be charged to their account at the standard set mileage rate for the year. The first 100 miles will be billed at that the yearly rate and all miles above the 100 will be billed at half of that set rate. When New Hope can combine trips of any distance to include more than one person, the cost of the trip is divided by the among the riders.

For court mandated visits with children off New Hope property, New Hope will provide transportation at no charge. We also provide this service at no charge for clients who have no other way to see their children.

NHM generally provides transportation without charge to religious services, for trips necessary to acquire or maintain benefits (Social Services, VESID, WIC, etc.), and trips to doctors, not covered by Medicaid, that are mandated by OASAS regulations.

Medical appointments for clients are scheduled through NHM nursing department. Clients will be made aware of scheduled appointments in advance. Eligible clients will be transported by Medicaid Answering Services (MAS), other clients will use transportation provided by New Hope Manor.

Clients who refuse to leave the facility with the transportation company on the day of their appointments may risk losing transportation services. Clients transported by NHM will lose transportation services after three refusals other than legally mandated appointments.

Clients refusing to go to a scheduled medical appointment will be required to follow the service provider's policy regarding cancellations; this may include paying a cancellation fee.

It is your responsibility to let your group leaders and/or teachers know that you will not be attending due to being out on an appointment.

## **NHM Purchasing Procedure**

9/1/22

Clients can make purchases through New Hope Manor to obtain necessities they may require while in treatment. Item Request Sheets to obtain toiletries and stationary supplies are always available in the dining room, but if you feel your needs are not met by the items offered by New Hope Manor you can opt to make a purchase.

To make a purchase, clients must meet certain eligibility requirements:

- Must be in treatment minimum 30 days.
- Must have sufficient funds in their account at NHM.
- Clients can not make a purchase while on Behavioral Contract.

You will be able to purchase up to five items for a total of \$100.00. Items to be purchased must fall into the following categories: Makeup, Hair Dye, Toiletries, Clothing and Therapeutic Books. Clothing items will only be approved if it is proven that your allotment is missing those items. Therapeutic books will need approval from your counselor and/or social worker. A Purchasing Form will be available in the dining room to fill out and hand in to purchasing. Purchases are usually done on Fridays and the deadline for purchasing requests are Wednesdays. If a nonapproved item is requested on a Purchase Request, your request will be returned for you to revise. Once revised and approved, you will be scheduled to make a purchase. Items will be given to you once the entire order is delivered. Following the initial 30-day waiting period, additional purchases will follow a 90-day waiting period. (I.E. A second purchase can be made 90 days after your first purchase; a third purchase can be made 90 days after your second purchase and so on.



## MASTER CLIENT SCHEDULE MONDAY – FRIDAY

	Monday	Tuesday	Wednesday	Thursday	Friday
6:30am	May wake for shower/Use Wellness Room/Breakfast set-up at 6:45				
7:00am	Wake up				
8:00am	Breakfast				
8:30am	Morning Meeting				
9:00am	Work Skills Development				
9:40am	Prepare for Vocational Training or Recovery Groups				
9:45am	Room Checks/Inspections				
10:00am	Vocational Training /School/Recovery Groups at 10 and 11				
12:00pm	Lunch				
12:30pm	Lunch Clean Up / Free Time downstairs only				
1:00- 2:50pm	Vocational Training /School/Recovery Groups at 1 and 2				
2:50- 3:00pm	Snack				
3:00pm	Final Recovery Group/Class of the day. May change for Recreation at 3:50				
4:00pm- 4:50pm	Wellness Room, Walk, MPR, etc. Free time				
4:00pm- 5:00pm	Free time. May go upstairs.				
5:25pm	Must be downstairs by 5:25 and prepare for dinner.				
5:30pm	Dinner				
6:00pm- 6:50pm	Free time. Reading, exercise, outdoors, etc.				
7:00pm	Quiet time or Self-Help meetings		Friday- Beautification through 9:50pm.		
7:50pm	Snack				
8:15pm	May go up to bed, watch TV in living room. Bedtime Sunday- Thursday 10pm Friday & Saturday 11pm				

- \*\*Friday All straighteners need to be signed out & signed back in by end of beautification.\*\*
- \*\*Kitchen crew & dish team may also go up to freshen-up for 30 minutes when kitchen complete.  
**Please tell staff when heading up.**
- Clients will receive scheduled individual counseling and psychotherapy sessions as needed. Clients will also participate in individual sessions with the Vocational or M/I Coordinator as needed and/or as applicable. If attending one of these individual sessions, clients are required to inform the group leader for their absence from a group or class.

## MASTER CLIENT SCHEDULE SATURDAY

8:00 am	Time to wake up
8:45-9:15am	Breakfast
9:00am	Medication pass
9:15 am	Work floor
10:15 am	May go up to freshen up for the day, bring down all essentials you'll need for the day No upstairs until 4:45
11:00 am	Must be downstairs- Free time activities- may craft, read, write, walk, play games, exercise or Karaoke. <b>NO TV</b>
11:00am-11:50am	House Activity with Social Worker
12:00-12:30 pm	Free time
12:30-1 pm	Lunch
1:00-1:30 pm	Lunch Clean Up, Free Time
1:30-2:50 pm	Hobby Saturday or House Activity No TV during this time
3:00-3:10 pm	Snack
3:10-4:00pm	House Activity with Counselor on Duty
4:00-4:45 pm	Free Time, Recreation Peer led self-help meetings
4:00 pm	May go upstairs to freshen up for dinner, bring down all essentials you'll need for the evening! Must be down @5:00
5:00 pm	Free time until dinner
5:30 pm	Dinner
6:00 pm	Free time Activities- may craft, read, write, walk, play games, exercise, TV
7:00 pm	House Activity with Counselor on Duty or Clinical Support
7:50 pm	Snack
8:00 pm	May watch TV in Living Room
8:15 pm	May go up to bed
11:00 pm	Lights out, Bedtime

\*\*Kitchen crew & Dish team may go up for 30 minutes.  
Please let staff know when done in kitchen to freshen up\*\*

## MASTER CLIENT SCHEDULE SUNDAY

8:00 am	Time to wake up
8:45 am	Breakfast
9:00am	Medication pass
9:25 am	Spiritual Development, may watch Church on TV in living room
9:30-10:10am	House Activity with Counselor on Duty
10:15 am	Work Floor
11:00 am	May go upstairs to freshen up for the day. Bring down all essentials for the day. Must be down 11:45am
12:30 pm	Lunch
1:00-1:50 pm	Socialize with your peers Board games / Cards / Hobby / Karaoke etc.
2:00-2:50 pm	House Activity with Counselor on Duty
3:00 pm	Snack
3:10-4:00 pm	AA/NA meeting, free time activities, may watch tv, listen to music, socialization, walk, games, read, treatment work etc. Optional House Activity with Clinical Support Staff 3p-5p TV can be on
4:00 pm	May go upstairs to freshen up for dinner must be down by 5:00am
5:30 pm	Dinner
6:00 pm	Dish team, free time activities.
7:00 pm	House Activity with Counselor on Duty or Clinical Support Staff
7:50 pm	Snack, may watch tv may go in living room or multipurpose Free time
8:15 pm	May go to bed or continue with free time or tv time
8:45 pm	Clients may go upstairs
10:00 pm	Clients upstairs/ Lights Out

\*\*Kitchen crew & Dish team may go up for 30 minutes.  
Please let staff know when done in kitchen to freshen up\*\*

## LAUNDRY SCHEDULE

Laundry Times	Monday Rooms	Tuesday Rooms	Wednesday Rooms	Thursday Rooms	Friday Rooms	Saturday Rooms	Sunday Rooms
<b>7:30a-9:30a and 2p-4p</b>	1A	2A	5A	6A	1C	4C	7C (Stabilization)
<b>9:30a-11:30a and 4:15p-6:15p</b>	4A	1B	2B	5B	2C	5C	
<b>11:30a-1:30p and 6:30p-8:30p</b>	3A	4B	3B	6B	3C	6C	

**All new clients will have their laundry done upon admission. Once clients are moved into the community, they are to follow this laundry schedule.**

- Morning slots are for clients to wash bedding. Afternoon slots allow for clothes to be washed separately from bedding.
- All rooms have 2 hours to wash, dry and fold laundry at each slot. You are not to go over your allotted times.
- All roommates are to go into the laundry room at the same time to put items in washer and then also with dryer.
- If a roommate is out that day and cannot put laundry in they will be given a separate time by staff. If the counselor is unavailable either the clinical director or the program manager can give a makeup time.
- If the roommate had to leave during the scheduled laundry time staff must be notified so that person's laundry can be moved or switched by roommates under staff supervision.
- If a roommate is still out after the laundry is dried their clothing will be placed into a laundry bag and in the staff room for pickup when they come back.

## **COUNSELING TOOLS**

All our counseling tools are designed to help you make objective, well-informed decisions about yourself. New Hope Manor offers tools to assist you in completing the task of recovery. You will be looking at the personality, values and attitudes that are relevant to your substance abuse and develop a plan to change. Healthy attitudes about yourself and society are the basis for the types of change that will last outside the treatment setting. These changes make a drug-free lifestyle a realistic goal.

### **GROUP COUNSELING**

#### **Daily Topic Specific → 10:00a-4:00pm:**

Variety of Recovery and Vocational Groups/Classes led by a staff member. A specific topic is assigned to each group with education on the topic and discussion occurring.

#### **SATURDAY → 7:00p -8:00pm:**

Saturday night group is composed of the entire house (rather than divided into groups). This group is fashioned much like the self-help topic/discussion meetings. No formal preparation or written assignments are necessary. This group takes place every other Saturday, with the rotating weeks being a planned House Activity.

#### **ADDITIONAL GROUPS:**

Additional groups may be offered to you. Other groups may be available based on the needs of clients. The benefits of groups include identifying with others, analyzing one's self, identifying problems and coming up with a solution, and learning to open up and share with others.

#### **PSYCHOTHERAPY:**

Therapists will conduct psychotherapy as needed on an individual basis. Clients will also participate in weekly group psychotherapy.

#### **CASE MANAGEMENT:**

Each person is assigned a Case Manager who works with her and establishes a treatment plan. You should expect to meet, as needed, with your case manager to discuss progress, obstacles and discharge planning.

#### **PROGRESS REPORTS**

Progress reports are due to counselors weekly. These should be completed during allotted time on Wednesdays at 1pm. This assignment must then be handed in to your counselor. They allow you to assess your progress in various areas of the program, help you to determine your strengths and weaknesses, and aid in relapse prevention. The format to follow for this assignment is located at the end of the packet.

#### **MORNING MEETING**

Morning meeting takes place immediately after breakfast in the dining room. During the meeting, you will be assigned different jobs around the house and are expected to be an active participant of the New Hope Manor community.

## **OTHER SUPPORTIVE SERVICES / TOOLS**

### **Work Floor**

Development of a healthy lifestyle involves development of a new outlook on the role of work and structure in our society. Everyone is expected to participate in daily housework. Appropriate attitudes and work skills are developed through being a part of Work Floor.

### **Vocational Training**

New Hope does a vocational inventory for each person in the program, which includes discussion of education, interests, skills, and history of employment. Career information is readily available, and a Vocational Counselor is available for individual meetings. Formal job skills classes are offered. The vocational component helps to develop self-esteem, knowledge, work skills, and personal growth, and allows clients to identify goals in this area.

### **Social Services**

Counselors maintain communication with Child Protective Services and other reporting agencies as needed. Financial services will help those wishing to apply for public assistance to cover the cost of care at New Hope Manor.

### **Legal Services**

New Hope allows open access for clients to communicate with applicable legal agencies as needed.

### **Spiritual Development**

Every effort is made to minister to the special spiritual needs of each woman in the program. Other services are made available on an as needed basis. Attendance of services is optional. Due to COVID-19, outside services are temporarily suspended.

### **Recreational and Leisure Activities**

Outdoor activities are available daily. They are provided to help improve coordination, learn new skills, reduce stress, and improve general physical and mental condition. Leadership skills, sportsmanship and learning to cooperate with a group are additional benefits.

Aerobic exercise is also available daily. Seasonal activities may include basketball, softball, volleyball, kickball, swimming, tennis, bocce, croquet, and badminton.

### **Hobby Development**

Hobbies increase your interest in things you may have never realized you like. Exploration of hobbies gives you the feelings of accomplishment and increased self-esteem. A variety of hobby classes and cultural activities are offered, and those in the program are expected to learn to use free time constructively. Classes are offered in gardening, crocheting, painting, music, sewing, first aid and other hobbies.

## VOCATIONAL PROGRAM

Our vocational program is designed to develop critical thinking, problem solving skills and the ability to evaluate objectively. Learning new skills is essential to building new pathways in the brain which help individuals in recovery. Each person learns to work independently and acquire marketable talents. These skills are all essential to the therapeutic process at New Hope Manor.

Vocational training courses are designed to help achieve these goals.

The vocational program is combined with groups which run each weekday from 10AM to 4PM. Clients meet with our Vocational Counselor to choose the types of courses that best meet their individual goals for employment and education.

## Discharge Planning

Your journey will not end upon completion of our program. Therefore, it's important to have proper aftercare planning set up before you leave to live a healthy life, free of relapse and fear, while full of happiness and purpose. When it comes to discharge planning here at New Hope Manor, please consider the following:

- The discharge process will begin the first week you arrive. This will involve a discussion with your case manager as to where you might want to live, what kind of services you feel that you need and what resources you would like to utilize upon completion of New Hope Manor.
- **Recovery is a process, not an event.** You will not be given a discharge date when you first arrive. Completion of treatment is decided between your counselor and the Treatment Team based on your engagement in the program and meeting treatment plan goals.
- Housing supportive of recovery and proper referrals to outpatient and mental health services, if needed, will be part of your discharge plan.
- New Hope Manor wants to ensure a successful discharge. For qualifying clients, entitlements, such as DSS, must be in place before a successful discharge takes place.
- While here, your primary focus is to work on you and address the thoughts, attitudes and behaviors that got you here, not on what date you will be discharged.
- As part of successful discharge planning, clients must have at least \$250 saved in their account prior to completing treatment.

## New Hope Manor Phases in Your Treatment Journey

### **Orientation Phase: First 30 days**

Individuals will take this time to adjust to the program and will utilize their big sister and clinical staff. Individuals can send and receive letters. One safe call and weekly child calls are set up upon admission-supervised by clinical support.

### **Foundation Phase (1-3 month) *After 30 days the individual can request to enter this phase.:***

New Hope Manor works with everyone to draw upon their strengths and to aid them in making positive changes. At times, individuals struggle with the process of setting goals and objectives for their treatment plans that will help them to identify and eliminate behaviors and attitudes that were needed to survive during their time of addiction.

Factors that can influence the speed and ease of an individual's progress and their ability to set treatment goals may include; their stage of change, their level of motivation, personality characteristics, their level of trust, trauma within their background, their mental health status, their number of treatment episodes, and other factors. For some, completing tasks such as following a schedule may be difficult; while others are able to master this task when they enter treatment. Likewise, some individuals can identify goals for recovery; while others struggle and experience frustration in their attempts to become active participants in developing a treatment plan with clear, measurable, and achievable goals. We believe that successful treatment is individual-driven treatment and successful treatment plans are **person-**centered and individual-developed. To assist individuals in developing individualized and measurable goals and to begin developing the tools to become active participants in their own treatment planning. Each of the following suggestions are measurable (30 days) and achievable in the first 30 days of treatment.

- Follow the schedule: wake-up, mealtime, work floor, class/group.
- Maintain a clean and orderly living space.
- Dress properly for the occasion (work, pool, bed, classes/groups, outings, court).
- Maintain positive relationships with peers and staff (no fighting, no raised voice, no physical contact).
- Sustain sobriety until the next treatment plan goals are set.
- Remain in treatment without requests to leave the program.
- Demonstrate honesty and being open to correction or direction from staff.

The individuals' goals are reviewed with the individual during sessions and both individual and counselor will determine together when each goal is met and set new goals. New Hope Manor acknowledges the hard work that goes into making changes in a person's life and we would like to recognize each individual as they achieve their goals by providing them with additional privileges as they journey towards recovery.

**Every individual has an opportunity for visits from friends and family members on the grounds alternating Saturdays and Sundays after completing the orientation phase of treatment.** We recognize the importance of family and social support in the treatment process. **As a recognition for achieving the orientation goals, individuals will be provided with an unsupervised phone call once a week to an approved family or friend at a scheduled phone time and an on-grounds visit with approved family and friends from 12-4 once a month on either a Saturday or Sunday.** The determination on meeting these goals will be made by the individual and counselor at their treatment planning or individual session. There is no timeline for meeting these goals and this may be achieved at any time during an individual's treatment. *If the individual can't maintain their progress, the phone call privilege will be temporarily restricted, and the individual will only make phone calls with clinical staff present. This restriction will take place until the individual has completed an Accountability Assessment with their counselor to address difficulties the individual is experiencing. Visits will be determined on an individual basis. It is imperative that the individual is focused primarily on their recovery.*

**Formation Phase (3-6 months) *After 90 days the individual can request to enter this phase.***

As the individual moves through the recovery process and meets their individualized goals, individuals can choose to replace, revise, or close goals that they believe don't apply to their own recovery. Individuals are often able to choose goals that apply to their life, but they are often too grand; for example; complete treatment or earn a college degree. They may have difficulty breaking these large lifegoals into measurable short-term goals. To further assist individuals in goal setting, any of these goals may be added to a treatment plan (not required), along with other individualized goals that the individual wants to set. Individuals are encouraged to meet these goals; as each one demonstrates their engagement in the treatment process, is short-term, is measurable, and will provide the individual with a feeling of success once it is achieved, which in turn demonstrates to the individual the importance of setting both long and short term goals.

- Successfully completed a certificate course (vocational will provide a list). Individuals who complete a group earn a Certificate of Completion. The certificate signifies that the individual has participated in the group and has a good understanding of the material. Individuals will choose the group that best meets their individual needs.
- Successfully completed a vocational course. Individuals who complete a vocational course earn a Certificate of Completion. The certificate signifies that the individual has participated in the class and has a good understanding of the material. Individuals will choose the class that best meets their individual needs.
- Communicate in a tactful and empathetic manner towards peers and staff members, including avoiding language that will be inappropriate for the workplace, social situations, and around children (obscenities/profanities).
- Identify goals and express a desire for long term recovery.
- Participate in house activities, and projects; including supervising and carrying out a Hobby Saturday activity.
- Provide support to a new individual by becoming a Big Sister.

**As a recognition they will be provided with the opportunity to visit with family/friends off-site from 12-4 on visiting day. Clients will also receive an additional unsupervised phone call.** If the individual can't maintain their progress, returns with unapproved items, or does not follow program policies while off-site, the privilege will be removed, and the individual will need to complete an Accountability Assessment or Behavior Contract to request the privilege be reinstated. Phone calls will be clinically evaluated and may be made with a counselor at a scheduled date and time.

***At this time the individuals Primary Counselor will assess if they deem it appropriate for the individual to have access to email. At times, contact with people from the past can be a trigger. If the Primary Counselor deems it appropriate for the individual to have access to email it will be discussed in the weekly staff meeting and the team will decide. Email will be available at specific times and will be monitored. At any time, this can be revoked if access is deemed not conducive to the individual's recovery.***

**Momentum Phase (6 months - completion) *After 6 months the individual can request to enter this phase.***

At this time, individuals are more experienced in setting and meeting individual goals and have gained experience with short-term measurable goal setting. They are ready to begin the process of greater interaction with the larger world around them but may still need help in verbalizing and setting their goals. Goals should be identified in the treatment plan.

- Eight Certificates.
- Should be Work Ready.
- 3 Consecutive Positive Work Floor Reports.
- A written comprehensive Relapse Prevention Plan.
- Complete the Peer Leadership Phase Progress Report.
- Adhering to all goals of the previous phases and being a leader in the community.

Individuals who complete these goals have demonstrated their motivation for recovery and a good level of responsibility and are preparing to complete treatment. In addition to the privileges above they may:

- Choose to sleep one-hour later on a Saturday or Sunday each week.
- Extra unsupervised phone call.
- Join leadership committee\*
- Second clients choice or Therapeutic Research
- Approved group outing accmpted by staff and must be approved by Clinical Staff
- Approved walk off site approved by Clinical Staff weekly.

If the individual can't maintain their progress, returns with unapproved items, or does not follow program policies while off-site, the privilege will be removed, and the individual will need to complete an Accountability Assessment to request the privilege be reinstated.

*Weekend visit request sheets must be handed to the primary counselor no later than Monday at noon. Visits will be reviewed in the clinical meeting on Tuesday. No late requests will be accepted. Clients can request a minimum of twenty-five dollars and will only be approved based on their ability to budget and save money. Clients must return with receipts.*

*\*Leadership committee will meet bi-weekly with the Clinical Supervisor and will discuss special activities- ie movie night, social outings, etc.*

*When an individual is requesting to move to the next phase- a questionnaire will be assigned and returned to their primary counselor. Counselor will review with the individual. Individuals moving up a level will be presented by their primary counselor on the 1<sup>st</sup> and 3<sup>rd</sup> Thursday of each month. The clinical team will give input and the Clinical Supervisor, Assistant Clinical Supervisor and Vocational Coordinator will discuss and a final decision will be made. A phases binder will be kept in the staff room.*

*Clients who phase up and do not get visitors will be able to present a monthly outing with their peers and a staff member, which will be reviewed in group supervision.*

*Clients can be assigned to a prior phase if placed on behavior contract or given an Accountability Assessment.*

## PROGRESS REPORTS

During Self-Assessment group you are asked to write a progress report based on your self-assessment. This will be turned into your counselor to process in session. The purpose of such an assignment is for you to take an honest look at how you are progressing and or struggling. It is important for you to be honest and truly assess where you are.

**Recovery is a process not an event. Weekly self-assessments are a great tool to practice authentic self-critical analysis as well as give yourself credit for achievements that aid in helping reach optimal growth**

1. Write about the stage of change you identify being in this week pertaining to your recovery.
2. Write about the degree of your investment in and commitment to a change of lifestyle. This should include a few examples of concrete evidence.
3. Write about the obstacles which prevent you from investing in or committing yourself to a new lifestyle. This should be very specific and concrete.
4. Have you experienced triggers or cravings to drink or use this week? If not, why?
5. What tools are you using to manage triggers and cravings this week?
6. What goals and objectives are you working on this week on your treatment plan?  
Progress/struggles?
7. What attitude and or behavior are you working to change this week? Progress/Struggles?
8. Write about the evidence you have of your progress and or struggles?
9. How are you utilizing your free time?
10. What is motivating you?
11. How are you utilizing your strengths to support your recovery?
12. What have been your contributions to the community this week?  
If you have extra time. What is on your mind today that you would like to share with your counselor?

### NEW HOPE MANOR STAFF DIRECTORY

#### **Barryville Staff:**

##### Executive Director

Sarah Eilbacher, M.Ed.

MASTER CASAC

##### Assistant Executive Director

Linda Borstelmann

##### Chief Financial Officer

Bryon Gardner

##### Clinical Supervisor

Dawn Arraiz, CASAC 2

##### Assistant Clinical Supervisor

Lacy Dalrymple, CASAC

##### Admissions

Lia Dilles

Victoria Rolnick, CASAC T

##### Primary Counselors

Chris Wall, CASAC

Rebecca Morgan, BSW

Abbe Dague, Case Manager

Dana Grogan, Case Manager

##### Psychotherapists

Deena Kearns, LMSW, CASAC

Sue Keller, MSW

##### Clinical Support Staff

Cheryl LoConte

Nancy Faller-Dioguardi

Victoria Rolnick, CASAC-T

Erica Zaleck

Overnight Staff

Annalissa Mellan  
Eva Frenyak  
Paige Price  
Karen Brown

Food Services Coordinator

Mother/Infant Coordinator

Daphne Laput

Daycare Workers

Brooke Gunderman

Transportation Coordinator

Deborah Komnen

Maintenance Director

Randy Caruso

Maintenance Assistant

Allan Rink

Medical Services

Dr. Salzberg- Medical Director

Health Care Coordinator

Deborah Donato-- RN

Nurses

Tracy Thollot-LPN

Human Resources

Christine Innaco, MBA

Teachers

Matthew Kurtzman, B.A, CASAC-T

Dana Grogan

Lauren Alvarez, BSW

Vocational Coordinator

Rebecca Schadt, B.S., CASAC 2

Social Services Coordinator

Alicia Delia-Conklin

Client Financial Services/Billing

Theresa Lilly

Purchasing/Accounting

Emma Schultz

Secretary/Receptionist

Alexis Riina