



# **RESIDENT MANUAL**

## **CROWNSVILLE RESIDENTIAL PROGRAM**

HONESTY • HOPE • FAITH  
COURAGE • INTEGRITY  
WILLINGNESS • HUMILITY  
SISTERLY LOVE • JUSTICE  
PERSEVERANCE  
SPIRITUAL AWARENESS  
SERVICE



**CHRYSALIS HOUSE** INC  
Supporting Women and Their Children Through Recovery

## **Chrysalis House Affirmation**

*I believe in myself today and every day.*

*I am a woman who thinks before she acts.*

*I will not entertain negative thoughts or waste negative energy. I believe in this program and I will put my recovery in its rightful place. I am confident and self-assured. I walk with pride and it shows in my appearance and character.*

*I am willing to learn about myself even if it means unpleasant feedback. I love myself and I face my fears with courage and dignity.*

*I am God's gift to the world and I am loved. I will give others positive things that have been given to me.*

*I am a living success story*



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*Don't Quit Until the Miracle Happens!*

*If you don't know... Ask*

*If it hurts... Say so*

*If you are confused... Share it*

*If you disagree... Talk about it*

*If you need help... Tell us!*

## **Welcome to Chrysalis House**

We would like to welcome you to our program. It is our vision to ensure that your time spent with us is a comfortable and fruitful journey. Our approach to healing incorporates the body, mind, spirit, and heart.

Our clinical team is comprised of a diversely talented group of therapists and counselors. Our approach is to assess clients based on their individual needs and to assign them the most appropriate treatment team. We treat each situation differently and make certain to address all aspects of a client's particular situation.

You will be an important part of the treatment team. Your participation begins with the orientation and assessment process, and carries on through the treatment planning process. Then you will set goals for your treatment and help evaluate your progress. Next, through the transition process to a less intensive form of treatment, and/or the discharge process, the plan for your future will be developed to help ensure that you succeed in staying clean and sober.

You will also have the opportunity to provide feedback or input about the services we provide to you. This can be done through the treatment planning and review process that has been described, as well as through our satisfaction survey process that we will invite you to complete.

### **Our Mission**

*The mission of Chrysalis House is to transform the lives of women and children by providing comprehensive recovery services that empower women to build a better life for themselves and their children.*

### **About Chrysalis House**

Since 1986, Chrysalis House has provided treatment for women with addictions and their children. Since our founding over 30 years ago, we have helped thousands of

women acquire the tools and skills that empower them to counter their disease and rebuild their lives.

Chrysalis House provides a safe, sober, and structured environment where women receive counseling, life skills training, parenting skills education, case management, and recreational activities. Our focus is to help women build a strong foundation in recovery, become better mothers, and learn to be financially stable.

One exceptional feature of Chrysalis House programs is that women may bring their children with them. Our model strives to help clients re-shape their lives in healthy and meaningful ways and create a brighter future for themselves and their children.

## **What to Expect**

When you first enter the program, you will be given a tour of the facilities so you will be familiar with the locations of staff offices, restrooms, emergency exits, first aid, fire alarms, fire extinguishers, emergency phone numbers for after-hours emergencies and for poison control. You will meet with staff to begin the assessment process, which includes a psychosocial assessment, a psychiatric and nursing assessment, and other assessments if necessary. We want to get the full picture of you and your needs so that we can develop an effective plan of treatment that will address those needs and improve the likelihood that you will succeed. You will be expected to participate in planning, and reviewing your treatment. This includes participating in team meetings and being aware of your treatment goals.

You will attend groups, individual sessions, and have assignments to complete. These elements are important components of your plan and you will be expected to fully participate and follow through with each one.

### **Transition and Discharge**

When you have met certain goals, you will possibly be ready to transition to a less intensive level of treatment. In the same way, if you have difficulty with your current level of treatment, it may be recommended that you transition to a more intensive level of treatment.

When you near the point where you have achieved your goals or when it appears that you have achieved maximum benefit from treatment at Chrysalis House you will participate in the discharge planning process with your treatment team.

### **Discharge criteria are listed below:**

*Any of the following criteria is sufficient for discharge.*

Your documented treatment plan goals and objectives have been substantially met or a continuing care plan can be developed to safely meet your needs at a lower level of care.

If you are unable to remain substance free at this level of care, you may be transitioned or discharged to a higher level of care.

You are not participating in treatment or you are not following program rules and regulations. The non-participation is of such a degree that treatment at this level of care is rendered ineffective or unsafe, despite multiple documented attempts to address nonparticipation issues.

You are not making progress toward treatment goals, and there is no reasonable expectation of progress at this level of care, despite treatment plan changes.

### **A Few Other Things You Need To Know**

If you or we think you are at risk to harm yourself or someone else, we will take steps to see that no one is harmed. This may include a treatment team meeting to discuss with you the best approach to protect you and others, prescribing medications that will help you, or referral to a hospital or local crisis center.

If you have legally required appointments, sanctions, or court appearances, you are expected to let the staff know this information. It is your responsibility to make certain that you meet any legal requirements placed upon you by authorities.

Chrysalis House does not utilize restrictions in the form of personal seclusion or personal restraints under any circumstance.

In some instances, we are required to report or follow up with authorities if your treatment is mandated (ordered by a judge or other legal authority) regardless of whether or not your treatment is successful.

You have some basic privileges as you begin treatment, and these privileges expand as you progress. Under certain circumstances, mostly related to failure to participate in treatment, or failure to follow program rules, these privileges may be suspended. If this occurs, you will be given the opportunity to meet with your treatment team, and you will be given information about how you can regain those privileges. The Program Rules are identified later in this Handbook.

Motivational incentives are used to encourage participation and reward progress. These usually come in the form of privileges or passes.

If for any reason we cannot provide the services you need, we will make sure you are referred to an appropriate alternative provider.

## **General Information**

### **Mailing Address**

Please have all mail delivered to our clinical offices in this format:

**Client Name**

**C/O Chrysalis House  
1570 Crownsville Road  
Crownsville MD 21032**

**Phone Contacts**

Crownsville Clinical offices: 410-974-6829

Crownsville Clinical Fax: 410-974-6350

**Residential Services Offered**

- Individual and Group Counseling
- Substance Abuse Education
- Relapse Prevention
- Smoking Cessation
- Parenting Skills Training
- Life Skills Development
- Trauma Counseling
- Therapeutic Recreation
- In-house/Community 12 Step Meetings
- Family Education and Support
- Transportation
- Mother/Child Activities
- On-site infant and child care
- Assessment and referrals for pediatric and dental care, and access to WIC
- Support with applying for identification documentation (birth certificates and social security cards)
- Referrals to age-appropriate services (Anne Arundel County Infants and Toddlers Program; Innovative Therapeutic Services Inc., Kennedy Krieger Institute) for child-related behavioral and/or developmental issues
- Art Therapy
- Creative/Expressive Writing
- Acudetox
- Yoga/exercise
- Sexual Health in Recovery (SHIR)
- Grief Counseling

**Eligible women should:**

1. Be 18 years or older with up to two children not exceeding the age of 10 years old (depending on program).



2. Have a history of a Substance Use Disorder diagnoses or meet criterion for one as outlined in the DSM V.
3. Not have a complicating condition (e.g., active psychosis, developmental delay) that will prevent her from participating in and benefiting from treatment services.
4. Not currently expressing any active suicidal or homicidal intent. Recent attempts of either of these will be assessed on a case-by-case basis.
5. Not be in an aggressive state that requires the use of chemical or physical restraints. Individuals with historical acts of violence against others will be assessed on a case-by-case basis
6. The individual can be manifesting withdrawal symptoms from alcohol or any other mood altering substance. Five days sober from alcohol/drugs.
7. Not subject to a current arrest warrant, and is not a fugitive of any jurisdiction.
8. Have no medical complications that will interfere with participation in treatment. Or have medical needs that cannot be met either in the facility or locally.
9. Not have been convicted of arson (based on the severity of the offense and the danger to the community depending on the history and conviction of any criminal charges).

## **Summary of Confidentiality Practices**

**This notice describes how your protected health information (PHI) may be used and disclosed, and how you can get access to this information. Please review this notice carefully-the privacy of your PHI is important to us.**

### **Our Legal Duty**

We are required by applicable federal and state laws to maintain the privacy of your protected health information. PHI is information that may identify you and that relates to your past, present, or future physical or mental health/condition and related health-care services. We will not use or disclose PHI about you without your written authorization-except as described in this notice.

We are required to give this notice about your privacy practices, our legal duties, and your rights concerning your PHI. We must follow the privacy practices that are described in this notice while it is in effect.

We reserve the right to change our privacy practices and the terms of this notice at any time- provided such changes are permitted by applicable law. In the event we make a material change in our privacy practices, we will change this notice and provide it to you.

## **Uses and Disclosures of Health Information**

We use and disclose protected information about you for treatment, payment, and healthcare/program operations as follows:

### **Your Authorization**

You may give us written authorization to use your PHI or to disclose it to anyone related to your care or for coordination of your treatment. If you give us an authorization, you may revoke it in writing at any time (except where required by Court-ordered services). Your revocation will not affect any use or disclosure permitted by your authorization while it was in effect. Unless you give us a written authorization, we cannot use or disclose your PHI for any reason except those described in this notice.

### **Treatment**

We may use or disclose your PHI to the referral source for purposes of treatment planning and coordination, reporting compliance/non-compliance issues. We can also disclose your PHI in the event of a crisis/safety issue to help access crisis and/or emergency services.

### **Payment**

We may use or disclose your PHI to obtain payment for services we provide to you. This may include such activities as verification of coverage and billing/collection activities and related data processing.

### **Healthcare/Program Operations**

We may use and disclose your PHI when evaluating provider performance; and for accreditation, certification, licensing and/or credentialing activities.

### **Required by Law**

We may use or disclose your PHI when we are required to do so by law-including judicial and administrative proceedings.

### **Abuse or Neglect**

We may disclose your PHI to appropriate authorities if we reasonably believe that you are a possible victim of abuse, neglect, or domestic violence or the possible victim of other crimes. We may also disclose your PHI to the extent necessary to avert a serious

threat to your health or safety, or the health or safety of others- including, if we have good reason to believe that you are engaging in child or vulnerable adult abuse.

**Confidentiality of Alcohol and Drug Abuse Client Records:**

The confidentiality of alcohol and drug abuse Client records maintained by this program is protected by Federal law and regulations. Generally, the program may not say to a person outside the program that Client attends the program or disclose any information identifying a Client as an alcohol or drug abuser unless:

- A. The Client consents in writing
- B. The disclosure is allowed by a court order; or
- C. The disclosure is made to medical personnel or to a qualified person for research, audit or program evaluation.
- D. The client is actively suicidal or homicidal.

Violation of the Federal law and regulations by a program is a crime. Suspected violation may be reported appropriate authorities in accordance with Federal regulations. Federal law and regulations do not protect any information about a crime committed by Client either at the program or against any person who works for the program or about any threat to commit such a crime.

**Federal laws and regulations do not protect any information about suspected elderly or child abuse or neglect from being protected under State law to appropriate State or local authorities. See 42 U.S.C. 290dd-3 and 42 U.S.C. 290ee-3 for Federal laws and 42 CFR Part 2 for Federal regulations.**

## **Client Rights**

All individuals who apply for services, regardless of sex, race, age, color, creed, financial status or national origin are assured that their lawful rights as clients shall be guaranteed and protected.

While being served, you, the client, are assured and guaranteed the following rights:

- 1. The right to be treated with consideration and respect for personal dignity, autonomy, and privacy.
- 2. The right to services in a compassionate and humane setting (including a sober and violence-free environment) that is least restrictive as defined in the treatment plan.

3. The right to be told about my own condition, my diagnoses, of available services, treatment or therapies, and of alternative therapies.
4. The right to consent to or refuse any services, treatment, or therapy after a full explanation of the expected consequences of such consent or refusal.
5. The right to a current, written, individualized treatment plan that addresses my own mental health, physical health, social and economic needs, and that specifically lists appropriate and adequate services that are available at Chrysalis House or by referral.
6. The right to complete involvement in developing, reviewing and revising my own individualized treatment plan.
7. The right to be free from intellectual, emotional and/or physical abuse, and to be free from financial or other exploitation, retaliation, humiliation, and neglect.
8. The right to get information that is helpful to me in sufficient time to help me facilitate my decision making.
9. The right to informed consent, refusal or expression of choice regarding service delivery.
10. The right to access (or be referred to) legal services or agencies for appropriate representation, self-help support services, and advocacy services.
11. The right to freedom from unnecessary or excessive medication.
12. The right to participate in any appropriate and available Chrysalis House program, even if I have been refused one or more other services, treatments, or therapies, or if I have relapsed from earlier treatment in that or another program. If there is a valid and specific reason why I should not participate, this will be explained to me, and written in my current treatment plan.
13. The right to be told about and/or refuse being photographed or tape-recorded (audio or video) or to have such media used publicly by Chrysalis House without my written consent.
14. The right to consult with an independent treatment specialists or legal counsel, at my own expense;
15. The right to confidentiality of all personally identifying information except when needed by various funding and/or certifying agencies, state or federal statutes.
16. The right to communicate, (phone, mail etc.) associate, and meet with anybody I so choose—within the confines my program,—unless doing so would infringe upon the rights and/or safety of myself and others.
17. The right to have access to my own psychiatric, medical or other treatment records, unless access to particular information is specifically restricted for me for “clear

*treatment reasons.”* These clear treatment reasons could include risk of severe emotional damage, risk of self-injurious behaviors etc.

The person restricting the information shall explain to me and other persons authorized by me, the facts that are causing the restriction. The restriction must be renewed at least annually to retain validity. Anybody authorized by me has unrestricted access to all information.

18. The right to be told in advance why my participation in the program is being discontinued, and to be involved in planning for my transitioning out of the program.
19. The right to receive an explanation of the reasons why services are being denied.
20. The right not to be discriminated on the basis of race, ethnicity, age, color, religion, creed, gender, national origin, sexual orientation, veteran status, financial condition, handicap, developmental disability, and HIV infection, AIDS - related complex or AIDS.
21. The right to know the cost of services.
22. The right to be fully informed of all rights, and the right to exercise any and all rights without retaliation in any form including continued and uncompromised access to service.
23. The right to file a grievance, the right to have oral and written instructions for filing a grievance, and the right to investigate and resolve any alleged violation of rights.
24. The right not to participate in any experimental research unless fully informed and with written consent by the client.
25. The right to gainful employment of my own choosing, within the confines of the client's program.
26. The right to be allowed access to the local 12 Step Community, within the confines of one's program.
27. The right to personal possessions, within the confines of one's program.
28. The right to manage my own financial affairs, within the confines of the program.
29. The right to religious worship of one's choice.
30. The right to receive visitors within the confines of one's program.
31. The right to participate in recreational activities as permitted by the Chrysalis House schedule.
32. The right to terminate my own residence when I choose. (Staff will discuss my transition plans prior to me leaving or being discharged).

## Resident Responsibilities

### Confidentiality

- No information about another resident, staff member, or Chrysalis House program is to be discussed outside the house.
- While you are a resident of Chrysalis House, your business is our business! Know that we work as a treatment team for the benefit of your treatment, and that information shared with one staff member may be shared with other staff if deemed appropriate. The staff of Chrysalis House is required to observe confidentiality laws.
- You may not share any information about any resident with anyone outside of the Chrysalis House (family members, boyfriends, husbands, people in the program, outside clinics, etc...). This includes involvement in the program, urine testing, levels, strikes, dilemmas.
- You should not gossip about other residents or clients.
- When on telephone duty, remember that ***you cannot confirm or deny the existence of any resident.***
- Board members are not defined by law as staff members. You may not share other residents' information with Chrysalis House Board Members.
- Remember that the Chrysalis House is a small facility. Names are not the only way that residents can be identified. The goal is to provide an anonymous program for all residents.
- Be aware of the accidental ways that you can break confidentiality of another resident. Mentioning to someone "in the rooms" that a particular client was asked to leave the program, etc., is a violation of confidentiality. Sharing information with staff members out of concern for another resident is not a breach of confidentiality.

- The confidentiality of alcohol and drug patient records maintained by this program are protected by federal law and regulations.
- Violations of federal law and regulations are a crime. Suspected violations may be reported to the appropriate authorities in accordance with federal regulations.

**Breaching confidentiality in a willful, malicious or repeated manner can and will be grounds for dismissal.**

## **Exceptions to Confidentiality**

Your confidentiality at Chrysalis House is protected but it is not absolute. There are some exceptions under the law when we are required to share information about you. While this is not a complete list, some of the most common exceptions to confidentiality are the following:

### **Imminent Harm to Self**

If a staff member has reason to believe that you are in danger of physically harming yourself, the staff member may have to contact a family member or another person who may be able to keep you safe, or may have to make an involuntary referral to a hospital or local crisis system.

### **Imminent Harm to Others**

If a staff member has reason to believe that you are seriously threatening physical violence against another person, or if you have a history of physically violent behavior, and if the staff member believes that you are an actual threat to the safety of another person, staff may be required to take some action (such as contacting the police, notifying the other person, seeking involuntary hospitalization, or some combination of these actions) to insure that the other person is protected.

### **Child Abuse or Elder Abuse**

If you report anything about a child under the age of 18 being abused or neglected, or a vulnerable adult being abused or neglected, present or past, we are required to make a report to Child Protective Services or Adult Protective Services.

Should any of these exceptions occur, we will release only the necessary information under the circumstances or as needed to comply with the law.

## **Requirement to Report Physical and Sexual Abuse or Neglect**

You are advised that Maryland law requires Chrysalis House staff to notify the appropriate authorities of any report or suspicion of sexual or physical abuse of a child. This includes both current and recent child abuse or neglect and/or abuse or neglect that was perpetrated upon the resident as a child.

If a resident discloses child physical or sexual abuse during a therapy session, Chrysalis House staff **MUST**, by law, report it to the authorities.

The decision whether to cooperate with an investigation by Child Protective Services or the police remains with the resident. Should the resident decide not to cooperate with such investigations, Chrysalis House staff honors that decision, and there are no consequences from Chrysalis House to the resident.

## **Sexual Harassment**

Chrysalis House has a **ZERO** tolerance policy regarding sexual harassment. Any incident involving sexual harassment will be investigated.

The following are behaviors which **could** be viewed as sexual harassment **when they are unwelcome**:

### **VERBAL**

- Whistling or making cat calls at someone
- Making sexual comments about a person's clothing or body
- Telling sexual jokes or stories
- Asking personal questions about sexual life, fantasies, preferences or history
- Repeatedly "asking out" a person who is not interested
- Turning work discussions to sexual topics
- Referring to an adult woman or man as a hunk, doll, babe or honey □ Telling lies or spreading rumors about a person's personal sex life

### **NON-VERBAL**

- Paying unwanted attention to someone (i.e., staring, following, blocking a person's path)
- Displaying sexually suggestive visuals
- Making facial expressions such as winking, throwing kisses, or licking
- Giving personal gifts of a sexual nature
- Making sexual gestures with hands or through body movements
- Sending sexual or romantic notes/letters to another



## **PHYSICAL**

- Hanging around, standing close, or brushing up against a person
- Touching a person's clothing, hair, or body (to include giving a massage around the neck and shoulders)
- Touching or rubbing oneself sexually around another person
- Hugging, kissing, patting or stroking

**\*\*No one shall retaliate against a resident if she files a written grievance, assists or participates in an investigation, proceeding, or hearing regarding the charge of harassment/ discrimination of an individual or because she has opposed language or conduct that violates this policy.**

**\*\*Residents cannot engage in romantic relationships or sexual activity with other residents (or staff) while in the program.**

## **Chrysalis House Cardinal Rules**

### **CHRYSLIS HOUSE IS:**

**A DRUG & ALCOHOL FREE ENVIRONMENT.** Absolutely no drugs or alcohol on the premises

### **A SAFE ENVIRONMENT FOR ALL OF OUR CLIENTS AND STAFF**

No physical violence or threats will be tolerated.

**A SAFE ENVIRONMENT FOR ALL OF OUR CHILDREN** Keep all items that could be potentially harmful out of reach of the children. No physical discipline is allowed.

### **OUR HOME.**

No stealing, fraud, prostitution or damaging of property will be tolerated.

1. Keep the environment free of drugs and alcohol at all times. This is your home for the duration of the time you are here. Respect it as such. Keeping secrets regarding the use or possession of drugs or alcohol by another resident is prohibited.
2. In order for this drug-free environment to be monitored, you will be required to submit to random urinalysis. Whenever you are asked for a specimen, you will have up to one hour to comply with that request. Refusal to submit to random urinalysis will be considered a behavioral positive and may be grounds for discharge.

3. Treat others as you would have them treat you. No physical violence or threats of violence. While we recognize that some people take a longer time to change old behaviors than others, bullies or perpetrators will not be allowed to remain in this environment. No one needs to live in fear here. “Snitches get stitches” is street thinking. We value honesty in all interactions with and among residents and staff.
4. We are all committed to the safety of the children of Chrysalis House. Always be mindful of their safety and wellbeing.
  - Keep dangerous items out of the reach of children. This includes lighters, matches, medications, kitchen utensils, etc.
  - Hitting, shaking, yelling, using abusive language, threatening and physical methods of discipline (eg. Slapping, spanking, etc.) are strictly prohibited.
  - Placing infants to sleep on their stomach or in bed with you is prohibited since this has been associated with infant death.
  - Avoid profanity, especially around children.
  - Remember that “it takes a village to raise a child”. We are all responsible for safeguarding our children.
5. Each resident is responsible for changing old behaviors. Stealing, fraud, prostitution, the willful damage of property, or other criminal behaviors of any kind will not be tolerated.
6. Trust takes time to develop. To assist in the development of trust with one another, you are asked to refrain from judging others or discussing other’s issues. All residents will be required to sign a promise to maintain confidentiality. Maintaining confidentiality keeps this environment safe.
7. Learn to love yourself. In order to do that you need to learn how to get to know the real you, without medicating your feelings. During this precious time here, relationships can be a distraction. This is your time for you, and other residents deserve the same opportunity. Sexual activity on the premises or sexual behavior with another resident or visitors is strictly prohibited. Disregarding this rule may be grounds for immediate discharge.
8. Avoid gossip and rumors. Gossip is talking about someone else. Rumors are stories that are circulated about someone else. Check your motives. Before saying something about another resident, ask yourself the following:
  - Is it kind?
  - Is it true?
  - Is it necessary?
  - What are you avoiding by engaging in gossip?

9. If you have a problem with another resident, deal with it directly. Go to that person, or if you have trouble doing that, go to your Big Sister, the Resident Committee or staff. Do not put others in the middle. Re-creating dysfunctional family patterns in this environment is not useful to your recovery. Act but don't re-act. If you're not part of the problem and you're not part of the solution, then you should not be part of it.
10. You are responsible for your own recovery. Attend all sessions with your counselor or therapist and be on time for your groups. Make treatment time count. You are here to work on self-improvement. Be accountable for your own behavior and care enough about each other to point out when someone else is doing something to hurt their own or your recovery. No one recovers alone. Honesty, open-mindedness and willingness require that you be willing to hear the things that others have to say to you as well.
11. Passes are a privilege that give you an opportunity to establish trust. It is important that you return from them on time. Be where you say you are going to be, and be only with those people that have been approved.

**Disregarding any of these rules may be grounds for discharge.**

## **Agency Grievance Procedure**

1. Any person(s) who believes that their rights have been violated or has a complaint or grievance may file a complaint pursuant to the procedures set forth below, on their behalf, or on the behalf of another person. All persons are encouraged to file a complaint and/or grievance. By filing a complaint, the individual will not subject themselves to any form of adverse action, reprimand, retaliation, or otherwise negative treatment by Chrysalis House, Inc. Clients shall have immediate access to the grievance forms located in their Orientation packet and a posting of the grievance procedure will be in the Group Room with the levels of appeals.  
To register a grievance, the following steps will be followed:
  - A. Clients are encouraged to discuss any problems with their Therapist. The client and Therapist will try to find a resolution. The Therapist will correspond with the Clinical Director and/or COO on the grievance and/or complaint and any resolution.
  - B. All grievances forms shall first be filed with the COO by completing a "Client Grievance" form. The COO shall give the client a receipt of the filed grievance and log the grievance within two (2) working days. The COO will conduct an internal investigation and render an initial determination and resolution within five (5) working days of receipt of the complaint in writing.
  - C. If the complaint is not resolved or if the complainant is not satisfied with the results achieved in Step B, the complainant may file an appeal and/or the grievance form shall

be forwarded to the CEO. This meeting shall be held within two (2) working days of the date it is requested.

- D. The client shall be presented a resolution and response to their grievance in writing within five (5) working days.
  - E. In the event that a client does not feel a resolution has been reached they may contact the **Maryland Department of Human Resources/Department of Social Services/Office of Adult Services 1-800-332-6347 or the Maryland Department of Health & Mental Hygiene/Office of Healthcare Quality 410-402-8000 or 877-402-8218.**
2. For any allegations of physical or sexual abuse by any staff member, the following steps will be followed:

Any allegations of physical or sexual abuse by any staff member shall be brought to the immediate attention of the COO or the Clinical Director or assigned therapist. The client will be afforded the opportunity to contact the following agencies: **Maryland Anne Arundel County Crisis Response System/Crisis Warm line: 410-768-5522 or the 24 hour Crisis Hotline: 410-222-7273.** If the client is not comfortable discussing the allegation with the COO, Clinical Director or Therapist, the client is encouraged to file the grievance form with the CEO. The client will again be afforded the opportunity to contact the agencies or crisis response lines listed in A.
  3. Notification to all parties of these rights shall include affirmation of an organizational non-relationship policy that protects a party's right to file a grievance or express their opinion and invokes applicability of state and federal protections.
  4. The COO, Clinical Director and Therapists shall take steps to ensure an appropriate investigation of each complaint to determine its validity. These rules contemplate informal, but thorough, investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to the complaint.
  5. In the event that a client is dissatisfied at any point, the client has the right to contact and voice complaints, questions or concerns about service, treatment, procedures, rights and policies by calling any one of the following agencies:
    - **Maryland Department of Health & Mental Hygiene/Office of Healthcare Quality 410-402-8000 or 877-402-8218**
    - **Maryland Department of Human Resources/Department of Social Services/Adult Services/ Anne Arundel County/(local) 410-974-8566**
    - **Maryland Department of Human Resources/Department of Social Services/Child Protective Services/ Anne Arundel County/410-421-8400 (24 hours)**
    - **Anne Arundel County 24-hour Crisis Hotline/ 410-222-7273**
    - **Maryland Anne Arundel County Crisis Response System/Crisis Warm line: 410-768-5522**
    - **The HIPAA Privacy Officer/CHI Corporate Compliance Officer: 410-974-6829**
    - **The U.S. Department of Health and Human Services at for privacy or breach of confidentiality (HIPAA):**  
**Office for Civil Rights**  
**U.S. Department of Health & Human Services**

**61 Forsyth Street, SW. - Suite 3B70  
Atlanta, GA 30323  
(404) 562-7886; (404) 331-2867 (TDD)  
(404) 562-7881 FAX**

6. All clients will be given a copy of the telephone number to the Abuse Hotline and Department of Children and Families Program Office at the time of admission. All clients will be afforded the opportunity to contact the any of the above phone numbers without fear of retaliation. The telephone numbers are posted throughout the facility and in the common areas.

### **Against Medical Advice Protocol**

Chrysalis House will not provide clients who choose to leave Against Medical Advice (AMA) with any assistance unless the client gives his/her therapist three (3) days-notice and agrees to the therapist's suggestions that may include notifying family members of the client's decisions. If family members have sent client spending money, the money will be returned to the sender. Depending on terms of the treatment agreement, a self-pay client may forfeit any refund. The therapist may request the client share the decision with peers, meet with members of the clinical team, or complete a treatment objective or goal. The client will need to sign an AMA form acknowledging the dangers and risks associated with leaving AMA.

If the client adheres to this protocol, staff will provide assistance with transportation, have all personal belongings ready for return to the client, and assure that client leaves with his/her medications or a script for thirty (30) days. When staff has notice that client is leaving we are able to assure a safe, orderly departure. We also encourage the client to return to Chrysalis House at any time in the future if the need arises.

### **Drug and Alcohol Policy**

It is the policy of Chrysalis House, Inc. to advise all clients at the time of intake that it is strictly prohibited for clients to come to any group or individual appointment under the influence of drugs and/or alcohol.

#### **The following is our protocol:**

1. Any client who appears to be under the influence of drugs and/or alcohol is subject to be drug tested by staff.
2. A client under suspicion will be confronted by staff.
3. If the client's tests yield a positive result, appropriate actions will be taken upon consultation with the clinical team.
4. If the client is required to be tested due to suspicion by a counselor or staff member and refuses, staff will consider that a positive result.

## Universal Infection Control

Universal Precautions are guidelines issued for the care of patients in hospitals but are common sense for everyone and should be used to prevent disease transmission in all walks of life. Anyone attending a treatment center or detoxification unit should be trained to use standard precautions. When standard precautions are used in all aspects of daily life, they help prevent the spread of infections. Many persons can harbor infectious diseases and be unaware.

This approach carries a blanket assumption that anyone – rich or poor, fat or thin, young or old – may be infected with an infectious disease.

***The #1 disease preventing activity you can do is to wash your hands thoroughly.*** The Centers for Disease Control and Prevention recommends that hand washing should be done:

- Before, during, and after food preparation
- Before eating
- Before and after looking after someone who is ill
- Before and after treating a cut or a wound
- After using the washroom
- After coughing, sneezing or blowing one's nose
- After petting, playing with or touching an animal
- After handling pet food or treats
- After touching garbage
- If soap and water is not available, an alcohol-based hand sanitizer may be used to clean the hands

Make sure you keep all cuts and abrasions covered with a waterproof bandage. Be careful with badly chapped skin; it can crack and allow fluids to enter and exit.

- Do NOT share razors, towels, tooth brushes, eating utensils or drinking glasses with anyone. Do not share make-up or lip glosses. Do not share nail clippers or files.
- Protect yourself from sharp injuries
- Never, under any circumstance, touch any bodily fluids. If an accident occurs with yourself or another client, call on a staff member for assistance.

## HIV Protection and Services

You will receive the following services regarding the education and prevention of HIV:

1. Education, risk assessment and screening for both client high risk behavior and symptoms of communicable diseases as well as actions to be taken on behalf of clients identified as high-risk and clients known to have an infectious disease.
2. HIV and TB testing and HIV pre-test and post-test counseling to high risk clients, provided directly or through referral to other healthcare providers which can offer the services.
3. Reporting of communicable diseases to the Department of Health in accordance with Code of Maryland Regulations (COMAR) 10.06.01.03 C.

## **Respiratory Syncytial Virus (RSV) Prevention**

RSV is a respiratory infection that is highly contagious and can travel great distances. People infected with RSV are usually contagious for 3 to 8 days. Isolation is the key, and especially important for high-risk babies (children under 1 year of age, especially preemies), and people with compromised immune systems.

**RSV Prevention**--There are some steps you can take to try to avoid and prevent RSV:

- Wash your hands often, especially after contact with anyone who has cold symptoms.
- Clean and disinfect hard surfaces. RSV can survive for many hours on hard surfaces such as tables, door knobs and crib rails. It typically lives on soft surfaces such as tissues and hands for shorter amounts of time.
- Change clothes after holding/ feeding a sick infant or wear a smock. (This will help reduce transfer of RSV from soft surfaces).
- Only let people touch your baby after they wash their hands.
- Wear a mask if you are sick OR if you want to prevent getting sick.
- Avoid kissing any of the babies if you have cold symptoms.
- Keep your baby away from crowds.
- Don't let anyone smoke around your baby.
- Isolation is the key. If possible, keep your baby away from anyone, including siblings and other children, who has cold symptoms.
- If your baby is very congested, bulb suction right before feeding so they can suck.

### **RSV Care**

- **Most RSV infections go away on their own in one or two weeks.**
- Fever and pain can be managed with over-the-counter fever reducers and pain relievers, such as acetaminophen or ibuprofen, with a healthcare provider's approval.
- It is important for people with RSV infection—especially babies—to drink enough fluids to prevent dehydration (loss of body fluids).

- Healthy infants and adults infected with RSV do not usually need to be hospitalized.
- But some people with RSV infection, especially infants younger than 6 months of age and older adults, may need to be hospitalized if they are having trouble breathing or are dehydrated. In most of these cases, hospitalization only lasts a few days.
- Visits to a healthcare provider for an RSV infection are very common.  
During such visits, the healthcare provider will evaluate how severe the person's RSV infection is to determine if the patient should be hospitalized. There is no specific treatment for RSV infection.

**Prevention is the best way to help more people keep healthy.**

## **Safe Sleep for Your Baby**

Each year, 1000s of infants die unexpectedly in the US, and ¼ of those deaths are sleep-related. In 2016, Anne Arundel County had a 400% increase in the number of infant deaths most likely due to accidental suffocation from unsafe sleep practices.

Here's how to keep your baby—or the babies of those you love--safe.

Share your room, but never your bed.

Practice Safe Sleep for your baby day, night and every time they sleep.

**Learn and remember the ABC's of Safe Sleep.**

### **ALONE**

--Your baby should sleep alone, not in your bed or chair or with any other people. Keep the crib empty. Do not put stuffed animals, pillows or blankets in the crib with your baby.

### On their **BACKS**

—Your baby should be put to sleep on their back. Back sleeping is less risky for choking because fluids pool in the back of the throat away from the windpipe.

### In a safe **CRIB**

—Your baby should sleep on a firm mattress that fits tightly into the crib frame. A 12 ounce can should NOT fit between the rails. Do not use crib bumpers. The sale of crib bumpers is banned in Maryland.

For more information on Safe Sleep, visit: [aahealthybabies.org](http://aahealthybabies.org) 410-222-7223 **Remember**

**the ABC's: ALONE on their BACKS in a safe CRIB.**



## Medical Department

Our program offers comprehensive medical care. Our doctors and nurses are highly experienced and work as a team to ensure that you receive the best level of care. We analyze each client individually and develop a program that is unique to that person. We make all attempts to promote a natural and holistic resolution to any concern that you may have. When pharmacotherapies are deemed necessary, our staff takes special care to minimize any side effects by balancing the medication with appropriate nutraceutical remedies.

While you will have scheduled appointments throughout your stay with us, you have the option to request a consult as needed. Medical staff is at our clinical office five days per week.

### Medical Referrals

Chrysalis House has an extensive list of highly trained medical professionals that we utilize when additional medical care is determined to be necessary. We take care of all of the details including scheduling the appointment, verifying insurance benefits, and arranging transportation to and from the scheduled appointment.

### Medications Initial Assessment

All prescription medications will be assessed by our medical staff upon your arrival to ensure that you are receiving the appropriate dosages. During your initial meeting with our team you may be prescribed different medications, dosages may be altered, and frequency of administration adjusted in order to best care for you.

### Daily Medication Process

All prescription medications that are ordered for you are given by a medical tech.

### Newly Prescribed Medication

At times clients will arrive from another facility with written prescriptions. Once our medical staff has assessed the medications, they will be filled by a local pharmacy and staff will pick up the medication when they are ready. If our prescriber orders a new medication for you, it is sent to our private pharmacy and delivered directly to the program.

### Medication Refills

If you are running low on any medication, please alert your primary therapist or counselor to this situation and they will fill out a refill request. Your new prescription will then be delivered and once again stored in medication room. **Please make sure that you let your counselor or therapist know before you are out of the medication. We ask that you allow two business days for us to refill your order.**

## **Discharge Prescriptions**

Our medical team will meet with you a few days before your discharge date to assess your prescription and medical status. If you need any medications or if you are not feeling well on your current regiment, please let the team know and they will address the issues. You will be given written copies of your prescriptions that you can fill at your own pharmacy upon discharge.

## **Prescription Assistance and Education**

At times prescription medication can be quite costly. With this in mind, our facility strives to educate our clients on the most cost effective way to obtain their medications once discharged from our care. If you are experiencing difficulty paying for your medications or are concerned about the ability to pay for them once you discharge, simply let one of our medical team members know and they will see about access assistance through program funds.

If you have questions about a particular medication that you have been prescribed, our medical staff is here to assist you in understanding all aspects of your particular prescription. We want to ensure that you are comfortable with the medical process while you are in our care and we are here to help.

## **Life in the Community**

### **Wake Up:**

- You are expected to be out of bed no later than 6:00 a.m. weekdays. Bed made prior to breakfast.
- Be fully dressed and downstairs (no slippers or pajamas) by 7:00 a.m.
- On weekends you are expected to be out of bed and dressed and downstairs (no slippers or pajamas) no later than 8:30 a.m.

### **Dress Code:**

- Residents and their children will be fully and appropriately dressed when in public areas of the house including on weekends.
- No revealing or provocative clothing is to be worn at any time. You may be asked to change your clothes if staff feels they are inappropriate.
- No obscene language or drug/alcohol messages are allowed on any clothing.
- Flip-flops are not a suitable and safe form of footwear, and are not allowed.
- The use of make-up is to be tasteful. If staff feels that the amount or style of makeup you have on is inappropriate, you will be asked to remove it.
- Keep in mind that when you are out of the house you are representing Chrysalis House.

**Hygiene:**

- Each resident is expected to bathe daily, have good hygiene and look presentable at all times.
- Children in residence are expected to be bathed and groomed daily as well.

**Medication:**

- All medication, including over-the-counter medication and children's medications must be approved by the nurse or Nurse Practitioner.
- All medications including over-the-counter medications and children's medications must be immediately turned into medical staff for safe storage.
- Medication must remain in our medication room.
- Medication times are posted. If you need to have medication at times other than scheduled, bring a note from your doctor. It is your responsibility to get medications on time.
- Residents must bring water with them and take medication in front of staff.
- If taking a psychotropic medication is part of your treatment plan, any refusal to take your medication will be considered non-compliance and staff will be notified. See your prescriber if you have any questions about your psychiatric medication.
- Unauthorized possession of any medication, including over-the-counter medication, is a serious violation of program rules and is grounds for immediate discharge.
- Medication is given at specific times of the day. Anyone taking medications must be in the medication "line" and must leave a distance of approximately 10 feet between the person taking their medications and the next person in line, due to HIPAA laws protecting your privacy.

**Medication times are:**

Monday – Sunday: 5:00am, 7am, 12:00pm, 4:00pm and 8pm.

**Illness:**

- Report any illness to staff on duty immediately. If you or your child require medical attention, staff will assist in helping you in being seen by the medical staff, Primary Care Doctor or go to an Urgent Care.
- If you need emergency medical care, staff will transport you to the nearest hospital or call for an ambulance.
- Once you return from the doctor's office or emergency room provide staff with a copy of your discharge papers, prescriptions, and all other documentation.
- You must speak with the medical staff person first if illness requires staying home from work or participation in program activities. ***Absence from participating in program***

***activities will only be excused with written note from a medical doctor or our medical staff.***

- Be sure to tell any treatment physicians or dentists that you are in recovery and cannot have narcotic pain relievers except in extreme situations, such as surgery. If you have any questions, contact staff.
- It is common to feel many different body reactions and pains in early recovery, since you have been numbing body systems during your addictions. For this reason, you will often first be encouraged to learn to manage symptoms through use of relaxation and other non-medication methods. Remember, medication seeking can slow your full recovery.
- Physical activity is encouraged to promote a healthy lifestyle.

#### **Appointments:**

- The Medical Staff, Childcare Center staff (for children), counselors, and Case Managers will make all appointments that require transportation in order to coordinate trips to common destinations. Appointments must be listed on the House Calendar.
- Your appointment date/time will be placed in your mailbox. *It is **YOUR** responsibility to keep track of your appointments and be prepared to leave when the transportation is ready to go.*
- Requests for transportation passes must be submitted to residential staff 48 hours in advance.
- Residents are expected to be in treatment groups unless an appointment absolutely cannot be scheduled at any other time or is essential to your health and safety.
- Follow up to verify that your transportation has been scheduled.
- Once you are out of the orientation stage, you are allowed to obtain a ride through your network as long as the person has been approved by the clinical team.

#### **Tobacco Use Policy:**

- If you wish to use tobacco you must do so at the client-designated tobacco use area. Using tobacco inside the facility may be cause for dismissal from the program.
- Cigarette butts must be placed in the ash cans provided, not on the lawn.
- Children are not allowed in the tobacco use areas at any time.
- Tobacco use is not allowed on porches in the children's area. Tobacco use is harmful to the unborn baby and is associated with low birth weight, premature births and increased risk of SIDS.
- Residents and staff are not to use tobacco in the same area or share cigarettes, matches or lighters.
- During clinical hours of 8:00am – 4:00pm Monday through Friday, there are scheduled breaks during which you may use tobacco. Using tobacco outside of those times during clinical hours is prohibited.

- Using tobacco is an addiction. Chrysalis House encourages you to stop. For that reason, smoking cessation classes will be available. If you would like to quit using tobacco while you are here, please discuss options with your counselor, therapist or medical staff.

#### **Telephone:**

- Use of the phone is a privilege. You are allowed to use it only on your assigned days (and when you are a Level 2), which is twice a week. Please give your callers the resident phone number, not the office number. The resident payphone number is 410-573-9804.
- The phone may be used after 4pm on weekdays and after 12pm on weekends, and is not to be used during meal times.
- Calls will be limited to 15 minutes each. Disregard of the 15-minute limit will result in the loss of phone privileges.
- Staff cannot acknowledge the presence of a resident without written permission.
- The office and staff cell phones are for business calls and residents must have clinical staff permission to use them.
- Use the resident business line for calling the house to be picked up, etc. The number is 443-415-0792.

#### **Cell Phones:**

- There will be absolutely no use or possession of a cell phone until Level 4 is achieved and approved by the clinical team.
- Permission to obtain a cell phone must be approved by the clinical team upon achieving Level 4 of treatment.
- Any cell phones acquired must NOT have internet capability. If your phone has this feature it will be removed from your possession for the duration of your treatment. You may, however, purchase a phone without these features if your phone is confiscated.
- Cell phones may only be used from 4:00pm – 9:00pm. All cell phones must be turned into residential staff by 9:00pm. Also, you must turn in your cell phone to residential staff before attending an outside 12 Step Meeting, you can get it back after if it is before 9pm.
- Chrysalis House staff reserves the right to revoke or suspend cell phone privileges in the event that the use of your cell phone is deemed inappropriate in any way.
- There is NO right to privacy with your cell phone. If staff wishes to read your text messages or search your calls made/received, they may do so without warning.

#### **Packages/Receipt of Personal Belongings:**

- Residents cannot receive items without clinical approval.
- Packages mailed in will be distributed on Saturdays.
- Items can be brought to the facility during the following times: Monday through Friday from 4:00pm to 8:00pm.

- You may only receive two package (via mail or in person) per month excluding the initial package which may arrive any time after you arrive.
- All packages are subject to staff search prior to clients having possession of them.

#### **Television and Radios:**

- Televisions, radios, or listening devices are not to be turned on until after 4:00 pm. during the week, and 12pm on the weekend.
- All televisions, radios and stereos must be turned off by 10:00 pm on weeknights and 1:00am on Friday and Saturday nights.
- Personal televisions are not permitted.
- Respect for others dictates low volume on televisions and radios.
- Televisions are for everyone's pleasure. It is important that everyone be considerate and courteous.
- Remotes should be left in living room area at all times.
- Women and children cannot watch TV in the single side living room. Single women are not permitted to watch TV in the Women's and Children's Living room.
- On the Women and Children's side, only G-rated shows may be turned on until 9:00 pm and only may be changed after all of the children have gone to bed.

#### **Curfew:**

- Monday through Thursday, curfew is 10:00 pm.
- Friday and Saturday curfew is 11:00 pm.
- Sunday curfew is 6:00 pm.
- Sunday through Thursday residents must be in their rooms by 11:00 pm. and have lights out by 11:30 pm. Children in bed by 8pm.
- On Friday and Saturday lights out by 1:00 am. Children in bed by 8pm.
- If a situation arises which requires you to be late for curfew, you must notify staff. Late returns are taken very seriously regardless of reason.
- All residents must be present and on time for groups, including a ll the in-house self-help recovery meetings.
- All weekend activities, such as card playing and games, must take place in the dining room.
- All doors are locked and are not to be opened between the hours of 11:00 pm. and 6:00 am.
- No one is permitted to go outside the building to smoke or any other reason after the doors have been locked at night.

### Extended Curfew:

- On occasion, there will be recovery oriented sponsored functions that continue past the curfew times. An extended curfew will be considered by staff on a case by case basis, provided that at least three residents plan to attend. All residents must be invited to the event for this to be considered.
- Flyers for the events must be presented to staff **one week in advance**. Special circumstances will be considered on a case by case basis.

### Meals:

- Meal times are in effect Monday through Sunday.
- A weekly menu is prepared by the kitchen staff and posted in the dining room.
- Special dietary needs and eating times will be met once approved by staff. It is the client's responsibility to review and discuss any food allergies with the Kitchen Manager during intake.
- Due to our limited budget, meals may not be offered to any adult visitors.
- There will be no phone calls or visitors, except program graduates, during meals.
- Meal times are mandatory for all residents, unless you have been excused by staff. We promote a family atmosphere and sharing meals together is important.
- Water and light snacks will be provided in the dining area from 9 a.m. to 9 p.m. daily.
- Chrysalis House discourages the use of caffeinated beverages. Concentrated sources of caffeine will not be bought or served. Clients will, however, be allowed to have a limited amount of coffee at breakfast and lunch.
- All meals are to be eaten in the dining room.
- All food found outside of the dining room/kitchen area will be confiscated and disposed of.
- No clients are allowed to bring in food for other clients. No visitors are allowed to bring in food for clients.

### Meal times are as follows:

#### Monday thru Friday

o Breakfast	7:00 – 8:00 AM
o Lunch	12 PM – 12:45 PM
o Dinner	4:30 PM
o Snack	7:30 PM

#### Saturday and Sunday

Breakfast	8:30 – 9:30 AM
Lunch	12 PM – 12:45PM
Dinner	4:30 PM
Snack	7:30 PM

### Security:

In order to protect the community and staff, Chrysalis House will use camera surveillance and other measures deemed necessary.

## **Finances & Your Financial Rights:**

Although saving money is not a requirement of Chrysalis House, it is encouraged. It is beneficial for you to leave the program with money. Your counselor or therapist will help you with your budget and saving any money you may receive during the course of your treatment.

You are strongly discouraged from keeping more than \$20.00 cash with you in treatment for your safety.

- You will receive the assistance of Chrysalis House staff in order to access available Social Services and community resources after your first 30 days of entering treatment.
  - Chrysalis House staff will treat all aspects of your financial situation as confidential information.
  - During the first week of your stay at Chrysalis House, you will meet with the case manager to review your situation and work with you to develop your Financial Plan and begin the application process.
  - Provide and/or obtain necessary documents such as birth certificate, identification card, etc. in your first 30 days of entering treatment.
  - Resident will receive a copy of all documentation and correspondence for their records.

## **Mail:**

- Mail will be distributed by the residential staff in the evenings Monday-Thursday. No mail will be distributed Friday-Sunday.
- Outgoing mail should be placed in the box by the Residential office.
- All mail will be opened in the presence of residential staff.
- When you leave Chrysalis House, you should provide your forwarding address to your case manager and complete a change of address card with the post office.
- The mailing address is: Chrysalis House, 1570 Crownsville Road, Crownsville, MD 21032

## **Visitors:**

- For the safety and comfort of all residents, visitors must be approved in advance by clinical staff. A list of approved visitors will be maintained in your file and in the Residential Office. You must fill out a pass for visitors to come to the Chrysalis House as well as to request to visit outside this facility. There isn't any visitors allowed during the first 30 days of treatment (exception being client's children.)



- No adults or children over 16 years old may visit without having first attended Family Education which is the first Saturday at 10am of every month.
- No one may visit you without your consent.
- You have the right to refuse visitors.
- Family Education is held monthly. If no one is scheduled in advance it will not be held. Each resident can have a maximum of 3 people attend family education at a time.
- Approved visitors are welcome at the house on weekends and should be received in the group room only.
- No adult guests are permitted in resident's bedrooms.
- Visiting times are Saturdays 1-3pm or 3-5pm, clients cannot have visitors come at both times, it is either or.
- All visitors must sign in and out in the visitor's book and show a photo ID to staff when they arrive.
- Visitors should be introduced to staff every visit.
- Visitor's packages are subject to search by staff. Remember, no food items may be brought in except approved healthy snacks for children.
- Residents must be appropriately dressed during visiting hours.
- Adult guests are not permitted to join in meals.
- Appropriate conduct is expected at all times while guests are visiting.
- If it is suspected that a visitor has been drinking or using drugs, they will be asked to leave the property and their permission to visit again may be jeopardized. Any guest that creates a disturbance during a visit will be asked to leave.

#### **Passes:**

- Passes are a privilege. Privileges are determined by your level in the program. All passes must be properly filled out and must include a phone number where you can be reached should an emergency occur. They must also include detailed information of where you will be and who you will be with. Photo identification is required by those picking up residents for passes and must match the information listed on the pass. Passes need to be turned in by Wednesday at 12p.
- If a situation occurs when you are on a pass where you feel unsafe or in danger of relapse, call immediately and speak to staff on duty.
- You may obtain a permanent pass for regularly scheduled activities such as work, school, and meetings. This eliminates the need to write a pass on each occasion of leaving the house. Permanent passes should be given to a clinical staff person and will be kept in a permanent pass book in the residential office. It is your responsibility to update the information on your permanent passes.
- You must sign out any time you leave the grounds, and sign in when you return. Plan to allow yourself enough time to be sign in before the time you have written on the sign-in sheet. Lateness is a serious offense.

- Repeatedly forgetting to sign-in and out will result in a violation. If you know you have trouble remembering, ask another resident to help by reminding you.
- Thanksgiving and Christmas passes will be reviewed and approved by clinical staff. Residents must have a detailed sober plan in place. Please notify clinical staff if you observe any religious holidays.

### **Community Meetings:**

- Community meetings are held weekly and are mandatory.
- Community Meetings are held in order to give residents an opportunity to have direct input into the flow of the living environment and to address issues which relate to the good of the community. They also relay any changes or information that was discussed in the staff meeting.

### **Resident Committee:**

The Resident Committee is a group of appointed residents that represent the community. A president, vice president, and secretary will be voted into their position by the clients. It is hoped that the residents' committee will be able to prepare a list of issues, with a short description of each that are of general concern to residents. Additionally, share any suggestions or requests of the residents.

### **Household Duties:**

- Be sure to sign on the chore sheet when you complete your chores.
- Residents are not permitted to pay another resident to do their chores.
- All household cleaning chores must be completed by 8:30 am, Monday through Friday, and by 12:00 pm on weekends and holidays.
- Kitchen and bathroom chores may require ongoing attention. For example, the paper towels may need to be replenished.
- Employed residents have until 11:00 pm to complete chores on days of employment.
- Chores will be checked nightly by the Chore Checker.
- You will be assigned one (1) laundry slot per week. If more time is required, see residential staff.
- All mothers with children at Chrysalis House will be expected to help with childcare.

### **Room Expectations:**

- You are expected to keep your room in order at all times.
- You are responsible for laundering the bed linens once a week.

- Each bed is expected to have a bed cover which is provided by Chrysalis House. If your cover has holes or is ripped, inform residential staff immediately.
- Your bed should be neatly made, clothing picked up, and personal items put away daily before leaving the room.
- Bedrooms must remain unoccupied during clinical hours, which are 8 am to 4 pm, Monday thru Friday, unless authorization has been granted by staff.
- House and room inspections will be held daily and randomly.
- Staff has the right to search all personal belongings.
- No one is allowed in another resident's room. If you would like to see another resident, you must do so in the common areas.
- You must not go into another resident's assigned space, including your roommate(s).
- NO FOOD is permitted in resident bedrooms except unopened baby food and baby formula.

#### Personal Belongings:

- New residents will be expected to place clothing in the dryer prior to being assigned to a room
- Due to the limited amount of space and health concerns, you are limited to the amount of personal belongings you can have. Please see the following list.

Clothing List					
Item	# Allowed	Actual #	Item	# Allowed	Actual #
Pants/Shorts/Skirts	14		Hat	2	
Shirts/Sweaters/T-Shirts	14		Scarves	2	
Shoes	2 1		Gloves	2	
Slippers	14 14		Robe	1	
Socks	4 2		Blankets	2	
Underwear			Purses	2	
Bras			Blow dryer	1	
Pajamas			Curling or Flat Iron		
Coats					
Personal Hygiene Items					
Item	# Allowed	Actual #	Item	# Allowed	Actual #
Shampoo	1 1		Soap	3	
	1 2			2	
	1 1			2	
Conditioner			Body Wash	4	
Toothpaste			Towels	1	

Toothbrush			Wash Cloths		
Lotion			Razors		
Perfume					
Other Items					
Item	# Allowed	Actual #	Item	# Allowed	Actual #
Laundry Detergent	1		CD Player/Radio	1	
Fabric Softener	3		Alarm Clock	1	
Photo Frames			Books	3	

### **Additional Personal Belonging Information:**

- Chrysalis House, Inc. is not responsible for any lost or stolen items of personal property including but not limited to jewelry, money, clothes, etc. of the resident while the resident is a resident of the Chrysalis House, Inc.
- Closed-toe shower shoes (i.e. surf shoes) are encouraged, and will not be counted toward shoe count. Please note: flip flops are not a suitable and safe form of footwear and are not allowed.
- Items may not contain alcohol as an ingredient.
- Aerosol cans and sharp objects will not be permitted.
- Photo frames must be standing. There will be no hanging photo frames.
- Stuffed animals are not allowed.
- Cell phones, tablets, music devices and computers are not allowed unless it can be proven that they do not have internet capability or cameras.
- You may only have up to \$20.00 in cash in your possession at any time. Chrysalis House, Inc. and its employees are not responsible for the safety of your valuables.

### **Move-outs:**

Prior to a resident moving out, an Exit Interview will be conducted with the Residential Supervisor or COO. At that time, the resident will return the linens, and any other program assigned property. Failure to do so will result in a charge to the resident.

A Residential Supervisor or one of the Residential Coaches will conduct a walkthrough of the room, ensuring that the room is clean and that all personal items are removed.

All property left in the facility (listed on the personal property form) and not claimed by the client/designee after thirty (30) days post-discharge, will be disposed of by Chrysalis House, Inc.

Residents will be invited to answer a satisfaction survey addressing your stay in our Supportive Housing. Your honest feedback is invaluable to helping Chrysalis House meet the needs of its clients and residents and will be used to help us to improve our programming.

## **Emergency Procedures**

At times during natural emergencies, the power may go out. The facility will then run on a generator. The generator is equipped minimal energy. When the generator is running, no resident is allowed to watch TV, use radios, hair dryers, curling irons, hot irons, fans, lamps, etc.

Only absolutely necessary items are allowed.

All residents will participate in securing the facility as directed by staff.

### **Fire Evacuation**

Fire evacuation procedures are posted. Please read these instructions carefully. Drills will be held periodically. Be prepared.

If you hear the smoke detectors go off, do not ignore them or assume they have been set off by accident. Please leave the house immediately through the nearest exit.

### **Other Emergency Preparedness**

In the event that an emergency such as natural disasters, utility failures, bomb threats or active shooter/violent situations occurs, the staff will give you procedures to follow. Drills will be held periodically. Be prepared.

## **Big Sister Program**

### **Big Sister**

The purpose of the Big Sister is to help new residents to become oriented to Chrysalis House, the setting, routines and policies. The Big Sister is particularly important during a new resident's first month. However, the relationship should be maintained throughout the length of stay.

The Big Sister is expected to:

- Model Chrysalis House behavior.

- Introduce self to new resident.
- Go over Resident Manual with Little Sister and help her prepare for quiz.
- Help Little Sister learn rules and routines.
- Show new resident through Chrysalis House building and grounds.
- Explain chore assignments and community meetings.
- Show new resident how to Sign in/Sign out and submit passes.
- Assist with meeting contacts at recovery meetings.
- Share information that helped Big Sister start at Chrysalis House.
- Assist with initial homework assignments and organization for groups.

### **Completions/Graduations:**

Residents who meet the criteria for successful completion of the six-month to one-year program will be celebrated with a graduation ceremony during which they may invite members of their support system including their sponsor, family and friends. As part of the traditional graduation ceremony, resident will be pinned with wings by a graduate of their choice.

### **Childcare Center:**

Please see Childcare Center Handbook for specific guidelines regarding children in residence especially for bonding bed time and television policy.

All children two weeks of age and older are expected to be in the daycare on weekdays between 8:00am – 12:00pm and 1:00pm - 4:00pm (clinical hours) in order for mothers to attend their groups and sessions. The only exception to this is with a written note from the clinical staff or nurse or if you are bonding time.

Take time to get to know the staff of the Childcare Center. They have been specially trained in child development and know how to help you with issues regarding your child.

### **Case Management:**

You will be assigned a case manager that will assist you from admission to discharge.

## **Treatment at Chrysalis House**

### **Meetings**

Self-help recovery meetings are considered to be the foundation of your outside recovery. You are expected to attend at least 90 meetings in the first 90 days of your residence.

If you are seriously ill or have a sick child, please see staff for alternatives. No one needs to break their 90 in 90.

## **Networking**

Networking isn't just for the purpose of obtaining a ride. It's to develop relationships with women in recovery. Networking begins when you obtain Level 1A. See levels for specifics.

- Arrange for 1 meeting per week with your sponsor only. No other resident can ride with you at that time.
- Each resident must personally phone for her network.
- If your network cancels at the last minute, you must see staff.
- If you need to confirm/cancel, call the network well in advance.

**Note:** The house provides transportation to meetings for Level 1 residents on Integration level. Anyone else who would like to attend an extra meeting may ask to ride in the van on a space available basis. However, you still need to have your required number of networks per week.

## **Sponsor**

When choosing a sponsor, it is important to select an individual who you believe has a strong recovery and will offer you guidance and support in your recovery. Sponsors must be approved by the clinical team.

All sponsors must attend a meeting to become familiar with the Chrysalis House program and rules. The meetings are held monthly.

## **Treatment Principles:**

The following is a list of basic principles that you are expected to follow:

1. Keep all appointments with your counselor.
2. Arrive at all individual and group sessions on time.
3. Attend and participate actively in all sessions.
4. Treat other residents and staff with proper respect and dignity.
5. Attend required recovery meetings.

6. Complete necessary DSS forms and return by the deadline to prevent a delay in benefits.
7. Remain awake in all group sessions.
8. Do not use excessive profanity.
9. Be honest with staff.

## **Treatment Levels:**

Please note that repeated violations and strikes will become a therapeutic issue and may affect your ability to advance through these levels and possibly hinder your success in treatment. It is also important to note that excessive absences from groups may have an adverse effect on your ability to complete the requirements of each level.

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### **Level 1: Integration**

Your first 30 days at Chrysalis House are called Integration. This is a time for you to settle into the Chrysalis House community and get used to the rules and regulations of the program. THIS IS TIME TO FOCUS ON YOU!

- During the first 30 days, you will ONLY be allowed to leave the building if you have an urgent medical appointment, court hearing or other essential appointments.
- During the first 30 days, you will be assisted in the documentation that you need (ex: birth certificate, ID etc.)

### **Privileges**

During this time, you will NOT be allowed to have a cell phone, use the resident's phone or have any outside adult visitors or any recreational passes.

Visitations with children may be allowed on a case by case basis and must be approved by the clinical team.

### **To apply for Level 2, the following steps must be completed:**

- 1) Client has met the 30 day requirement after the admission date and have followed all of the program rules/expectations.
- 2) Complete and passed Residential Manual quiz.
- 3) Verify their "Goodbye to Substances" letter with addiction counselor.
- 4) Completed their Step 1 packet.
- 5) Created and turned into addiction counselor a list of 100 things that they are grateful for.
- 6) Client has developed treatment goals and can list them.
- 7) Be able to list 5 people (and their contact info) that are in their network.
- 8) Take all medication as prescribed.



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## Level 2: Privileges

- Network rides to 12 Step Meetings
- Two 15 minute phone call per week
- One 2 hour visit onsite at program per week (on Saturdays) pending approval and after friends/family have attended Family Education
- One 4 hour recovery related off site pass per month pending approval

### **To apply for Level 3, the following steps must be completed:**

- 1) Client has met the 2 week requirement after Level 2 interview.
- 2) Complete Step 2 packet.
- 3) Permanent sponsor – must be verified that client is working with them.
- 4) Can identify 2 negative core beliefs that they are working on changing.
- 5) Have presented their “Drug Chart” in Step Group.
- 6) Client must name/provide documentation of 3 ways they have volunteered around Chrysalis House (for 4 hours total done during Level 1 and 2).
- 7) Client can identify 3 external triggers and 3 internal triggers.
- 8) Client can identify 3 coping skills that they can use for each trigger.
- 9) Client can list the first 3 of the 12 Steps
- 10) Been a Big Sister at least one to a new resident.
- 11) Take all medication as prescribed

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## Level 3: Privileges

- Network rides to 12 Step Meetings
- Two 15 minute phone call per week
- One 2 hour visit onsite at program per week (on Saturdays) pending approval and after family/friends have attended Family Education
- One 6 hour off site pass per month pending approval (recovery or recreational related)

### **To apply for Level 4, the follow steps must be completed:**

- 1) Client has met 30 day requirement after Level 3 interview.
- 2) Completed Step 3 packet.
- 3) Have presented their “Story” in Step Group.
- 4) Client must be able to identify and explain their diagnoses.
- 5) Client must be able to list all of their medications and the reasons that they are prescribed these medications.

- 6) Client can identify 3 places they have volunteered in the community (or at least reached out for 3 volunteer opportunities).
- 7) Client can identify 2 internal and 2 external triggers related to mental health.
- 8) Client can identify 2 coping skills for each of the internal and external triggers.
- 9) Client can identify 3 resources that they can turn to in case of a mental health crisis (names and contact information).
- 10) Client can identify 5 relapse prevention strategies.
- 11) "Create a Tool Box" with the following items:
  - 2 external triggers/2 internal triggers related to mental health.
  - Coping skills they can utilize with each trigger related to mental health.
  - Something spiritual.
  - Something related to your recovery.

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#### **Level 4: Privileges:**

- Can hold own cigarettes
- Can use their cell phone after 4pm to be turned back into residential staff by 9pm every day (cell phones need to be turned into residential staff before attending a meeting, you will get it back after the meeting)
- Network rides to 12 Step meetings, no pass required
- One 2 hour onsite visit per weekend per week (on Saturdays) pending approval and after family/friends have attended Family Education
- One 8 hour off site pass per month pending approval (recovery or recreational related)
- One overnight pass off site per month pending approval

\*\*\*All paperwork is due on Wednesday by 12pm. If paperwork is late, clients will have to wait until the next week to apply for their level. Interviews are held on Fridays.

## **Celebrating Your Success**

### **Graduation Ceremony**

If you complete all four levels of the Chrysalis House program, have been in the program for 3 months or more, and are a client in good standing in the community, your achievements and growth will be celebrated with a formal Graduation Ceremony. This ceremony will include your sisters, staff of Chrysalis House and your invited guests (family or friends).

This 1-1/2-hour ceremony will be scheduled in advance, and will include your sisters, staff and invited guests sharing your accomplishments, you sharing your personal journey, and a candle lighting ceremony, songs, and light refreshment.

## **Behavioral Expectations**

One of our goals at Chrysalis House is to promote positive and social growth. Progress toward this goal takes place within the framework of discipline. Discipline is a process designed to help residents develop respect for themselves and others. A successful discipline process occurs only in a nurturing and supportive environment.

To promote positive social and emotional growth, the discipline process must be fair and consistent. It should include clear and appropriate expectations for all residents. For that reason, Chrysalis House uses this manual and a list of infractions and consequences, which is listed in the next section, to communicate expectations to residents.

If there is a pattern of misbehavior the resident may be placed on Reflection. Reflection is a time for clients to reflect on what they are doing (or not doing) in treatment. Your reflection criteria will be defined on a case by case basis.

## **Infractions and Consequences**

Below is a list of common infractions which will receive consequences. Please note that not all infractions are included in this list.

- Unauthorized opening of an exterior door
- Unauthorized use of an office/staff phone
- Unauthorized entry to any locked or restricted area
- Failure to keep room clean
- Food in room/purse/bag, etc. other than unopened baby food and baby formula
- Smoking in the facility
- Opening doors/being outside/smoking after curfew and before 6:00am
- Smoking around children
- Inappropriate communication with peers (bullying/threatening, use of profanity)
- Inappropriate communication with staff (verbal abuse, disregarding instructions/directions, being argumentative, use of profanity, etc.)
- Any inappropriate verbal, emotional, or physical maltreatment of or toward a child/children
- Failure to have child prepared for daycare
- Lateness to meals/groups, other
- Inappropriate behavior during a group/meeting on or off-site
- Returning late from a pass
- Stealing
- Failure to be in approved location on outing pass or while out of Chrysalis House
- Sleeping with child in your bed

- Destruction of or damage to Chrysalis House property
- Inappropriate behavior with visitors/guests/facilitators
- Keeping secrets, cosigning the wrong behaviors of others
- Cell phone violations including having an unauthorized cell phone or allowing others to use your cell phone
- Breach of confidentiality of any past or present client of Chrysalis House □  
Ongoing/continued offenses

As a reminder:

**CHRYSLIS HOUSE IS:**

**A DRUG & ALCOHOL FREE ENVIRONMENT.** Absolutely no drugs or alcohol on the premises

**A SAFE ENVIRONMENT FOR ALL OF OUR CLIENTS AND STAFF** - No

physical violence or threats will be tolerated.

**A SAFE ENVIRONMENT FOR ALL OF OUR CHILDREN** Keep all items that could be potentially harmful out of reach of the children. No physical discipline is allowed.

**OUR HOME.**

No stealing, fraud, prostitution or damaging of property will be tolerated.

**Disregarding any of these rules may be grounds for immediate discharge.**

1. to carry that out.
2. Having had a spiritual awakening as the result of these steps, we tried to carry this message to other addicts and to practice these principles in all our affairs.

## **Transitioning from Residential to the Intensive Outpatient Program**

For clients to transition between programs, they must have approval from the Clinical Director and Outpatient Services Coordinator.

Clients must also be:

1. In possession of valid state insurance.
2. Five days sober from alcohol/drugs.
3. Be 18 years or older.
4. Not have a complicating condition (e.g., active psychosis, developmental delay) that will prevent her from participating in and benefiting from treatment services.
5. Not currently expressing any active suicidal or homicidal thoughts/behaviors (ideation with intent). Recent occurrences of these will be assessed on a case-by-case basis.
6. Not in an agitated state that requires the use of chemical or physical restraints. The individual is not manifesting withdrawal symptoms from alcohol or any other mood altering substance.
7. Not subject to a current arrest warrant, and is not a fugitive of any jurisdiction.
8. Not subject to child neglect or child abuse charges.
9. Not exhibiting acts of violence. Individuals with historical acts of violence against themselves or others will be assessed on a case-by-case basis.
10. Have no medical complications that will interfere with participation in treatment.
11. Not have been convicted of arson (based on the severity of the offense and the danger.

## **Transitioning from Residential to Supportive Housing**

For clients to transition between programs, they must have approval from the Clinical Director and Director of Outpatient Services. Prior to County Assessment for Supportive Housing, Chrysalis House management requires that clients meet the following criteria:

1. Successful completion of the residential treatment program.
2. Maintain abstinence from alcohol/drugs while in residential treatment.
3. Gain full custody of children while in residential treatment.
4. Be 18 years or older.
5. Not have a complicating condition (e.g., active psychosis, developmental delay) that will prevent her from participating in and benefiting from treatment services.

6. Not currently expressing any active suicidal or homicidal thoughts/behaviors (ideation with intent). Recent occurrences of these will be assessed on a case-by-case basis.

Not in an agitated state that requires the use of chemical or physical restraints. The individual is not manifesting withdrawal symptoms from alcohol or any other mood altering substance.

7. Not subject to a current arrest warrant, and is not a fugitive of any jurisdiction.
8. Not subject to child neglect or child abuse charges.
9. Not exhibiting acts of violence. Individuals with historical acts of violence against themselves or others will be assessed on a case-by-case basis.
10. Have no medical complications that will interfere with participation in treatment.
11. Not have been convicted of arson (based on the severity of the offense and the danger.

## **Professional Code of Ethics and Standards of Conduct for Chrysalis House, Inc.**

The Chrysalis House Code of Ethics and Standards of Conduct is designed to ensure compliance with legal requirements, professional responsibilities, service delivery and standards of business conduct. The Code of Ethics and Standards of Conduct also establishes and promotes values and principles for employees, clients and stakeholders. These codes and standards are intended to create trust and confidence in the integrity and professionalism of the agency, its employees and the service provided to clients and the community at large.

### **SERVICE DELIVERY & PROFESSIONAL RESPONSIBILITIES**

Chrysalis House employees shall:

1. Uphold the accepted moral and ethical standards in their field of expertise and employment at Chrysalis House.
2. Behave professionally and appropriately at all times in interacting with clients, colleagues, stakeholders and community members.
3. Serve as positive role models for clients, as displayed by their personal behavior, communication and dress.
4. Dedicate themselves to the best interest of the clients and their needs.
5. Maintain professional boundaries at all times when interacting with clients; these being defined by Chrysalis House, and the specific guidelines of the appropriate licensure board, including:
  - NOT having any outside contact, other than incidental contact with any present or past client or their family, except for those activities that are approved, integral part of the facility program and a part of the employee's job description,
  - --NOT engaging in a romantic or sexual relationship of any kind with a client, former client, or the client's family member;

- --NOT accepting gifts, favors, or services from a client or their family or close associate;
  - --NOT entering into any personal business relationships with clients, former clients or their family members or associates.
6. Treat each client fairly and equally, and refrain from client favoritism or scapegoating.
  7. Maintain the confidentiality of all client information (records, materials and communications) in order to protect the basic rights of the client and to conform to agency standards and applicable federal and state laws.
  8. Be familiar with and understand the Client Bill of Rights, and shall, at all times, respect these rights.
  9. Hold themselves responsible for their own conduct and for the quality and extent of services performed.
  10. Commit to recognizing and assessing their own personal issues, limitations, and biases on a regular basis, and ensure that these do not interfere with the objective treatment of clients.
  11. Strive for self-improvement; and have a personal responsibility for professional growth through further education and training.
  12. Have responsibility to themselves, clients and other associates to maintain their physical and mental well-being.
  13. Respect the views, findings and actions of colleagues, and use only appropriate channels and agency policies and procedures to express concerns, complaints and grievances, settle disagreements, and resolve conflicts.
  14. Shall not discriminate on the basis of race, ethnicity, age, color, religion, creed, gender, national origin, sexual orientation, veteran status, financial condition, handicap, developmental disability, and HIV infection, AIDS - related complex or AIDS. This includes discrimination against other agency employees, any current, former, or potential clients or service recipients, and others in the community with whom an employee may interact.

Chrysalis House employees shall:

- NOT expect a client to perform work unless it is part of the therapeutic process.
- NOT exploit a client for personal benefit.
- NOT engage in any conduct that is criminal in nature or that would bring discredit to Chrysalis House, and should avoid misconduct as well as the appearance of misconduct.
- NOT use any form of violence or threat of violence against a client or the client's family.
- NOT act as a witness to documents such as Power of Attorney, guardianship, and/or agency contracts without the expressed written approval of the CEO/COO.
- NOT exchange personal property with clients. Theft and destruction of property may be addressed through disciplinary action (personnel, and/or by contacting law enforcement, as appropriate.)
- NOT use illicit drugs, alcohol or mind-altering substances or misuse prescription drugs while in the facility OR NOT enter the facility while under the influence.

## **Discipline and Mandatory Sanctions**

The Chrysalis House Professional Code of Ethics and Standards of Conduct, as well as those of professional disciplines, are important to the agency, and must be taken seriously by all employees.

Accordingly, violations of these codes and standards will not be tolerated and may result in disciplinary action up to and including termination.

## **Resident's Agreement**

(A signed copy will be retained in your record and you will be provided a copy)

In consideration of my being admitted as a resident of Chrysalis House, I hereby agree to the following:

1. That I will hold Chrysalis House, Inc., its agents, members and employees, free from all liability for losses through theft while I am in or about the premises.
2. That I grant permission for a representative of Chrysalis House staff to inspect my belongings and remove any liquor, medication or weapons at any time.
3. That I will not make any alterations, additions or changes to the Chrysalis House facilities nor in any manner deface the house without written consent of the Director.
4. That I will pay Chrysalis House the cost of repairing any damage done to the premises by myself, my family, or my guests whether the damage is caused by negligence, default or willful act.
5. The Chrysalis House rules and regulations are to be considered part and parcel of this contract and failure to observe these and other conditions shall be cause for dismissal. I have received a copy of the rules and regulations and fully understand my responsibilities to uphold them.
6. I agree to take breath alcohol and/or urinalysis tests at any time when asked to do so by a member of the Chrysalis House staff.
7. I agree to be responsible for my own cleanliness. Keeping myself clean and the willingness to change should be part of my recovery.
8. I agree to participate fully in the program at Chrysalis House and respect the rights of others to do the same.



## **House Rules Agreement**

(A signed version of this form will be retained in your record and you will be provided a copy)

1. I acknowledge that I have received a copy of the Chrysalis House Rules, and have read and understand them. I agree to follow them to the best of my ability.
2. I agree to ask staff for help in following any rules at Chrysalis House if I am not sure what to do.
3. I understand that these rules may be changed from time to time and that I am required to follow any changes.
4. I understand that failure to follow the rules of Chrysalis House could result in my being discharged from Chrysalis House.

## **Summary Agreement Form**

(A copy of this form will be retained in your record and you will be provided a copy)

### **Client Handbook Agreement**

I, \_\_\_\_\_, do hereby affirm that I have read and fully understand all of the policies and procedures outlined in the Chrysalis House Residential Manual. I understand that continued disregard for the above rules and regulations could mean discharge from the program. I also understand that breaking any of the Cardinal Rules is grounds for immediate discharge.

## **Medication Policy**

I, \_\_\_\_\_, do hereby affirm that I have read and fully understand the Chrysalis House Medication Policy, and that disregard for this policy in any way could be grounds for immediate discharge.

## **Cardinal Rules**

I, \_\_\_\_\_, do hereby affirm that I have read and understand the Cardinal Rules of Chrysalis House.

## **Referral & Funding Sources**

Chrysalis House receives referrals from individuals, families, local county health departments, intermediate care facilities/detoxification programs, outpatient programs, child protective services, social services agencies, jails and drug courts, crisis centers, hospitals and from centralized referral designees within the Maryland Department of Health/ Behavioral Health Administration.

Nearly 100% of the women who receive treatment at Chrysalis House are on Medical Assistance (MA) or Medicaid. Chrysalis House/Crownsville submits authorizations for services to the State's designated administrator for publicly funded behavioral health care, and is reimbursed on a fee for service basis through Medicaid and state-managed funds. Chrysalis House Healthy Start in Baltimore is a grant-funded community housing program serving pregnant women or women with infant children.

## **CHRYSALIS HOUSE RESIDENTIAL PROGRAM**

**Crownsville, Maryland**

*American Society of Addiction Medicine (ASAM) 3.3 Level of Care*

On any given day at our Crownsville location, approximately 50 women and their children call Chrysalis House home 24/7. The length of stay for clients typically ranges from 3 to 6 months, with periodic mandated reauthorizations on a case-by-case basis. Length of stay is determined by referral recommendation, assessment, and the client's individual treatment plan.

The Chrysalis House residential program addresses issues especially important to women's recovery including self-esteem, history of trauma, domestic violence, economic empowerment, family issues, and parenting skills. Services are available for clients who have special medical needs such as HIV/AIDS and hepatitis. Individual medical treatment needs are addressed through case management referrals to available community resources, and through health education classes.

Chrysalis House Crownsville provides a safe, sober, structured environment with the goal of helping residents to develop, strengthen and maintain their recovery skills to achieve long-term sobriety; self-discipline; self-respect; and cooperation with and consideration for others.

One exceptional feature of Chrysalis House Residential program is that women may bring their children with them. Our model strives to help clients reshape their lives in healthy and meaningful ways and create a brighter future for themselves and their children.

Chrysalis House Childcare in Crownsville provides the infants and toddlers of our residential clients with full-day daycare (Monday – Friday, 8:15am – 4:00pm) so that their mothers can focus on their recovery treatment while also remaining engaged in parenting their children.

Chrysalis House Childcare in Crownsville can accommodate up to 22 infants and children and has six full-time staff including a full-time Childcare Supervisor.

**Eligible women should:**

10. Be 18 years or older with up to two children not exceeding the age of 10 years old (depending on program).
11. Have a history and diagnosis of substance use disorder according to nationally-recognized behavioral health criteria.
12. Not have a complicating condition (e.g., psychiatric disorder, developmental delay, or mental retardation) that will prevent her from participating in and benefiting from treatment services.
13. Not currently expressing any suicidal or homicidal thoughts or behaviors. Recent occurrences of these will be assessed on a case-by-case basis.
14. Not in an agitated state that requires the use of chemical or physical restraints. The individual is not manifesting withdrawal symptoms from alcohol or any other mood altering substance. Five days sober from alcohol/drugs.
15. Not subject to a current arrest warrant, and is not a fugitive of any jurisdiction.
16. Not exhibiting acts of violence. Individuals with historical or current acts of violence against themselves or others will be assessed on a case-by-case basis.

17. Have no medical complications that will inhibit participation in treatment. Clients presenting with substantial medical complications will be reviewed on a case-by-case basis.
18. Not have been convicted of arson (based on the severity of the offense and the danger to the community depending on the history and conviction of any criminal charges).

Chrysalis House admits clients on the basis of the need for services without regard to race, national origin, disability, religion or ability to pay.

Chrysalis House, Inc.  
 1570 Crownsville Road  
 Crownsville, Maryland 21032  
 General Office Phone: 410-974-6829

Residential staff are available onsite 24/7. All other after-hours inquiries are directed to voicemail, and callers are instructed to leave a message. Calls will be returned within 24 hours. Emergency calls are referred to 911.

## The Women We Serve

Within the population of Chrysalis House clients, there are special populations with specific needs (see the table below). While a vast majority of our clients fall within at least one of these categories, we work to identify, assess and address the needs of all of the women we serve. Should we be unable to accommodate them, they will receive referrals for appropriate services to meet their needs.

Priority Populations:	How their specific needs are addressed:
Aging, older women or women with disabilities	Use and follow standards for reasonable accommodation. Appropriate staff to manage issues of aging and older adults.
Women with limited English proficiency, educational or literacy issues	Ensure materials used are explained at a level that clients can understand and special training for staff treating developmentally challenged clients.

Women with HIV/AIDS	Use of universal precautions is standard for all clients. Staff will make referrals to appropriate medical provider and support agencies.
IV drug users	Appropriate medical referrals are made immediately, as needed.
Women who have witnessed or experienced trauma, including sexual trauma and violence	Special attention is paid to the unique needs of this group with regard to treatment planning, service delivery, assignment of therapists, and behavioral intervention techniques such as de-escalation.
Women experiencing Homelessness	Placed at the top of the priority list. Appropriate staff to manage issues of housing and work referrals. Permanent housing is the goal for all residents, although there may not be an adequate supply of subsidized or affordable housing resources in the community to support this.
Women involved with the Criminal Justice System	Staff can provide progress updates to the Court and/or Parole and Probation insofar as the client consents to share information; as well as focus on reintegration with family members and social supports, case management and relapse prevention strategies, and access to Maryland Legal Aide for advice and expungement opportunities.
Dually-Diagnosed (Substance Use Disorder and Mental Health)	Specialized group therapy addressing issues frequently experienced by clients with both substance use disorder and mental health diagnoses.

## **Additional Information**

### **Domestic Violence**

Domestic violence begins long before the first slap ever comes. Domestic violence is often about confusion, fright and hoping for change—caring about someone you fear. Domestic violence is a pattern of verbal, physical and/or sexual abuse between intimate partners as a way to obtain power and control.

If you have not been hit or injured, you may not think your problems have anything to do with domestic violence. However, physical violence is only part of the problem. Threats, intimidation, isolation, neglect and emotional abuse are all part of it too.

**Domestic violence is prevalent and can happen to anyone.**

Pregnant and recently pregnant women in Maryland are more likely to be victims of homicide than to die of any other cause.

- One in four women will experience serious physical violence by an intimate partner.
- More than half of men who abuse their partners also abuse their children.

### **Characteristics of an Abuse Relationship**

Does your partner:

- Criticize you constantly?
- Monitor activities and phone calls?
- Control the money?
- Have sudden mood changes?
- Force you to use drugs or alcohol/sabotage recovery efforts.
- Keep you away from friends and family?
- Accuse you of having affairs?
- Destroy things you care about like photos or clothes.
- Hit you and later deny it or blame you?
- Threaten to kill you him/her, loved ones or pets
- Take away medicines /birth control
- Give you gifts or apologize after abuse occurs and promise that it will never happen again?
- Destroy your property or threaten to kill your pets?
- Intimidate you with guns, knives or other weapons?
- Attempt to force you to drop criminal charges?
- Threaten to commit suicide, or threaten to kill you?

Abuse usually gets worse over time. If you have concerns about your relationship, please discuss these with your counselor here at Chrysalis House. You can also call the following resources for help and more information:

**Anne Arundel County Domestic Violence Hotline (24 hours) 410-222-6800.**

**National Domestic Violence Hotline [thehotline.org](http://thehotline.org) 1-800-799-7233**

## **Fetal Alcohol Spectrum Disorders**

Drinking alcohol during pregnancy is a leading known cause of **birth defects** in the United States. Alcohol can harm a **fetus** throughout pregnancy. This includes the first few weeks before you know you are pregnant and during the last weeks of pregnancy when the fetal brain is maturing. Even moderate alcohol use during pregnancy can cause lifelong problems with a child's learning and behavior. Any amount is risky for women who are pregnant or trying to become pregnant. All types of alcohol are harmful, including beer and wine.

**Fetal alcohol spectrum disorders (FASDs)** are health problems that can occur in a person whose mother drank alcohol during pregnancy.

The most severe FASD is **fetal alcohol syndrome (FAS)**. FAS may cause:

- problems with brain development
- lower-than-average height and weight
- smaller-than-normal head size □ abnormal facial features

For every child born with FAS, many more are born with other FASDs. These children may have problems with coordination, behavior, attention, learning, and understanding consequences without any of the physical signs of FAS.

### **How can I prevent birth defects related to alcohol use?**

Birth defects related to alcohol are 100% preventable by not drinking during pregnancy.

Prevention involves these three steps:

1. If you do not want to get pregnant and you drink alcohol, use effective birth control.
2. If you are planning to become pregnant, do not drink.
3. If you are pregnant and have been drinking, stop. This will reduce the risk of harm to your baby.

Every child is unique, but FASD presents some challenges that many other kids may not have. Children with an FASD may behave differently, including:

- Being very unpredictable
- Being moody, making forming a close relationship hard
- Having trouble functioning in a typical environment
- Having memory lapses

- Showing behavior problems.

Children with an FASD may have trouble understanding long sentences with many parts. They also may have difficulty following multiple directions. Use short words and sentences and break things into steps. For example, if you want your child with an FASD to come downstairs for dinner, go upstairs and say that it's dinnertime. Then lead the child to the table.

Suggest positive reinforcement. Tasks that we take for granted can be difficult for someone with an FASD. Even a simple "thank you" can mean a lot. Praise your child with an FASD if he or she gets something right or does something well.