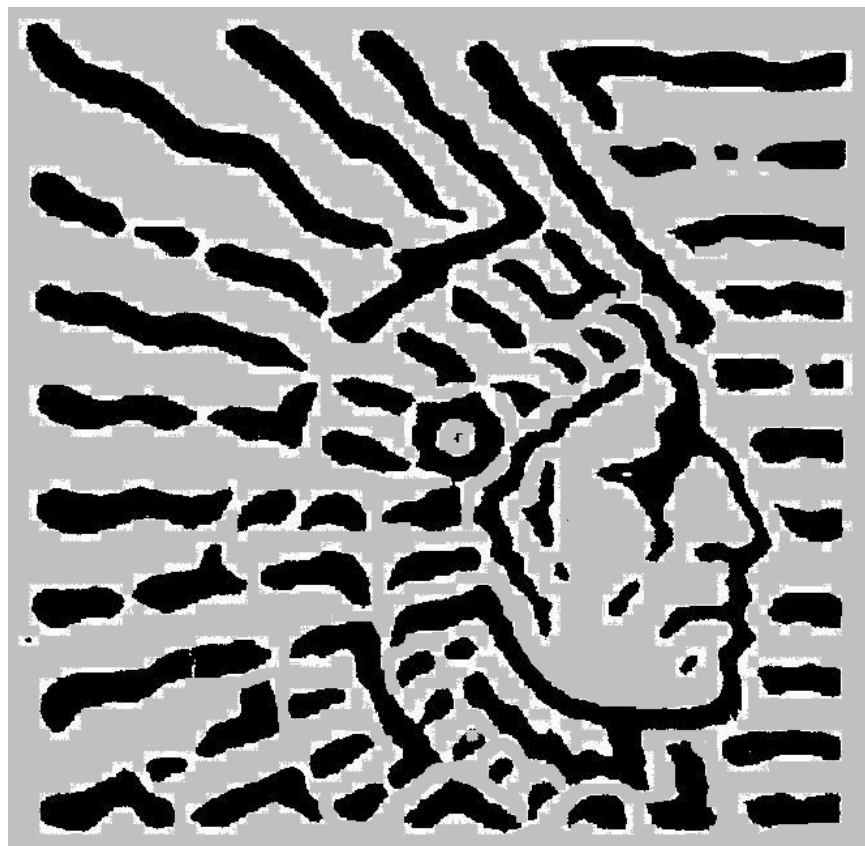


Cheyenne Center *West*



Residential
Client Handbook

Table of Contents

Introduction	3
Voluntary Consent	5
Billing Process	8
Client Rights	9
Grievance Procedure	11
Confidentiality	13
Program Guidelines	16
Disciplinary Guidelines.....	18
Additional Information	20
Client Responsibilities	24
Job Descriptions	29
Drug Use During Treatment.....	31
Facility Rules	32
House Rules	33
Mandatory Rules	34
Safety & Medical Disclaimer	35
Client Property	36
Client Privileges	37
Cheyenne Center Philosophy	38

Introduction

Our History

Chemical addiction is a devastating disease involving body, mind and spirit. The mission of Cheyenne Center is to offer the highest quality professional and affordable substance abuse treatment with the highest regard and respect given to the client's growth, recovery and individuality.

Cheyenne Center has been successfully treating this disease since 1992. The clinical staff is dedicated to reversing the progression of the compulsive craving, seeking and usage of alcohol and other drugs. Through the utilization of the latest advances in Addiction Medicine, individual and group therapies, cognitive restructuring, 12-step philosophies, and long term after-care planning, clients find that full recovery is more than just a possibility.

Cheyenne Center's main campus is located in a suburban neighborhood of Houston, Texas. We have outpatient offices in North Houston and Conroe. Cheyenne Center offers clients an environment conducive to the full recovery of body, mind and spirit. The facility is fully licensed by the Texas Department of State Health Services.

Our Mission

Cheyenne Center aims to reduce substance abuse and related co-existing conditions in our communities, encourage healthier life-style related to at-risk public health behavior, and promote stronger families through multi-level prevention, education, interventions and treatment. A multi-level approach includes age appropriateness, cultural relevancy, and language relevancy in an environment that is research and outcome based.

Our Services

We provide outpatient and residential substance abuse treatment services to adults.

Residential and Outpatient Treatment Services

We offer residential and outpatient substance abuse services through federal, state and county contracts. We currently have a variety of funded criminal justice and non-criminal justice treatment programs.

If you or your family would like to participate in any of our programs in addition to the one you are currently being admitted to, please inform your counselor.

Welcome! You are being admitted to our Residential Program. This is a 30 - 60 day program that requires you to attend 30 hours of service per week for up to 60 days. The length of treatment depends on your identified needs. In addition, you are also required to meet with your counselor every other week for an individual counseling session. Your family will also be asked to participate in Family Night held once per week and, possibly, to attend individual

family sessions. **Family participation is mandatory.** In the Supportive Level of treatment you will be required to participate in Job Training and to secure employment.

Before any services can be provided you must give voluntary consent for treatment. The consent you signed is below:

I voluntarily consent to admission to Cheyenne Center for substance abuse treatment as rendered by the program at its locations or as may be deemed necessary or required by my primary counselor.

I understand that the treatment and services rendered by the program, and the outcome of such treatment and services as rendered for my condition, is not guaranteed, may not meet my expectations, and may be inadequate or incomplete if I leave the program against medical advice. I further understand that treatment could result in personal, family, lifestyle, or employment changes that were neither contemplated nor expected upon admission, but which are inherent risks associated with the nature of the treatment provided by Cheyenne Center.

I understand what while in the program the need for emergency treatment and/or transfer to a hospital may be deemed necessary and appropriate by the Program Director. I consent to such emergency treatment and/or transfer to a hospital if it is deemed necessary and appropriate. I agree to indemnify and hold harmless the facility, its staff, and any counselors who may be in attendance from any claims, damages, or losses resulting from such emergency treatment and/or transfer. I understand that it is my obligation to pay any expenses accrued for the hospital treatment and/or transfer.

Medical Consent	I acknowledge that I am under the care of a primary counselor and it is the responsibility of the facility and the staff to carry out the instruction of the primary counselor. The facility is not responsible or liable for my failure or omission in following the instructions, treatment, or procedures of the clinical staff. I consent to any diagnostic procedures, mental and physical assessments, counseling or treatments rendered to me under the general or special instructions of my primary counselor and facility staff. I acknowledge that I have received information regarding my specific condition to be treated; the recommended course of treatment; expected benefits of treatment; probable health and mental health consequences of not consenting; side effects and risks associated with treatment; and generally accepted alternatives to treatment.
Staff Assignment	I acknowledge that I have been informed of the name of the primary counselor who is responsible for directing my treatment. I have been informed of his or her qualifications.
Processes	I acknowledge that I have been informed of my rights as a client; the agency grievance procedures; the program rules including telephone calls, visitation, mail and gifts; violations that could lead to consequences or my discharge; agency search policy; and have received a client handbook.
Grievance Procedure	Cheyenne Center staff shall give each client and consenter a copy of the grievance procedure within 24 hours of admission and explain it in clear, simple terms that the client understands. You may file a grievance about any violation of client rights or DSHS rules. You may submit a grievance in writing and get help writing it

	<p>if they are unable to read or write. You may request writing materials, postage, and access to a telephone for the purpose of filing a grievance. You may submit a complaint directly to DSHS at any time.</p> <p>When responding to the client grievance, Cheyenne Center Staff shall evaluate the grievance thoroughly and objectively, obtaining additional information as needed; provide a written response to the client within seven calendar days of receiving the grievance; take action to resolve all grievances promptly and fairly; and document all grievances, including the final disposition, and keep the documentation in a central file.</p> <p>Cheyenne Center staff shall not discourage, intimidate, harass, or seek retribution against clients who try to exercise their rights or file a grievance; or restrict, discourage, or interfere with client communication with an attorney or with the commission for the purposes of filing a grievance.</p>
Financial Agreement	<p>In consideration of medical care and treatment services provided by the facility, I hereby assign and authorize payment directly to the facility. I authorize the facility to furnish my assigned funding source or insurance companies with information concerning my medical care and treatment. The information may include psychiatric, substance abuse (drug and/or alcohol), HIV, or any other medically necessary information concerning my treatment. I understand that I am financially responsible to the facility for charges not covered by this assignment and further agree to guarantee prompt payment in full of any balance due. The original copy of this authorization shall be kept permanently in my medical record; therefore, a copy shall be considered as valid as the original.</p>
Release of Information	<p>The facility may disclose, with client/guardian's written consent, my medical record to any qualified person, business affiliate or contracted service(s) providing me with treatment or care while a client at the facility.</p>
Personal Valuables	<p>The facility shall not be liable for any loss or damage to the client's personal property including, but not limited to: wallets, purses, money, jewelry, eyeglasses, radios or other electronic equipment, contact lenses, hearing aids, prosthetics, dentures, documents or other personal property or articles of value. All medications shall be collected at admission and dispensed by the facility only as approved by the client's Physician. All controlled substances are destroyed. All unused medications may be returned to the client at discharge upon request.</p>
Personal Property	<p>I understand that any damage to facility property made by me will be billed to me for the cost of repair or replacement at the sole discretion of the facility.</p>
Drugs	<p>I shall neither use nor keep any drug or drug appliance/apparatus not prescribed by, or on behalf of, an attending physician and shall not distribute/take any drugs except as directed by my physician. Any licit or illicit drugs or contraband found in my possession will be</p>

	removed and may be destroyed; such determination to be made at the sole discretion of the facility. Controlled substances and mood altering drugs are forbidden to be used or brought in the program by the client and, therefore, if found such drugs will be confiscated and will not be returned for any reason. At the facility's discretion I may be involuntarily discharged from the facility. Law enforcement will also be informed.
Authorization to Report Communicable Diseases	I hereby authorize the facility to report to the Department of Health whenever I am diagnosed as having a communicable or sexually transmitted disease as required by Texas Administrative Code (TAC) §81 Subchapter C. Report and Reportable Diseases. Such notification shall become a permanent part of my medical record.
Authorization to Conduct Urinalysis	I hereby authorize the staff of the facility to conduct fixed or random urinalysis screening in order to comply with established procedures for alcohol or drug diagnosis and treatment. This screening will be conducted as ordered by my primary counselor(s) and may be random or for specific suspicion or cause, the result of which shall be deemed part of my medical record.
Right to Photograph	I authorize the facility, its affiliates and subsidiaries to use my name and picture for the purpose of identification by the staff and personnel. I understand pictures will be taken upon admission for the purpose of familiarization and recognition of my face and name by the facility staff and personnel during my treatment. These pictures will become part of my permanent medical record.
Advance Directives	I have given written information about my right to accept or refuse medical treatments. I have been provided with written information regarding Advance Directives, including a Living Will and a Health Care Surrogate.
Monitoring	I understand that staff may randomly monitor telephone calls. I further understand that the staff, via closed circuit video cameras, continuously monitors the rooms. The undersigned hereby acknowledges and agrees to such electronic visual monitoring as a necessary part of my treatment and evaluation.
Participation in Recreational Activities	As part of its rehabilitative facilities, the facility provides recreational activities. All such activities are voluntary and the undersigned hereby acknowledges that participation in all voluntary activities are at my own risk and hereby agrees to hold harmless the facility and staff for any claim, damage, or loss arising or resulting from my voluntary assumption of such risk.
Consent to Use and Disclosure of Protected Health Information	Your protected health information will be used by the facility or disclosed to others for the purposes of treatment, obtaining payment, or supporting the day-to-day health care operations of the practice. You should review the Notice of Privacy Practices for a more complete description of how your protected health information may be used or disclosed. By signing this authorization you are acknowledging receipt of the Notice of Privacy Practices.

Cheyenne Center must inform you of our billing process. Please take a few moments to review our billing process.

Cheyenne Center will submit your insurance claims for you and will coordinate any necessary managed care authorizations during your treatment at Cheyenne Center. You will receive a bill prior to, or after you are discharged from treatment for any amount not covered by your insurance company, such as deductibles, co-payments, aftercare, airfare, and non-medical services. As a convenience to you, such non-covered services may be paid with cash, money order or charged to a major credit card. You are required to make all payments for non-covered services at the time services are rendered.

The maximum daily costs of our services are:

Intensive Residential	<u>One Hundred Twenty Five Dollars (\$125.00) per day</u>
Supportive Residential	<u>Eighty Dollars (\$80.00) per day</u>
Substance Abuse Assessment	<u>Fifty Dollars (\$50.00)</u>
Substance Abuse Education	<u>Twenty Five Dollars (\$25.00) per class</u>
Individual Counseling	<u>Seventy-Five Dollars (\$75.00) per hour</u>
Group Counseling	<u>Twenty Five Dollars (\$25.00) per hour</u>

Insurance rates may vary depending on contract amounts. We realize that temporary financial problems may affect timely payment of your account. Please understand we do not want these charges to be a hardship for you, so we encourage you to contact our billing office immediately should you have any concerns or to schedule necessary payments.

Please understand, acknowledge, and agree that you are responsible for the above referenced payments for uninsured or non-covered treatment, services or any portion thereof, and that you, your heirs, successors, and assigns, shall remain responsible for such payment. In the unlikely event Cheyenne Center is required to refer this matter to any attorney for collection, you will also be responsible for attorney fees and court costs.

Cheyenne Center and you both agree to attempt to resolve, settle, and finally determine any disputes between Cheyenne Center and you, your heirs, successors, and assigns by binding arbitration as provided by the Federal Arbitration Act (9 U.S.C. Section 1-14) and/or similar state statutes. In the unlikely event, or to the extent, any disputes require to be litigated, the parties, by this provision, waive their rights to a jury trial. For purposes of this agreement a dispute refers to any controversy or claim, whether sounding in contract or tort, that would not have arisen but for this agreement or which otherwise results from the relationship between Cheyenne Center and you, including, but not limited to, claims relating to the treatment, and/or other services provided by Cheyenne Center, any billing or payment claims or issues, or any other claim that would not otherwise have arisen but for Cheyenne Center's agreement to provide you with treatment and/or other services.

Cheyenne Center and you further acknowledge and agree to waive all claims for punitive damages in any disputes. To the extent punitive damage claims cannot be contractually waived, Cheyenne Center and you agree to arbitrate all claims for punitive damages, in accordance with the previous paragraph, and further agree that the arbitrator shall have the power to award punitive damages.

All counselors are required to respect your rights and privacy The State of Texas says that you have a right to the following:

- 1) You have the right to accept or refuse treatment after receiving this explanation.
- 2) If you agree to treatment or medication, you have the right to change your mind at any time (unless specifically restricted by law).
- 3) You have the right to a humane environment that provides reasonable protection from harm and appropriate privacy for your personal needs.
- 4) You have the right to be free from abuse, neglect, and exploitation.
- 5) You have the right to be treated with dignity and respect.
- 6) You have the right to appropriate treatment in the least restrictive setting available that meets your needs.
- 7) You have the right to be told about the program's rules and regulations before you are admitted.
- 8) You have the right to be told before admission:
 - the condition to be treated;
 - the proposed treatment;
 - the risks, benefits, and side effects of all proposed treatment and medication;
 - the probable health and mental health consequences of refusing treatment;
 - other treatments that are available and which ones, if any, might be appropriate for you; and
 - the expected length of stay.
- 9) You have the right to a treatment plan designed to meet your needs and you have the right to take part in developing that plan.
- 10) You have the right to meet with staff to review and update the plan on a regular basis.
- 11) You have the right to refuse to take part in research without affecting your regular care.
- 12) You have the right not to receive unnecessary or excessive medication.
- 13) You have the right to have information about you kept private and to be told about the times when the information can be released without your permission.
- 14) You have the right to be told in advance of all estimated charges and any limitations on the length of services of which the facility is aware.
- 15) You have the right to receive an explanation of your treatment or your rights if you have questions while you are in treatment.
- 16) You have the right to make a complaint and receive a fair response from the facility within a reasonable amount of time.
- 17) You have the right to complain directly to the Department of State Health Services at any reasonable time.
- 18) You have the right to get a copy of these rights before you are admitted, including the address and phone number of the Department of State Health Services.
- 19) You have the right to have your rights explained to you in simple terms, in a way you can understand, within 24 hours of being admitted.
- 20) You have the right not to be restrained or placed in a locked room by yourself unless you are a danger to yourself or others.
- 21) You have the right to communicate with people outside the facility. This includes the right to have visitors, to make telephone calls, and to send and receive sealed mail. This right may be restricted on an individual basis by your physician or the person in charge of the program if it is necessary for your treatment or for security, but even then you may contact an attorney or the Department of State health Services at any reasonable time.

- 22) If you consented to treatment you have the right to leave the facility within four hours of requesting release unless a physician determines that you pose a threat of harm to yourself and others.

If you feel your rights have been violated or you have a complaint against the program, you may file a grievance with the Texas Department of State Health Services. We follow an approved grievance procedure that includes:

Clients may seek remedy for any complaint and may grieve directly to any staff member. A client may write or seek assistance to write their grievance if they are unable to read or write, or it may be made verbally in which case the staff member receiving the grievance must reduce the verbal grievance into writing immediately and seek the client's signature to ensure that the grievance was recorded accurately. Client shall be provided with pens and paper, envelopes, postage, and access to a telephone upon request in order to file a complaint.

Clients may have direct access to the Chief Executive Officer or Designee. The Chief Executive Officer (or Designee) shall be responsible for forwarding such information within 24 hours of client's request for grievance to be handled by the next level or if the Chief Executive Officer (or Designee) decides that the information should be resolved at a different level. The Chief Executive Officer (or Designee) shall inform the Governing Board if the grievance is not resolved within seven days, or to the client's satisfaction.

All complaints on all levels shall be recognized within 24 hours (72 hours on weekends). Cheyenne Center Program Director informs the client of the findings and recommendations within seven calendar days of the decision, but no longer than 30 days following the date of the grievance. Cheyenne Center evaluates the grievance thoroughly and objectively, obtaining additional information as needed. If more than seven days is necessary due to investigation or progressing through the chain of command as outlined above, the client shall be informed of the status, including actions which have been taken and actions which will be taken, in writing within seven days, with an approximation on when the grievance will be resolved. The client shall be informed, in writing, of progress and approximations of outcomes every seven calendar days for the duration of the investigation. Clients have the right to grieve directly to the Texas Department of State Health Services Investigations Department or other agencies listed below at any time. The address and telephone number of the Texas Department of State Health Services and other applicable agencies are:

- Texas Department of State Health Services (Investigations)
1100 W. 49th Street
Austin, TX 78756
(800) 832-9628
- Texas State Board of Medical Examiners (for reporting complaints against licensed physicians)
1812 Centre Creek Drive, Ste. 300
Austin, TX 78754
- Texas Department of Human Services Hotline: (800) 252-5400
- Texas Department of Protective and Regulatory Services - Child Protective Services
(800) 252-5400

The client grievance procedure is legible and posted prominently at each program site where clients have the opportunity to read it at their leisure. Cheyenne Center, its staff members,

volunteers, consultants, or anyone acting as an agent for Cheyenne Center shall not discourage, intimidate, harass, or seek retribution against clients who try to exercise their rights or file a grievance. Cheyenne Center, its staff members, volunteers, consultants, or anyone acting as an agent for Cheyenne Center shall not restrict, discourage, or interfere with client communication with an attorney or with the Texas Department of State Health Services for the purposes of filing a grievance.

All staff and volunteers are instructed on the Client Grievance Procedure. Staff members make every effort to resolve the grievance informally by discussing the situation or circumstances with the client. Staff members who are involved will not be included in the acceptance, investigation or decision making concerning the grievance. All staff members and volunteers must record formal grievances made by client in the client's chart within 24 hours (72 on the weekends) and notify the Chief Executive Officer or designee. An incident report will be completed within 24 hours.

The governing authority or its designee takes action to resolve all complaints. The governing authority must forward all complaints that cannot be resolved to the Texas Department of State Health Services. All complaints and subsequent documentation, including final disposition, are documented and maintained in a central file.

Cheyenne Center is required by law to maintain the privacy and confidentiality of your protected health information and to provide our patients with notice of our legal duties and privacy practices with respect to your protected health information. Information may only be released with your written consent.

Disclosure of Your Health Care Information

Treatment

We may disclose your health care information to other healthcare professionals within our practice for the purpose of treatment, payment or healthcare operations.

Payment

We may disclose your health information to your insurance provider for the purpose of payment or health care operations.

Workers' Compensation

We may disclose your health information as necessary to comply with State Workers' Compensation Laws.

Emergencies

We may disclose your health information to notify, or assist in notifying, a family member, or another person responsible for your care about your medical condition or in the event of an emergency or of your death.

Public Health

As required by law, we may disclose your health information to public health authorities for purposes related to: preventing or controlling disease, injury or disability, reporting child abuse or neglect, reporting domestic violence, reporting to the Food and Drug Administration problems with products and reactions to medications, and reporting disease or infection exposure.

Judicial and Administrative Proceedings.

We may disclose your health information in the course of any administrative or judicial proceeding.

Law Enforcement.

We may disclose your health information to a law enforcement official for purposes such as identifying or locating a suspect, fugitive, material witness or missing person, complying with a court order or subpoena, and other law enforcement purposes.

Deceased Persons.

We may disclose your health information to coroners or medical examiners.

Organ Donation.

We may disclose your health information to organizations involved in procuring, banking, or transplanting organs and tissues.

Research.

We may disclose your health information to researchers conducting research that has been approved by an Institutional Review Board.

Public Safety.

It may be necessary to disclose your health information to appropriate persons in order to prevent or lessen a serious and imminent threat to the health or safety of a particular person or to the general public.

Specialized Government Agencies.

We may disclose your health information for military, national security, prisoner and government benefits purposes.

Change of Ownership.

In the event that Cheyenne Center is sold or merged with another organization, your health information/record will become the property of the new owner.

Your Health Information Rights

- You have the right to request restrictions on certain uses and disclosures of your health information. Please be advised, however, that Cheyenne Center is not required to agree to the restriction that you requested.
- You have the right to have your health information received or communicated through an alternative method or sent to an alternative location other than the usual method of communication or delivery upon your request.
- You have the right to inspect and copy your health information.
- You have a right to request that Cheyenne Center amend your protected health information. Please be advised, however, that Cheyenne Center is not required to agree to amend your protected health information. If your request to amend your health information has been denied, you will be provided with an explanation of our denial reason(s) and information about how you can disagree with the denial.
- You have a right to receive an accounting of disclosures of your protected health information made by Cheyenne Center.
- You have a right to a paper copy of this Notice of Privacy Practices at any time upon request.

Changes to this Notice of Privacy Practices

Cheyenne Center reserves the right to amend this Notice of Privacy Practices at any time in the future and will make the new provisions effective for all information that it maintains. Until such amendment is made, Cheyenne Center is required by law to comply with this Notice.

Cheyenne Center is required by law to maintain the privacy of your health information and to provide you with notice of its legal duties and privacy practices with respect to your health information. If you have questions about any part of this notice or if you want more information about your privacy rights, please contact the Program Director. If the Program Director is not available, you may make an appointment for a personal conference in person or by telephone within 2 working days.

Complaints

Complaints about your Privacy rights or how Cheyenne Center has handled your health information should be directed to the Program Director. If the Program Director is not available you may make an appointment for a personal conference in person or by telephone within 2 working days.

If you are not satisfied with the manner in which this office handles your complaint, you may submit a formal complaint to:

DHHS, Office of Civil Rights
200 Independence Avenue, S.W.
Room 509F HHH Building
Washington, DC 20201

Cheyenne Center Treatment Programs use appropriate behavior management to enforce program rules and protect the health, safety, welfare, and rights of clients. Behavior management utilized at the treatment programs is reasonable. Physical discipline is strictly prohibited. Measures involving the use of food, water, sleep, or bathroom privileges are prohibited. Clients are not subjected to any harsh, cruel or excessive discipline. Consequences are not used for the convenience of the staff. Clients are not denied communication with their families as a means of discipline. The reasons for any restrictions resulting from client behavior are explained to the client when the measures are imposed, and appropriate alternative behavior is also described. This is documented in the client record. A client shall not be allowed to prescribe or inflict discipline on another client. This does not prevent Cheyenne Center from having program rules or a system of government; however, the client government process cannot be used in place of the client grievance procedure. Discipline is administered in a fair and equitable manner. Circumstances that may lead to immediate discharge are clearly identified.

General Residential Program Guidelines

1. **ABSTINENCE** - Complete abstinence from any activity that may result in substance use or criminal conduct. Random UA's will be conducted.
2. **ATTENDANCE** - Consistent attendance is required of all clients. If there are obstacles, they will be discussed with the group. This includes attendance in groups, individuals, for family sessions, and to all court dates.
3. **PROMPTNESS** - Clients will be expected to be on time for each session.
4. **CONFIDENTIALITY** - Confidentiality is essential to the success of the group. Treatment details will be used appropriately and within the context of the group. Self-disclosing statements will not be shared or become part of the correctional record. Progress reports will be part of the client's permanent record. **Information about specific crimes or planned crimes will be reported to the proper authorities.**
5. **EATING AND SMOKING** - No smoking in group or offices. A smoking area is provided outside. Food and drink are not allowed in group unless a break is given.

6. **CRAVINGS AND RELAPSE** - These experiences will be discussed for 15-20 minutes of selected groups at the beginning of group focusing on high-risk situations and cognitive reactions to the event. The client will be evaluated by the treatment team to determine if a more intensive treatment program is required.
7. **PARTICIPATION** - Active participation in group exercises, role playing demonstrations, and timely completion of homework assignments is required of all clients. You must purchase a workbook (if applicable) and complete all assignments in order to successfully complete the program.
8. **DISCHARGE** - The following rule violations may result in discharge from the program and an unsuccessful completion:
 - Leaving the program against the advice of the treatment team.
 - Use of alcohol/drugs while in treatment. UA's will be administered at random. A client refusing a request to submit will be considered the same as a positive result.
 - Acting out with physical or verbal violence. The threat of violence is as serious as the act.
 - Possession of alcohol, drugs or paraphernalia.
 - Lack of progress in the program

Disciplinary Action

Cheyenne Center is committed to providing a safe, dignified place for those individuals sincerely seeking help for their alcohol and drug problems. Therefore, disciplinary action may be taken by clinical staff members to maintain order and to act in the best interest of all clients. The following guidelines shall apply regarding circumstances/behaviors which may result in disciplinary action. These unacceptable circumstances and behaviors are broken down into three categories.

Category I: These are serious actions or circumstances/behaviors which directly impact the health, safety and welfare of both staff and clients and, as such, **SHALL** result in automatic discharge:

- (1) Physical violence or the serious threat of physical violence;
- (2) Bringing drugs or alcohol to the program;
- (3) Smoking inside any Cheyenne Center building or vehicle; and
- (4) Sexual abuse or the threat of sexual abuse.

Category II: These are serious rule infractions with the potential for serious negative consequences and/or substantial program disruption and, as such, **MAY** result in discharge without any lesser or graduated sanctions. The decision regarding the appropriate level of disciplinary action for Category II infractions shall be made by the Treatment Team on a case-by-case basis after careful consideration of all of the facts. Category II infractions may include any or all of the disciplinary actions outlined below in Category III.

- (1) Possessing and/or bringing weapons onto Cheyenne Center property;
- (2) Use of alcohol or other chemicals;
- (3) Failing to report alcohol and/or other drugs on Cheyenne Center property;
- (4) Destruction of Cheyenne Center property;
- (5) Sexual activity on Cheyenne Center property; and
- (6) Abuse, exploitation, and/or violation of another client's rights.

Category III: In keeping with our commitment to providing an atmosphere conducive to recovery, the following are less severe circumstances/behaviors which shall also be cause for disciplinary action.

- (1) Failure to follow the rules outlined in the client handbook;
- (2) Stealing;
- (3) Smoking and/or tobacco use in a non-designated area (smoking inside a Cheyenne Center building or vehicle is a Category I infraction);
- (4) Dangerous pranks;
- (5) Tardiness;

- (6) Gambling;
- (7) Disruptive behavior of any kind;
- (8) Repeated rule violations;
- (9) Lack of progress in the program;
- (10) Racial/ethnic/sexual slurs;
- (11) Lying;
- (12) Failure to adequately complete assignments;
- (13) Verbal abuse or profanity directed at staff or other clients; and
- (14) Possession of contraband.

Graduated Disciplinary Action

Infraction # 1. - Verbal Warning

Infraction # 2 – Treatment Team Staffing / Therapeutic Assignment

Generally a writing assignment directly related to the unacceptable circumstance/behavior.

Infraction # 3 - Behavioral Contract

Infraction # 4 –Discharge at Staff Request

A client who has had repeated rule violations and/or an accumulation of level III infractions shall be subject to discharge at staff request.

All disciplinary action shall emanate from clinical treatment team members and must be specific and in writing. All disciplinary action shall include reasons for the disciplinary action, alternative appropriate behavior, and consequences should the unacceptable behavior continue.

Other information you should know:

Cheyenne Center will handle client correspondence in a safe and secure manner, allowing for each client's ability to send and receive mail confidently.

Cheyenne Center handles all client correspondence in accordance with Cheyenne Center policies and procedures. There is a mail drop located in the Tech Station. When the postman delivers the mail, he/she picks up the outgoing mail. If a client is indigent, he is given stamps for necessary mail (legal, income tax, etc.). Incoming mail is sorted at the Tech Station and placed in the individual client's sign-in/sign-out folders that are maintained at the Tech Station.

Cheyenne Center insures client and community health, safety and welfare by closely monitoring the clients' physical locations, both in the facility and in the community.

Additionally, Cheyenne Center maintains close supervision and performs location checks while clients are in the community. We also maintain close supervision of visitors to the facility. Cheyenne Center has established written policies and procedures regarding ingress and egress to the facility and provides this to clients during orientation.

There is a security fence with two gates (one locked except during emergencies) surrounding the entire facility with the exception of the driveway to the parking lot. The driveway is secured by a chained gate from curfew to morning. The following client monitoring procedures are in place:

- Clients are monitored by a sign-in/sign-out log maintained at the monitor's front desk.
- Clients must have a Plan of Action signed by their counselor in order to leave the facility for any trip.
- Clients on job search must have a job search sheet filled out with the location and phone number of their destination.
- Clients sign out on a log book which reflects their destination, complete with address and phone number and expected time of return to the facility.
- Clients having visitors must have approval by their counselor before visitors can enter the facility.
- All visitors must sign in and out in a Visitor Log kept in the main office.

Clients of Cheyenne Center are allowed passes (48 hours or less) and furloughs (49 to 76 hours) under certain conditions and as long as the following conditions are met:

- After the successful completion of the Orientation Phase, and with a counselor's approval, the Supportive client is eligible for a Daily Activity Pass which does not exceed eight (8) hours.
- After six weeks of compliance with all criteria, and with approval of the Treatment Team, the client is eligible for a twenty-four (24) hour pass.
- Clients must request a pass in writing from their counselor by Thursday at 4:00 p.m. The counselor will approve or disapprove the pass and advise the client of the decision Friday by 3:00 p.m.

- All clients will submit a urine sample upon return from pass/furlough. Each client is responsible for monitoring his own behavior on pass/furlough and should return to Cheyenne Center immediately if he encounters problems during the time away from the facility.
- Furloughs will be allowed only in the case of a death or serious illness in the client's immediate family which would require the client to travel out of town or out of state. Bereavement furloughs will be approved on a case-by-case basis by the Treatment Team.
-

Cheyenne Center ensures that clients are only allowed to leave the facility when going to and/or from:

- Approved job interviews
- Approved job search
- Approved employment
- Approved visitation of family members
- Attending religious services
- Approved recreational functions
- Conducting business with social service agencies regarding family matters, legal matters such as court appearances, or any other circumstance that necessitates the client being away from the facility; being mindful, however, that the degree of unescorted access to the community must be guided by community attitudes regarding this matter, and
- Approved educational classes

Cheyenne Center periodically verifies each client's location as indicated on the sign-in/sign-out sheet. Locations are verified both on a random basis and for cause by counselors and desk staff. Verification includes, but is not limited to, job search activity and client pass location.

Cheyenne Center uses mandatory sign-in/sign-out procedures which include:

- The times the client leaves and returns to the facility
- The client's destination, including name, address and telephone number of the destination, and
- An authorized signature by a Cheyenne Center staff member.

The client signs in and out on a central log which is maintained at the front office and on an individual log which is maintained in the client's record.

Cheyenne Center has developed, implemented and documents a daily system for physically counting all clients assigned to Cheyenne Center, assuring strict accountability for clients who are working, going to school, on approved passes and/or are participating in community service work. Counts are taken by desk staff at designated times which include, but are not limited to:

- 8:15 a.m. during Relapse Prevention Group
- 8:00 p.m. during PMD, and
- twice during the graveyard shift at random times.

This provides for six counts during each twenty-four (24) hour period.

Cheyenne Center and the employees may not engage in a professional, personal or business relationship with a client. Cheyenne Center shall not allow voluntary client labor.

Our treatment programs do not allow clients to work for the agency. Cheyenne Center does not allow clients to solicit donations or raise funds for the agency.

Passes and furloughs are NOT a client right and may be modified and/or denied at any time by the Treatment Team. Furloughs in excess of 48 hours are not permitted.

Special pass requests (SPR) for continuum of care planning and emergencies such as funerals will be considered on an individual basis. But in any event, a SPR may not exceed 48 hours and must be approved by the Treatment Team and/or the Program Director.

Cheyenne Center will randomly complete urinalyses for purposes of drug detection on any clients in treatment, including aftercare.

Cheyenne Center selects clients for drug testing when there is reasonable suspicion of the client's possible use of one or more of the following substances:

- Alcohol
- Amphetamines
- Barbiturates
- Cocaine
- Marijuana
- Opiates

One staff members will witness the client urinate in a cup for a UA. The witness must observe the collection of the urine specimen, the documentation of the urine specimen and the placing of the specimen in the refrigerator. A drug screen form must be completed and signed by the collector of the specimen and the witness.

The results will be documented in the client record and reported to the necessary.

All client with positive UA's will be required to meet with their primary counselor for counseling and planning. Positive UA's will result in a behavior contract and could result in discharge from the program.

Cheyenne Center does not authorize the use of physical restraint. Cheyenne Center expressly prohibits the use of seclusion and the use of mechanical restraint. The police will be called if a client threatens to/or acts out physically.

Staff may do what is reasonably necessary to protect the safety of themselves and the other clients. State law shall be followed regarding this and an incident report shall be filed immediately with the Chief Executive Officer for review and investigation.

It is not the responsibility of Cheyenne Center to mail or ship a resident's belongings to their hometown under any circumstances.

All clients will sign a Release of Property Form upon admission attesting to their understanding of this policy and naming an individual or individuals who are authorized to retrieve the client's belongings.

Cheyenne Center shall not release any property belonging to a client to any other person without a properly signed release by the client.

Cheyenne Center evaluates program and staff on an ongoing basis.

You will be required to complete a questionnaire at admission and then again at discharge. You will also be asked to complete a client satisfaction survey at discharge. This information is confidential and used only for program evaluation services. Do not put your name on any of these documents.

Should you have any questions about the above information or anything else, please discuss them with you counselor, the Chief Executive Officer or the Program Director.

Counselor: _____

Chief Executive Officer: Michael Davis, CEO

Program Director: Cara Myles, LCDC

Client Responsibilities

Provision of Information

A client has the responsibility to provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to his health. He has the responsibility to report unexpected changes in his condition to his counselor. A client is responsible for consulting his counselor if he does not understand what is expected of him.

Compliance with Instructions

A client is responsible for following the treatment plan recommended by his counselor. This includes following the instructions of staff and administrative personnel as they enforce community rules and regulations. The client is responsible for keeping appointments for notifying his counselor or staff when he is unable to do so for any reason.

Refusal of Treatment

Cheyenne Center is not responsible for the client if he refuses treatment or does not follow his counselor's instructions. This may constitute grounds for discharge from the program.

Community Rules and Regulations

The client is responsible for following community rules and regulations. If the client does not follow rules and regulations, the counselor or appropriate staff will assign a consequence.

Respect and Consideration

All clients are responsible for being considerate of the rights of other clients, Cheyenne Center personnel and for assisting in the control of noise, smoking, and number of visitors. All clients are responsible for respecting property belong to Cheyenne Center and other clients.

Facility and G. I. Responsibilities

Due to the nature of the disease of Chemical Dependency, many clients have lost the ability to take responsibility for themselves. Therefore, each client will have the opportunity to be responsible for a household chore from the list provided by the Community Keeper Coordinator. If a client does not volunteer, he will be assigned a chore by the Community Keeper Coordinator. Each responsibility lasts for a period of one week, rotating on Monday evenings. When a client has been assigned a chore, it is the client's sole responsibility to see that it is carried out. There will be no exceptions. All clients are required to participate in the facility G. I. to maintain a clean environment. Individual responsibilities may be traded to another client if that can be arranged. The final responsibility lies with the client assigned to the chore. If a trade is made both clients must write and sign an agreement indicating the following:

1. Which responsibility is to be traded
2. Who is involved in the trade
3. What is the date of the trade
4. Which Coordinator was informed of the trade

Telephone

Clients may receive and make personal phone calls **only** on the two pay phones located in the Game Room. Each client will be allowed one 10-minute call per free time whether received or made. If clients can help out a family member by taking and relaying a message, they will probably find the favor returned.

Laundry

Washers and dryers are available on the property for fifty cents (\$.50) per load. Clients are responsible for doing their own laundry, including bedding. The Laundry Room is closed at 10:00 p.m. Sunday through Thursday and after midnight on Friday and Saturday. Indigent clients will be provided an opportunity to wash clothes and linens at no charge.

Linen and Bedding

Upon admission clients are issued clean linen, including:

1. One set of sheets
2. One pillow and pillowcase
3. One bath-size towel
4. One hand towel
5. One washcloth
6. One blanket

Linen must be washed at least once a week. **Clients are responsible for returning the linen/bedding CLEAN upon their discharge from Cheyenne Center.**

Living Area

Each client is assigned living quarters. A space for hanging clothes, nightstand, twin bed (or bunk bed) and drawers for clothing are provided for each client. Upon request we provide a space to secure personal items.

Each client should have an alarm clock or be able to wake up on time without one. Each client is responsible for his own personal living space, for making his bed and keeping his room neat and clean. As an apartment team, all roommates are responsible for the condition of the common areas (bathroom and living space). Each apartment will undergo a daily room check by staff. Cleanup of each apartment will take place on Friday – followed by an intensive room check. Any client who fails room inspection will be given a consequence by his counselor.

Employment

While obtaining employment and resuming responsibilities are a priority, each client must understand that recovery comes first. Within the recovery process there is an appropriate time to acquire employment. Work is a major commitment of time and energy. Going to work before you are ready can lead to de-focusing on recovery. Obtaining employment is important, but it is more important to obtain a sponsor, establish a home group, and build on a sober support system.

A client must be clear about his priorities and must move toward completing them before he can return to work. Clients must consult with their counselors before beginning a job search. When the counselor feels the client is ready, they will give the client a Job Search Verification Form to fill out for each day they are looking for work. It is the client's responsibility to hand in the form to their counselor on a weekly basis. Clients must return from job search by 4:00 p.m.

When employment is acquired the client will be required to submit a budget along with their pay stub and will be required to have it approved by their counselor. Money can be a trigger for the disease of Chemical Dependency and the client should always consult with their counselor when dealing with money issues.

Smoking

Smoking is allowed in Designated Smoking Areas only. This area is outside the Game Room. There is a sign indicating the Designated Smoking Area. No smoking is allowed in any part of the building or in any other area of the building. There are containers in the Designated Smoking Area for cigarette butts.

Automobiles (Supportive Level Only)

Automobiles are allowed under the following conditions:

1. Counselor gives permission and receives copies of #3
2. The client has full or part-time employment
3. The following have been submitted to the counselor.
 - a. Valid Texas driver's license
 - b. Valid registration
 - c. Proof of insurance and current inspection sticker
4. If the automobile is not registered in the client's name, there must be a **NOTARIZED** letter of agreement from the person named on the registration allowing the client permission to use the vehicle.
5. Once the criteria is met for possession of a vehicle, a parking permit will be issued and must be displayed anytime the vehicle is on Cheyenne Center property.

Visitation

Visitation hours are between 1:50 p. m. and 3:50 p.m. on Saturday. As part of the individual treatment program, the treatment team may limit visitation times and number of visitors allowed. Clients may have visitors in the Game Room, Group Room, or any of the other common areas.

VISITORS ARE NOT ALLOWED IN CLIENT ROOMS FOR ANY REASON!

VISITORS ARE NOT ALLOWED ON FAMILY WEEKEND!
(The last Saturday of each month)

All visitors must dress and behave appropriately. Clothing must not be too tight, too short, see-through, backless or any other manner of dress deemed to be inappropriate. Visitors who are disruptive or disrespectful will be asked to leave and will not be allowed to return. An adult family member must accompany all minors. No more than three (3) visitors per client are allowed at any one time, unless approved by a counselor.

ONLY PERSON ON THE VISITATION LIST ARE ALLOWED TO VISIT!

Quiet Hours

Evening quiet hours begin at 9:00 p.m. every night. Clients must cease all activities that could be disturbing to others. Lights are out at 9:00 p.m. Sunday through Thursday and at 11:00 p.m. on Fridays and Saturdays. Clients are to be in their rooms with lights out at curfew.

Valuables/Money (Supportive Clients)

Clients are urged to leave their valuables at home. Cheyenne Center assumes no responsibility for personal belongings. Cheyenne Center has a bank account specifically for client funds. Money should be given to the Techs at the Tech Station. A receipt will be issued and the client should watch as the Tech places the money in an envelope and places it in the safe. All cash withdrawals must be requested in writing and turned in to the counselor by 4:00 p.m. on Wednesdays and a check will be issued to the client on Friday. Withdrawals are limited to one per month and are only for the purpose of business and must have the approval of the client's primary counselor.

Medication

All prescription medication must be turned into the Tech Station for safekeeping. All OTC (over-the-counter) medication must be turned in at the front desk. Clients should not purchase OTC medications without first checking the ingredients for alcohol and obtaining approval from the counselor. A Tech Assistant dispenses medications four times a day:

- 6:30 a.m.
- 12:45 p.m.
- 5:30 p.m.
- 9:30 p.m.

Clients who need to take medication on pass should inform staff of the amount of medication needed on the Pass Request. Clients should not purchase OTC or prescription medication without discussing it first with their counselor.

DISPENSING OR SHARING MEDICATION BETWEEN CLIENTS IS NOT ALLOWED.

Appropriate Attire

While clients are afforded every reasonable freedom in their choice of attire, certain dress regulations are necessary. Clients are asked to dress appropriately for the season and are expected to exercise good taste and judgment in their choice of clothing. The following list is to be used as a guide for appropriate clothing and is not to be considered all-inclusive:

- Clothing must be neat and clean. No tattered or torn clothing is allowed.
- Clothing that displays logos referring to drugs or alcohol is not allowed and will be confiscated until time of discharge.
- Clothing with messages that are sexual, anti-social, foul, satanic, racist, sexist or violent is not permitted.
- Clothing or gear that relates in any way to gangs or gang activity is not permitted.
- Only walking shorts are permitted and they must be loose fitting and no shorter than mid-thigh.
- Shoes must be worn in community areas. No house slippers or thongs are allowed outside of client rooms.
- Hats are to be removed indoors.
- No gloves or hand gear unless it is appropriate for the weather.
- Sunglasses are not allowed indoors or after sunset.
- No earrings, lip rings, tongue pins or nose rings allowed.
- Watches and wedding bands are allowed.

- Clients must be fully dressed before leaving their apartments. Standing in doorways partially dressed is not allowed. Removing shirts in common areas is not allowed.
- Shirts must be buttoned and tucked in. No undershirts or sleeveless tee shirts are allowed.
- No skullcaps, hairnets, do-rags or bandanas are allowed outside apartments.

STAFF RESERVES THE RIGHT TO DETERMINE WHETHER OR NOT A GARMENT IS APPROPRIATE. ANY GARMENT DETERMINED TO BE INAPPROPRIATE WILL BE CONFISCATED IF RE-WORN.

Beepers/Cell Phones (Supportive Level Only)

Beepers or cell phones are not permitted unless required and supplied by employer and must be turned into the Tech Station when the client is on property.

Food Stamps

Cheyenne Center clients are not eligible for food stamps since the State of Texas is already paying for your room and **BOARD** (meals). Do not apply. If a client applies for food stamps he runs the risk of being assessed consequences by his counselor in addition to possible prosecution by the Texas Department of Health and Human Services. We check regularly with TDHHS to verify that clients have not applied for food stamps. For further explanation, clients should contact their counselor.

Family Participation

Families and significant others are encouraged to participate in the client's treatment and recovery. Cheyenne Center encourages a family member or significant others to participate in treatment team meetings. In addition, all family members and significant others are invited to Multi-Family Group held every Saturday afternoon at 1:00 p.m. There is no Multi-Family Group on the last Saturday of the month as that is Family Weekend.

JOB DESCRIPTIONS

UPPER STRUCTURE is defined as clients who hold the position of:

- Mentor
- Community President
- Community Vice-President

CLIENT is defined as any resident of Cheyenne Center.

LOWER STRUCTURE is defined as clients who hold one of the following positions:

- Information Team Coordinator
- New Client Mentor Coordinator
- Community Keeper Coordinator
- Motivational Team Coordinator

JOB DUTIES

Mentor – Acts as liaison between staff and clients while maintaining the highest level of leadership among clients.

Community President – Receives and filters information between staff, mentor and community. Reports to staff any major activities and/or incidents. Chairs all groups, meetings and conferences with the exception of Dodson Lake 12-Step Programs.

Community Vice-President – Acts in place of Community President when he is absent. Assigns chores to clients who are on Administrative Restriction.

New Client Mentor Coordinator

Ensures all new clients are properly oriented. Ensures all orientation paperwork is correct, up to date, and in abundant supply. Follows up each day on orientation crew activities.

New Client Mentor Crew

Greets all new clients. Administers initial orientation upon new clients' arrival. Ensures new clients have linen and are escorted to their rooms. Teaches Orientation Class and administers Orientation Test.

Information Team Coordinator

Ensures all paperwork for staff and clients is in plentiful supply. Ensures badges are prepared for all clients in accordance with client status. Assists staff in accountability for all booking slips. Records all client restrictions, consequences, and learning experiences derived from actions taken by staff. Writes sanctions on board, makes copies of paperwork as needed, logs encounters and ensures booking slips are in the appropriate counselors' boxes.

Information Team Crew

Write sanctions on board. Make copies of paperwork as needed. Log encounters and make sure booking slips are in the appropriate counselor's box.

Motivational Team Coordinator

Coordinates suggestions of the family for planned events. Facilitates 15 minutes of Creative Energy in all counselor led groups. Monitors family fund balance. Acts on instructions passed down from Motivational Team Coordinator.

Motivational Team Crew**Community Keeper Coordinator**

Ensures all areas of the facility are clean and maintained by assigning duties to members of the Crew. Clean and maintain assigned details.

Community Keeper Crew

Ensures all areas of the facility are clean and well maintained by assigning duties to members of the Crew.

ALCOHOL OR DRUG USE DURING TREATMENT

It is the responsibility of Cheyenne Center to provide a drug-free environment for all clients. Clients should not purchase OTC (over-the-counter) medications or prescription medications containing narcotics without first discussing it with a counselor.

If a client is suspected of using or holding alcohol or drugs, the following procedures will take place:

- The client will be confronted regarding his behavior.
- A search of the client's room, belongings, and/or physical person will be conducted.
- A drug screen and alcohol test will be required.
- The client will be restricted to an area apart from other clients and privileges will be suspended until the treatment team decides upon appropriate action.
- The client may be discharged from the program.
- If applicable, TDSHS and/or Probation and Parole officials will be notified immediately.

SALE AND/OR DISTRIBUTION OF CONTROLLED SUBSTANCE

The sale and/or distribution of controlled substances at Cheyenne Center is a felony and poses grave danger to the treatment community and the treatment program. Clients who sell and/or distribute controlled substances, including those legally prescribed, will be subject to immediate discharge.

In addition, possession, sales and/or distribution of any controlled substance will be reported to the Houston Police Department and/or the Harris County Sheriff's Office and, if applicable, to the client's Probation and/or Parole Officer.

FACILITY RULES

Violation of any of these may result in disciplinary actions and/or discharge from the program:

- NO** physical violence, threat of physical violence or intimidation against any person.
- NO** drugs, alcoholic beverages or drug/alcohol paraphernalia.
- NO** sexual acting out.
- NO** weapons of any kind.
- NO** destruction of property.
- NO** refusal to participate in any assigned chore or activity.
- NO** violation of any act defined as a felony by the laws of the State of Texas or the United States of America.

HOUSE RULES

Any violation of these may result in verbal and/or written Awareness Slips and possible disciplinary actions:

NO walking out of group.

NO racial or ethnic slurs.

NO gambling.

NO pornographic material allowed on facility premises.

NO disrespect to Family Members or Staff.

NO smoking or use of tobacco products except in Designated Smoking Areas.

NO drinks or food in any group or meeting.

NO contraband.

NO cigarette or cigar butts on the property. Smoking urns are to be the only permissible manner of disposing of cigarette and cigar butts. Pipe tobacco should be disposed of properly.

NO lying to Family Members or Staff.

Full participation in all activities is required.

Every client is expected to **Follow-Up** after himself after using showers, sinks and toilets.

Acknowledge all Awareness Slips in an appropriate manner.

MANDATORY RULES

Violation of these rules will be referred to Staff for informal resolution:

- Not stacking chairs after group.
- Not signing in or out.
- Being in another client's room.
- Inappropriate verbal reaction.
- Not following-up (cleaning sink, toilet, shower, etc., after use).
- Leaving facility during program hours without Staff permission.
- Being disrespectful to a Family Member or Staff.
- Removing or destroying facility posted posters or signs.
- Sleeping during program hours or activities.
- Failure to attend a scheduled activity.
- Being late for a scheduled activity and/or curfew.
- Use of profanity.

CLIENT PERSONAL SAFETY AND MEDICAL DISCLAIMER

I, _____ understand and acknowledge the following.
(Client name)

- I understand and acknowledge that it is my responsibility to attend to my own safety while at Cheyenne Center. This includes, but is not limited to, the following:
 - I will not run up or down the stairs.
 - I will hold onto the staircase railing when walking up or down the stairs.
 - I will look both ways before crossing the street.
 - I will not engage in any activity that would endanger my health or safety.
- I understand and acknowledge that Cheyenne Center is not responsible for my health or safety.
- I understand and acknowledge that Cheyenne Center does not carry any type of medical insurance on clients.
- I will not hold Cheyenne Center liable, financially or otherwise, for costs resulting from illness, accident or injury incurred while I am a client and reside on the property, whether said illness, accident or injury occurs on the property or not.
- I understand and acknowledge that if illness, accident or injury should occur, Cheyenne Center will assist me in meeting my medical needs through local resources.
- I understand and acknowledge that any debt I incur as a result of medical treatment for illness, accident or injury will be my sole responsibility.

Client Signature

Date

Witness

Date

CLIENT PROPERTY

Cheyenne Center is not responsible for client property. **Cheyenne Center is not responsible for loss, theft or damage of any property belonging to a Cheyenne Center client.** Often, substance abuse treatment clients are also criminal justice clients and this should be kept in mind. In a perfect world doors could be left unlocked, personal possessions could be left in plain sight and nothing would happen to them. This is not a perfect world. Please act accordingly and do not bring anything to Cheyenne Center that you can't afford to lose.

Cheyenne Center is not responsible for any property left at the facility. If a client absconds (goes AWOL, splits in the middle of the night, does not come back from Job Search, etc.) the client's belongings will be gathered, washed, and passed out to needy clients.

If a client is discharged successfully, but, for whatever legitimate reason, must leave belongings at the facility and if the correct procedure for advising counselor and Staff of the situation is followed, we will make every effort to safeguard the client's property for a reasonable amount of time, but no longer than three (3) days. If the client has not retrieved his belongings, or called to make specific arrangements for the disposition of his property by day 4, his belongings will be given to indigent clients.

All clients will sign a Release of Property Form upon admission attesting to their understanding of this policy and naming an individual or individuals who are authorized to retrieve the client's belongings.

It is not the responsibility of Cheyenne Center to ship or mail a resident's belongings to their hometown or anywhere else under any circumstances.

However, please remember that Cheyenne Center is a large facility and is open 24 hours a day with all manner of people coming and going all of the time. We will not be responsible for anyone getting into your stuff.

So, if it's important to you –

Keep it with you

or

Do not bring it to the facility in the first place!

CLIENT PRIVILEGES

- Telephone usage
- TV in Group Room
- Visitation
- Free time between groups
- Smoking during break time in Designated Smoking Areas

CHEYENNE CENTER PHILOSOPHY

We at the Cheyenne Center have come to grips with the realization that drugs and alcohol are not the right way of living.

The choices that we have made concerning drugs lead us to doom and destruction.

First let us know these things:

- Our lives matter.
- We are born with potential.
- We are not victims of circumstance, but warriors of recovery.

We have come to look deep within ourselves as survivors of the past and warriors of the future.

We accept our past and plan to conquer the future, not with drugs or alcohol, but with unity, love and tolerance.

Side by side we shall walk together with open arms to help one another.

Let us not forget that we can achieve all things together.