

# CHEYENNE CENTER

## TDCJ CLIENT HANDBOOK

## TABLE OF CONTENTS

❖ Introduction .....	5
❖ Philosophy .....	7
❖ Program Contract .....	8
❖ 25% Assessment .....	11
❖ Alcohol and/or Drug Use .....	20
❖ Approved Times To Sign Out.....	53
❖ Bed/Bunk Assignments .....	10
❖ Cardinal Rules .....	21
❖ Cell Phones .....	61
❖ Client Grievance Process .....	23
❖ Client Grievance Process (Spanish) .....	25
❖ Client Location Verification .....	55
❖ Client Privileges .....	41
❖ Client Property Policy and AWOL/ABSCOND Policy .....	40
❖ Client Property Drop-Off Form .....	14
❖ Client Responsibilities .....	9
❖ Client Rights .....	29
❖ Client Rights (Spanish) .....	30
❖ Client Savings.....	11, 41
❖ Common TC Terminology/Language .....	48
❖ Communicating with your Counselor / Staff Relay.....	9
❖ Community Rules and Regulations .....	9
❖ Compliance with Instructions .....	9
❖ Contraband List .....	42
❖ COVID-19 Policy .....	15
❖ Criteria for Level Change .....	43
❖ Definitions .....	28
❖ Dress Code .....	13
❖ Emergency Procedures for Evacuation .....	63
❖ Facility and G.I. Responsibilities .....	9
❖ Family Group and Visitation .....	14
❖ Food Stamps .....	14
❖ Full House Restriction Guidelines .....	59
❖ Group Rules.....	22
❖ Hair Cutting/Clippers/Shavers .....	11
❖ Heat and Cold Weather Illness Prevention .....	76
❖ Heat and Cold Weather Illness Prevention (Spanish) .....	78
❖ House Rules .....	21
❖ Irons .....	11

❖ Job Descriptions .....	16
❖ Job Search / Employment .....	11
❖ Laundry .....	10
❖ Level Policy .....	43
❖ Level Privileges .....	46
❖ Linens/Bedding .....	10
❖ Living Area/Room Inspection .....	10
❖ Mail .....	68
❖ Maintenance .....	10
❖ Mandatory Written Pull-Ups .....	22
❖ Meal Sign-Up Guidelines .....	37
❖ Mealtime/Snack Time Procedure .....	38
❖ Medical Emergencies .....	39
❖ Medication .....	12
❖ Medication (Over the Counter) .....	13
❖ Money Orders/Change .....	41
❖ Personal Safety and Medical Disclaimer .....	39
❖ Phone Calls .....	10
❖ Prison Rape Elimination Act (PREA) .....	69, 71
❖ Prison Rape Elimination Act (PREA) Spanish .....	70, 72
❖ Provision of Information .....	9
❖ Quiet Hours .....	12
❖ Refusal of Treatment .....	9
❖ Respect and Consideration .....	9
❖ Restrictions .....	19
❖ Room Inspection Form .....	67
❖ Sale and/or Distribution of Controlled Substance .....	20
❖ Safe Prisons and Suicide Prevention .....	77
❖ Safe Prisons and Suicide Prevention (Spanish) .....	79
❖ Sanctions .....	34
❖ Search Policy and Procedure .....	56
❖ Sign In/Sign Out Procedure .....	52
❖ Sign In/Sign Out Policy .....	54
❖ Smoking .....	12
❖ Special Diet Request .....	37
❖ Swimming Pool .....	62
❖ TDCJ Client Discipline.....	31
❖ TDCJ Client Discipline (Spanish) .....	33
❖ TDCJ Commissary Accounts .....	40
❖ TPR Investigation Process .....	51
❖ Urine Drug Screening Policy and Procedure .....	57

❖ Valuables/Money .....	12
❖ Vehicles .....	12
❖ Weekend Activity Pass Rules .....	36
❖ Weekly Paperwork .....	35
❖ What is Prison Rape Elimination Act (PREA) .....	69
❖ What is Prison Rape Elimination Act (PREA) Spanish .....	70
❖ Zero Tolerance (PREA) .....	74
❖ Zero Tolerance (PREA) Spanish .....	75

# Welcome to Cheyenne Center

**Cheyenne Center, Inc.  
10525 Eastex Freeway  
Houston, Texas 77093**

Main Phone Number: 713-691-4898  
Fax: 713-691-0024

Client Phone Room: Building A  
Room 136

Welcome! You are being admitted to our Therapeutic Community (TC) Residential Program. The 30-day program requires you to attend twenty (20) hours of service per week. The 60–90-day program requires you to attend seven (7) hours of service per week for up to 90 days. The length of treatment depends on your identified needs. In addition, you are also required to meet with your counselor once a month for an individual counseling session. Your family will also be asked to participate in Family Group held once per week and, possibly, to attend individual family sessions. **Family participation is mandatory.** Last, you will be required to attend treatment team meetings with the staff and your supervising officer; failure to participate could lead to revocation of your release.

## **Our History**

Chemical addiction is a devastating disease involving body, mind, and spirit. The mission of Cheyenne Center, Inc. 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 facility is in northeast Houston, as is the Outpatient facility. 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.

For more information please visit our website at [www.cheyennecenter.com](http://www.cheyennecenter.com).

## **Our Mission**

Cheyenne Center aims to reduce substance abuse and related co-existing conditions in our communities, encourage healthier lifestyle 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**

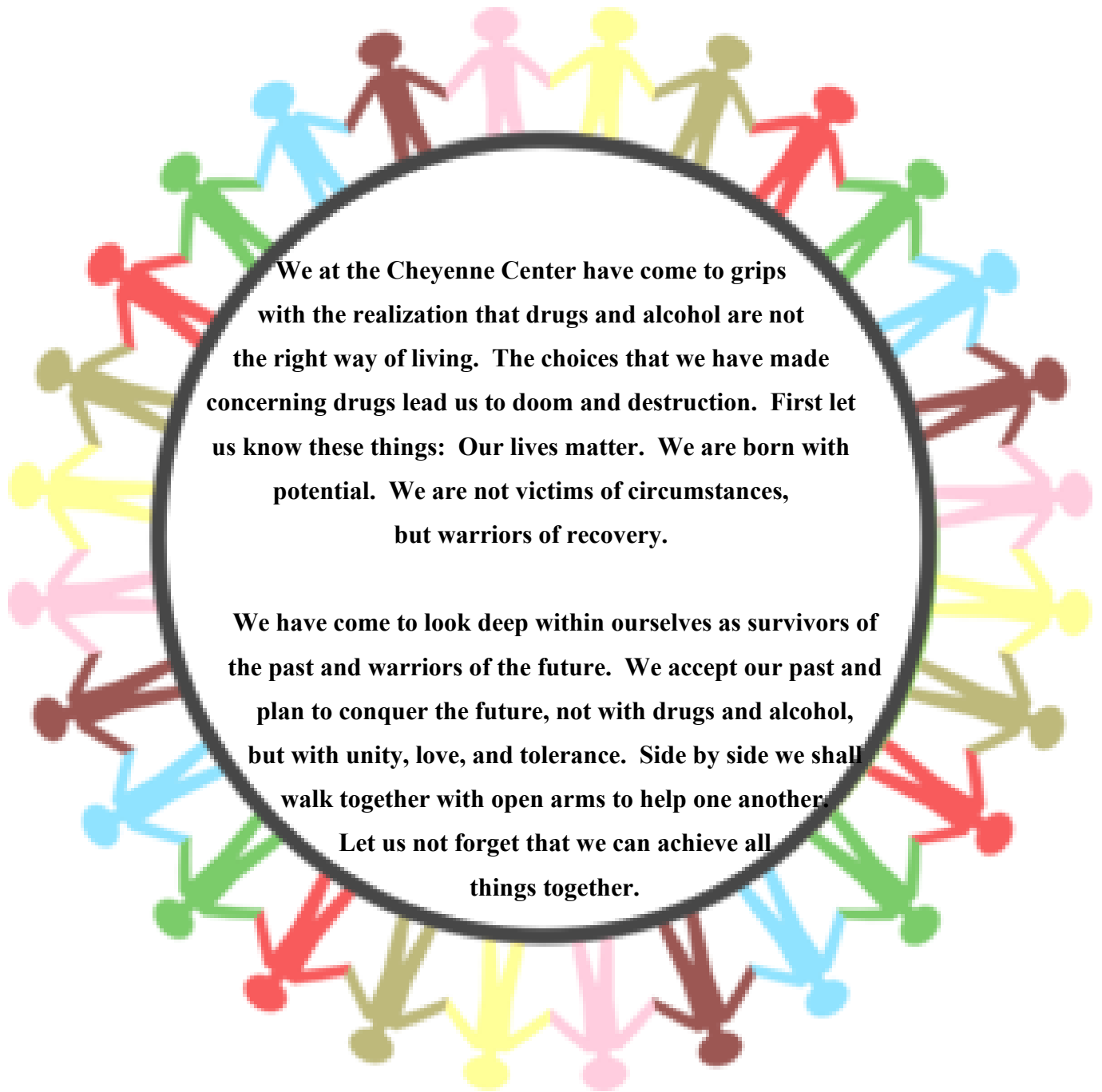
We provide outpatient and residential substance abuse treatment services to adults.

### **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.**

## **CHEYENNE CENTER PHILOSOPHY**



**Cheyenne Center Philosophy was written by Cheyenne Center clients in the late 90's.**

# PROGRAM CONTRACT

1. I will remain free of all mood-altering chemicals while I am in treatment. I will report all medication to my counselor, including prescription narcotics that are prescribed to me while in treatment.
2. I will attend at least three (3) AA, NA, or CA meetings per week and one Peer Support Group meeting per week for as long as I am in treatment.
3. I give permission for my counselor to contact my family, employer, Parole and/or Probation Officer, physician and/or any other significant person as necessary for my treatment. I will acknowledge this permission by signing the appropriate releases.
4. As a Supportive client, I will attend seven (7) hours of treatment and education groups every week. As an Intensive client, I will attend twenty (20) hours of treatment and education groups every week. I will be on time for all sessions as late entry into group is not permitted. I will refrain from smoking, eating, or chewing gum during groups.
5. I understand that group trust is based on confidentiality. Whatever is said in group does not go outside the group. A breach of confidentiality might disrupt the continuity of the group and/or have a negative effect on a fellow group member.
6. I understand that no financial transactions of any kind, including trading, borrowing or lending, are allowed between residents or employees of Cheyenne Center.
7. Should I decide to terminate treatment prematurely, I will communicate my decision in person to the group.
8. I understand and agree that I may be screened for drugs at any time.
9. I understand and agree that I may be searched at any time.
10. I understand and agree that my room may be searched at any time.
11. I understand and agree that I am prohibited from having any personal or sexual relationship with any employee on or off the premises.
12. I understand as a Parolee, I am responsible for paying a 25% assessment fee once I obtain employment.
13. I understand that failure to abide by the above guidelines may result in my dismissal from the program.

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Client Signature

---

Date

---

Staff Signature

---

Date

# **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 know 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 and 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 will result in 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 member will assign a therapeutic consequence.

## **RESPECT AND CONSIDERATION**

All clients are responsible for being considerate of the rights of other clients and those of Cheyenne Center personnel. All clients are responsible for assisting in the control of noise. All clients are responsible for respecting property that does not belong to them.

## **COMMUNICATING WITH YOUR COUNSELOR / STAFF RELAY**

The following procedure must take place when a client needs to speak with or communicate with his counselor if it is not a psych or medical emergency.

- 1) Complete a staff relay.
- 2) Place it in the box on your Counselor's door.
- 3) Wait to be called by your Counselor.
- 4) Violation of this process will result in a learning experience given by the Counselor (extra duty hours or essays)

## **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 service crew. If a client does not volunteer, he will be assigned a chore by the Service Crew Coordinator. It is the client's sole responsibility to see that his chore is carried out. There are no exceptions except for weather below 51°F.

All clients are required to participate in the facility G.I. to maintain a clean environment. Individual responsibilities may be traded with another client; however, responsibility for the chore lies with the client to whom it was originally assigned. 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
5. A copy of the agreement must be given to the Service Crew Coordinator

## PHONE CALLS

Clients may utilize the desk phones in the Phone Room on either Saturday or Sunday between 8:30 am and 10 am. Clients may utilize the Conference Room Phone only when their Counselor schedules the call.

## MAINTENANCE

In the event something needs to be replaced or repaired or inspected (for ex. bed bugs) within your room, please fill out a maintenance request form (forms and a drop box available near the big group room).

## LAUNDRY

Washers and dryers are available on the property at no cost and all clients are responsible for their own laundry (including bedding). We will no longer allow liquid laundry detergent to be brought in. Clients can only bring **unopened** (sealed) packs of laundry pods only. Bedding is to be washed once a week. For Orientees (yellow badges) the laundry room is open at 5 a.m. For all other clients (other than yellow badges), the laundry room is open at 6 a.m. All laundry rooms are closed at 9:30 p.m. daily. **LAUNDRY ROOMS WILL BE LOCKED DURING ALL MEALTIMES. Otherwise, please read posted hours on laundry room doors.**

## LINENS/BEDDING

Upon admission each client is issued clean linen which includes:

- One set of sheets            One pillow and pillowcase
- Two bath-size towels    Two washcloths
- One bedspread **or** One blanket

When you receive your linen, you will be asked to sign for it. It is your responsibility to ensure that you have received every item you sign for. Notify the Tech Assistant that you are missing item(s). The linen issue form will be updated once you receive the missing items. You may use your own personal linen if you wish; however, you are responsible for returning all linen belonging to Cheyenne Center. Linen is not to be lent, traded or given to another client. When linen is returned it will be marked off the linen issue sheet. Failure to return your linen may interfere with a successful discharge.

## BED/BUNK ASSIGNMENTS

Each client is assigned a specific bunk. **Bunk A and C are top bunk beds. Bunk B and D are bottom bunk beds. Bunk A and Bunk B are ALWAYS the two beds closest to the window. Bunk C and Bunk D are ALWAYS the two beds closest to the bathroom.** Make sure you are in your assigned bunk or there will be consequences for being out of place. Clients are not to move from one bunk to another without proper authorization. **Beds must be properly made by 8:30 a.m. each morning.** Fitted sheet goes around the mattress. Top sheet goes over the fitted sheet tucked in at the foot of the bed and pulled to the head of the bed. Blanket or bedspread goes over the top sheet tucked in at the foot of the bed and pulled to the head of the bed. Then, all sides are tucked in TIGHT.

## LIVING AREA/ROOM INSPECTION (**Food and Drinks ARE NOT ALLOWED in any client room**)

Each client is assigned living quarters which include a hanging area for clothes, bunk bed and dresser drawers for clothing. A space to secure personal items will be provided upon request as well as a combo lock. Rooms should not contain suitcases, bags, empty boxes, etc. Such items will be removed and stored until you discharge. Each room may have up to 2 chairs.

Each client who works 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 and for making his bed and keeping his room neat and clean. As a team, all roommates are responsible for the condition of the common areas (bathroom and living space), including sweeping and mopping all floors daily. Each room will undergo a daily room check by staff. A major clean-up of each room will take place daily. **If your bathtub or shower tile has resilient mildew (even after you have tried to clean it), please fill out a maintenance request to have the maintenance department address mildew as soon as possible. We will supply you with cleaning products for the bathroom. Bleach is not allowed. Bathroom doors must be left open when not in use to prevent the growth of mildew, germs and fungus when the humidity is high. During all times, all A/C units must remain at 73 degrees.** If you need a box fan, fill out a maintenance request.

Any client who fails the room inspection will be given a consequence by his counselor. Please review the Cheyenne Center Awareness Form so you have an idea of what items will be inspected. Occupied rooms will remain unlocked during the day for use of the restrooms. **All blinds must stay raised (raised to the height of the room number on the door) from 8 a.m. - 5 p.m daily.** If any item in your room is not working properly, (i.e., miniblinds, toilet, bathtub, sink, beds, mattresses), please fill out (in writing) a maintenance request form. Forms can be found near the maintenance shop, and in the hallway near the big group room.

## **IRONS**

Clients are allowed to bring their personal irons to Cheyenne Center, Inc., but must allow them to be kept in Tech Station #3 for safety reasons. A label with the clients' name will be placed on it for the purpose of identification. Clients will be allowed to check out Community irons (when available) for a period no longer than two (2) hours. Please return the iron within the two (2) hour time limit. We require your TDCJ ID or CHEYENNE CENTER BADGE be turned into the Tech Station at the time of check out.

## **HAIR CUTTING / ELECTRIC CLIPPERS OR ELECTRIC SHAVERS**

**Clippers and Shavers will be kept in the tech supervisor's office which may be signed out by only you and only during personal chore time as it appears on his client schedule.** Clients can ONLY CUT HAIR IN ROOM 136. Clients MUST sweep up and mop up Room 136 when done.

## **JOB SEARCH / EMPLOYMENT (when allowed) (PLEASE ALSO READ "APPROVED TIME TO SIGN OUT" section in the "SIGN-IN/SIGN-OUT PROCEDURE" section in this handbook.)**

**We allow clients to wear beards up to ½ inch long.** While obtaining employment and resuming responsibilities are a priority, each client must understand that recovery comes first. Work is a major commitment of time and energy. 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 your Counselor feels you are ready, you will be given a job search verification form to fill out for each day that you are looking for work. It is your responsibility to turn paperwork into your Counselor on a weekly basis.

**There is no job search or WorkSource on Fridays unless you have a "job interview" with a company and have your Activity listed as "Interview".** Clients must list at least three places for complete job search approval. **Proper "job search", "worksource" attire: Collared shirt tucked in, pants not sagging, belt (if available) and shoes. If you are not properly dressed or write "Job Search" instead of "Interview" in the Activity column, we WILL NOT call your Counselor for approval. You must have your job search form at the time you sign out for job search or job interview or worksource.** Clients will be allowed travel time to and from work one (1) hour if traveling by clients' personal vehicle, and two (2) hours travel time if client is traveling by bus.

**25% ASSESSMENT** When you do acquire work, you will be required to furnish your pay stub and submit a budget which will be approved by your Counselor. Money can be a trigger for your disease. All parole clients must turn in a copy of your pay stub along with 25% of your **gross earnings** each week as required by the Texas Department of Criminal Justice. This money is forwarded to TDCJ and used to defray the cost of your treatment. No amount less than 25% of your gross earnings will be accepted.

**You will be held accountable if you fail to pay assessment fees.** A disciplinary team meeting will be held with the client's parole officer when he is in non-compliance of paying his assessment fees and he will be placed on total freeze to the facility. The 25% assessment fee is only accepted in Room 201, Mondays and Tuesdays from 11:30 am to 12:30 pm, by cash or money order. The money order should be a U.S. money order payable to "Cheyenne Center" for the correct amount of the assessment. A receipt should be given to the Parolee with a notation of the **money order number** written on receipt\*

**CLIENT SAVINGS** Cheyenne Center maintains a bank account for client savings. It is recommended that clients save a minimum of \$300 before discharge. Fill out the Client Certificate and Savings Form.

## **SMOKING**

**As of September 1, 2014, the Texas Department of State Health Services does not allow smoking in licensed drug treatment facilities.** No smoking is allowed anywhere within the gates of this facility. This is not our rule, but we will enforce it to keep our license.

### **VEHICLES (when allowed)**

Vehicles are allowed under the following conditions:

1. The counselor gives permission by returning copies of #3 to the Ops Manager.
2. **The client must have full-time employment.**
3. The following have been submitted to the counselor:
  - Valid Texas Driver's License
  - Valid Registration
  - Proof of Insurance and current Inspection Sticker
  - Parole/Probation Officer's approval
4. If the vehicle 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 you meet the criteria for possession of a vehicle you will be issued a parking permit which must be displayed anytime your vehicle is on Cheyenne Center property.
6. Once entering back on property, clients must turn in their vehicle keys to the Count Room before processing to room.
7. **Clients are not allowed to transport another client in an approved vehicle at any time. Cheyenne Center is not liable if a client transports another client illegally.**

### **QUIET HOURS**

Evening quiet hours and lights out begin according to your client schedule for lights out/feet off floor. At that time clients must cease all activities that could be disturbing to others. **Clients are to be in their rooms with lights out as per their Schedule and can be held accountable for non-compliance.**

### **VALUABLES/MONEY**

Clients are urged to leave their valuables at home. Cheyenne Center assumes no responsibility or liability for personal belongings. Cheyenne Center has a bank account specifically for client funds. Money should be turned into the designated tech station and you will be given a receipt. After giving your money to the tech on duty please wait until you are given a receipt and have witnessed the tech placing the money envelope into the safe. If you need a lock to secure your belongings, fill out a maintenance request.

*You may not have over sixty dollars (\$60) in your possession at any time.*

*Cheyenne Center, Inc. is not responsible for loss or theft of any personal items at any time.*

### **MEDICATION**

Cheyenne Center monitors clients' self-administration of prescribed medication at the following times: **4:00 am – Workers First, then followed by Orientees Only; 5:00 am – Bldg A Only; 5:30 am – Bldg B Only (Med Call will cease by 7 am). 12:30 pm to 1:00 pm – Bldg A and Bldg B; 5:30 pm to 6:00 pm – Bldg A and Bldg B; 7:30 pm to 8:00 pm – Orientees Only; 9:00 pm to 10:00 pm – Bldg A and Bldg B (Med Call will cease by 10 pm).**

It is the responsibility of the client to know the designated times for medication call and to be present to take medication. It is the responsibility of staff to conduct medication call as scheduled. If you are going to be off property at the scheduled time for medication, it is your responsibility to request your medication before you leave the property. Upon receiving the request, medication will be packaged in a brown envelope marked "To-Go" meds and documented in the client medication records.

The medication monitor never dispenses medication to the client. He must be allowed to remove the medication from the container himself above the counter with his hands and bottle in full sight of the medication tech. The medication monitor must observe as to ensure he only takes from the bottle the amount prescribed. The medication monitor must physically watch. Clients must swallow the medication in the presence of the med tech who is "watching". This procedure is done to ensure that Clients are not holding ("cheeking") their medication to stockpile and take at a later time. The medication monitor will request that the client open his mouth and stick out

his tongue while the med tech looks into the mouth in an effort to ensure that he has swallowed the medication.

It is very important that you take all medication as prescribed by your physician. If for any reason you decline to take your medication as prescribed (for instance: instructions say the medication is to be taken three times per day, but you take it only once a day) or if you refuse to take prescribed medication at all you will be required to sign a Medication Refusal Form. Refusing to take medication as prescribed by your physician may have dire consequences to your health and Cheyenne Center will not be responsible in such cases. **Failure to take medication as prescribed will result in Disciplinary Treatment Team meeting with possible recommendation for discharge.**

There are rare situations in which a client is permitted to have his prescription with him. In this case there should be a **KOP (keep on person)** sticker on the container. Items that are eligible include: breathing apparatus, creams, foot powders, inhalers, medicated shampoo, nitroglycerin, and topical ointments. **If you need over the counter (OTC) medication such as an aspirin, please do not come to the medication room during a scheduled time notated above. This time is reserved for clients who are taking prescribed medication. You may come for OTC meds during your break or free time.**

*Dispensing, lending, or sharing medication of any kind between clients is not allowed.*

### **MEDICATION (OVER THE COUNTER)**

**A DROP OFF FORM MUST BE PRESENT AT THE TIME that over-the-counter item(s) are brought to the facility.** *If a drop off form is not present, the over-the-counter items will be confiscated.*

### **DRESS CODE**

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 dress and is not to be considered all-inclusive:

- Clothes must be neat and clean. Tattered and/or torn clothing is not permitted.
- Clothing displaying logos that refer to drugs or alcohol are not allowed and will be confiscated until time of discharge.
- Clothing with writing or graphics that is sexual or sexually suggestive, anti-social, foul, satanic, racist, sexist, violent or deemed inappropriate for this program 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. **House slippers or pajama bottoms are NOT ALLOWED outside of the rooms.**
- Baseball caps 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.
- Earrings (or rings or pins for any body piercing) are not allowed.
- Jewelry (watches and wedding bands are the only jewelry allowed to be worn on property)
- **Clients must be fully dressed before leaving their rooms.** 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 outside of the rooms. No half-shirts are allowed outside the rooms.**
- Skullcap, hairnet, durag, and bandanas are not allowed outside of the rooms.

### **CLOTHING: The following list is the number of items clients are allowed to have:**

**7 Shirts, 7 Pants**

**7 Underwear and 7 pairs of socks)**

**3 pairs of shoes, 1 hat, 1 belt, and 1 swimming trunk (when allowed)**

**1 Coat/Jacket, and 1 Sweatshirt/Hoodie**

**If client has more than this, he has three days to have family pick up or he can mail out. Anything left after three days will be donated to the Haberdashery. Items can no longer be pre-shipped prior to client's arrival. Anything ordered to be delivered to Cheyenne Center must be pre-approved (drop off form) signed by his Counselor.**

## **CLIENT PROPERTY DROP-OFF FORM**

**You must have permission from your Counselor to bring onto the property any non-hygiene item(s) or money. This form is given to you in your Orientee Packet (check mark HOW the items will be arriving).** Any item(s), including money, NOT LISTED, or anything considered contraband or in excess of what you already have (clothing/shoes) will be confiscated immediately. If you have any items without an approval form, **these items (except hygiene) will be held until your Counselor gives written approval. Items can no longer be pre-shipped prior to client's arrival. Anything ordered to be delivered to Cheyenne Center must be pre-approved (drop off form) signed by his Counselor.** *Learn more in the MAIL section of this handbook.*

## **FOOD STAMPS**

According to the Texas Department of Human Resources, clients at Cheyenne Center are not eligible for Food Stamps because the state is already paying for your room and board. For further information, please see administration.

## **FAMILY GROUP and VISITATION (Updated February 27, 2025)**

VISITATION -- INITIAL VISITATION: Client may have visitation two days after their initial arrival to the facility. For example, if you arrived on a Wednesday, then you may have your initial visit on Friday. Initial visit must be concluded by 8 pm.

### REGULAR VISITATION

For everyone's safety, please adhere to the following guidelines for the HHSC and TDCJ programs. **TDCJ will have visitation the 2nd and the 4th weekend.**

- There can only be two visitors per client. Children under the age of 18 are not allowed at this time.
- Hand sanitation upon entering the lobby.
- Per the Department of State Health Services, there is no smoking on Cheyenne Center property. This extends to personal vehicles in the parking lot.
- Visitor is allowed to bring only valid identification and vehicle keys into the facility. Visitor must show identification and staff shall verify identification with the Approved Visitor List. Purses, bags, cameras, video equipment and cell phones are not allowed.
- Female visitor may not wear clothing that is too tight, too short, see-through, backless or that is in any other way inappropriate for a treatment environment. Cheyenne Center staff will determine whether or not a garment is considered inappropriate.
- Visitor cannot bring any food or drink in from the outside, but visitor can purchase items from the vending machine in the front lobby for themselves and for the client during visitation.
- Visitors and clients may not engage in prolonged and/or inappropriate displays of affection.
- Visitors who are disruptive or disrespectful will be asked to leave and will not be allowed to return.

For the TDCJ program the visitor can start signing in 30 minutes before 8:30 am group

- Family Group on Saturday is from 8:30 a.m. to 10:00 a.m.
- No one is allowed in the Family Group once the Group begins.
- Visitation hours are from 10 a.m. to 11 a.m.
- Clients may not have visitation if your visitor does not attend the Family Group.

## **CLIENT COVID-19 POLICY**

Cheyenne Center, Inc., is committed to protecting our employees and clients from COVID-19. In consideration of guidance released by the state of Texas, the U.S. Center for Disease Control and Prevention (CDC), and a variety of public health authorities and professional organizations, Cheyenne Center, Inc. is implementing the following Covid-19 procedures:

- Mandatory testing for all clients who are not transported from a TDCJ unit by our transportation department.
- Face masks are required to be worn correctly (cover nose, mouth, and chin) anytime a client is in group. While dining in the dining rooms, all clients must maintain the chevron pattern.
- All clients entering the facility are required to complete COVID-19 screening.
- Clients will be placed in quarantine housing for up to fourteen (14) days until a negative COVID-19 test result is received.

Any client who refuses to follow the Covid-19 Policy (testing, mask violations) is subject to disciplinary action.

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Client's Name (Print)

---

Client's Signature

---

Date

# JOB DESCRIPTIONS

**UPPER STRUCTURE** consists of the following positions:

- Mentor
- Senior Coordinator
- Assistant Senior Coordinator
- House Coordinator

**CLIENT** is defined as any resident of Cheyenne Center.

**LOWER STRUCTURE** consists of the following positions:

- Expediter Coordinator and Assistant Coordinator
- Orientation Coordinator and Assistant Coordinator
- Administrative Coordinator and Assistant Coordinator
- Creative Energy Coordinator and Assistant Coordinator
- Service Crew Coordinator and Assistant Coordinator
- Kitchen Coordinator and Assistant Coordinator
- Information Department Coordinator and Assistant Coordinator
- Garden Crew Coordinator and Assistant Coordinator

## JOB DUTIES

### **Mentor**

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

### **Senior Coordinator**

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

### **Assistant Senior Coordinator**

Acts in place of Senior Coordinator when he is not present. Assigns chores to clients who are on Administrative Restriction.

### **House Coordinator**

Acts in place of Senior and Assistant Senior Coordinator in their absence. Ensures all departments function as they should. Accepts and forwards all applications for structure positions to upper structure. Monitors attendance and/or participation in activities. Issues booking slips on clients who fail to comply with assigned chores, activity attendance or participation.

### **Expediter Coordinator**

Acts in place of House Coordinator in his absence. Acts as an escort for clients in Orientation or who are on Administrative Restriction. Monitors attendance and/or participation in activities. Issues booking slips on clients who do not comply with assigned chores, activity attendance and/or participation. Reports results of inspections to Coordinator.

### **Assistant Expediter Coordinator**

Assumes the duties of Expediter Coordinator in his absence, as well as coordinate a duty and detail work schedule for expediter crew.

**Expediter Crew**

Carries out the duties assigned to the Assistant Expediter Coordinator, including, but not limited to, making sure all phones are off the hook prior to group activities, alerting the family to how much time before group and issuing booking slips on those who are not in compliance with house and group rules.

**Orientation Coordinator**

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

**Assistant Orientation Coordinator**

Assumes the duties of Orientation Coordinator in his absence and assigns duties to orientation crew.

**Orientation Crew**

Greets and provides initial orientation to new clients. Ensures new clients have linen and are escorted to their rooms. Teaches Orientation Class on assigned day and administers Orientation Test.

**Administrative Coordinator**

Ensures all paperwork for staff and clients is readily available. 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.

**Assistant Administrative Coordinator**

Assumes duties of Administrative Coordinator in his absence and assigns duties to Administrative Crew.

**Administrative Crew**

Writes sanctions on board, makes copies of paperwork as needed, logs encounters and ensures booking slips are in the appropriate counselor's box.

**Creative Energy Coordinator**

Coordinates family's suggestions for planned events. Facilitates 15 minutes of Creative Energy in all counselor led groups. Maintains a continual awareness of the amount of family funds at hand.

**Assistant Creative Energy Coordinator**

Assumes duties of the Creative Energy Coordinator in his absence and assigns duties to Creative Energy Crew.

**Creative Energy Crew**

Acts on instructions passed on from Creative Energy Coordinator and Assistant Creative Energy Coordinator.

**Service Crew Coordinator**

Ensures all areas of the facility are clean and well kept and assigns duties to Service Crew.

**Assistant Service Crew Coordinator**

Assumes duties of Service Crew Coordinator in his absence and assigns duties to Service Crew.

**Service Crew**

Ensures all areas of the facility are clean and well kept and carries out assigned duties.

**Kitchen Coordinator**

Monitors all functions of the kitchen and assigns duties to kitchen Orientees.

**Assistant Kitchen Coordinator**

Assumes duties of Kitchen Coordinator in his absence and assigns duties to Kitchen Orientees.

**Kitchen Orientees**

Perform duties as assigned by Kitchen Coordinator.

**Information Department Coordinator**

Is responsible to make or coordinate all announcement at AM and PM Development meeting. To ensure that the community has all the information it needs and wants and putting out the monthly newspaper.

**Assistant Information Department Coordinator**

Assumes the duties of Information Coordinator in his absence and assigns duties to information crew.

**Information Crew**

Acts on instructions passed on from Information Coordinator and Assistant Information Coordinator.

**Garden Crew Coordinator**

Ensures the managing and maintenance of the Community Garden.

**Assistant Garden Crew Coordinator**

Assumes the duties of the Garden Coordinator in his absence, as well as coordinates the duty and detail work schedule for the garden crew.

**Garden Crew**

Carries out the duties assigned to them by the Assistant Garden Coordinator, including, but not limited to, planting, cultivating, watering, harvesting, and preparing the soil for planting and assuring that all produce is delivered to the kitchen.

# **RESTRICTIONS**

## **Orientation Phase (First Ten Days)**

- Confined to property for the first ten days.
- Must be escorted by a staff member anytime client goes off property.
- Must perform assigned chores.
- Must obtain Gold Card, ID and/or Driver's License, Social Security Card and clothing (if needed).
- Phone calls (In Designated Areas Only)
- During the orientation phase or the first ten days, clients are not eligible to apply for any structure position.
- Clients will not be allowed to start Job Search (when allowed) until the client has had his initial TTM.
- Must complete PREA/Extreme Weather/Safety Course

## **In-House Restriction**

- Client cannot leave property without staff permission.
- No phone calls.
- No visitation.

## **Quarantine Program**

- This program is for clients who have relapsed and awaiting discharge or recommendation to be placed in an intensive relapse treatment.

## **Administrative Restriction**

- Restricted to room except for chore assignment, group and 12-Step Meetings.
- Phone call limited to (sponsor legal and support person).

## **Job Restriction**

- Client cannot leave the property for any reason with the following exceptions:
  - To go to work
  - CSCD/Parole Office
  - Medical
  - Psych

## **ALCOHOL AND/OR DRUG USE**

It is the responsibility of Cheyenne Center to provide a drug-free environment for all clients. **Clients should not purchase over-the-counter medication without counselor approval.** Cheyenne Center encourages clients to explore every alternative method of managing pain before accepting a prescription containing narcotics.

Indications that a client has been using or holding alcohol or drugs will result in the following procedure:

- ✓ The client will be confronted on his behavior.
- ✓ The client's room, belongings and/or physical person will be searched.
- ✓ A drug screen and/or alcohol test will be conducted.
- ✓ The client will be restricted to an area apart from other clients and privileges will be suspended until the transition team has taken appropriate action.
- ✓ The client may be discharged from the program.
- ✓ TDCJ and/or Probation 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 community and the therapeutic 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 TDCJ and/or Probation officials and to the local police department and/or local Sheriff's Office.

## **CARDINAL RULES**

Violation of any of these could result in discharge from the program and/or disciplinary actions through established TDCJ and Cheyenne Center disciplinary procedures.

- NO** physical violence, threats of physical violence or intimidation against any person.
- NO** stealing.
- NO** drugs, alcohol beverages or drug/alcohol paraphernalia.
- NO** cell phones on or off property.
- NO** sexual acting out, including romantic or sexual physical contact.
- NO** weapons of any kind.
- NO** destruction of property.
- NO** refusal to participate in any activity.
- NO** violation of any act defined as a felony or misdemeanor by the laws of the State of Texas or the United States of America.
- NO** gang representations.
- NO** avoiding confrontation.
- NO** racial, ethnic, or sexual slurs.
- NO** gambling.
- NO LEAVING** facility during program hours without Staff permission.
- NO FAILING TO RETURN (CURFEW VIOLATION)** by the expected return time.
- FAILING** to attend a scheduled activity (anything designated on the client schedule).
- FULL** and sincere participation in all community activities is required.
- NO** disrespect to Community Members or Staff. (For staff incidences, contact a Supervisor)

## **HOUSE RULES**

Any violation of these will result in verbal and/or written pull-ups and possibly disciplinary actions through established TDCJ and Cheyenne Center disciplinary procedures.

- NO** disrespecting Pull-Ups; acknowledge all Pull-Ups in an appropriate manner.
- NO** dialoguing after a Pull-Up or when receiving consequences.
- NO** lying to Community members or Staff.
- NO** horseplay.
- BE** on time to all activities.
- NO** profanity or profane gestures.
- NO** “cliquing off”, bad rapping or negative contracts.
- ALWAYS** use appropriate lines of communication.
- WEAR** name badges at all times.
- NO** refusal to participate in any chore.
- NO** sharing personal items of value allowed.
- NO** clients are allowed to be in another client’s room.
- NO** walking out of Group.
- NO SLEEPING** during any program hours or any activities. (For suspicious incidences, contact a Supervisor)

## **MANDATORY WRITTEN PULL-UPS**

These violations will be submitted to staff for informal resolution.

- Not stacking chairs after group.
- Being in another family member's room.
- Not adhering to a verbal pull-up.
- Inappropriate verbal reaction.
- Not following up (cleaning sink, toilet, shower, etc.)
- Being disrespectful to a Family Member or Staff.
- Removing or destroying any posters or signs.
- Being late for a scheduled activity or curfew.
- Failure to write a mandatory pull-up.
- Profanity.

## **GROUP RULES**

- No profanity
- No eating
- No sleeping
- No cross talking
- No subgrouping
- No walking out of group
- Raise your hand to be recognized
- State your name before speaking
- Ask permission to enter or leave group
- Respect your facilitator at all times

# CLIENT GRIEVANCE PROCEDURE

Clients may seek remedy for any complaint, violation of client rights or violation of HHSC rules and may grieve directly to any staff member. Staff may not restrict, discourage or interfere with communication with an attorney or HHSC for the purpose of filing a grievance. A client may 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. Clients 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 if the grievance is not resolved by the Program Director. The Program Director 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 Program Director decides that the information should be resolved at a different level. The Program Director shall follow the same procedures for informing the Chief Executive Officer if the grievance is not resolved within seven days, or to the client's satisfaction. If, the client remains unsatisfied with the outcome, they can grieve directly to the board of directors. The Chief Executive Officer shall follow the same procedure for informing the Governing Body 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).

The Cheyenne Center programs inform the client of the findings and recommendations within seven calendar days following the date of the grievance. The 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 HHSC Investigations Department, Texas department of Criminal Justice or other agencies listed below at any time. The address and telephone number of HHSC and other applicable agencies are:

- Texas Health and Human Services Commission (Investigaciones)
- Texas Health and Human Services Commission Hotline: (800) 252-5400  
1100 W. 49th Street  
Post Office Box 80529  
Austin, Texas 78742  
(800) 832-9628
- Texas State Board of Medical Examiners (for reporting complains against licensed physicians)  
1812 Centre Creek Drive, Ste. 300  
Austin, Texas 78754
- Texas Department of Family and Protective Services - Child Protective Services (800) 252-5400  
4900 N. Lamar Blvd.  
P.O. Box 149030  
Austin, Texas 78714-9030
- Texas Department of Criminal Justice (512) 406-5752  
4616 West Howard Lane  
Austin, Texas 78728
- United States District Court (713) 250-5926  
Southern District of Texas Probation Office  
Post Office Box 61207  
Houston, Texas 77208-1207

The client grievance procedure is legible and posted prominently at each program site where clients have the opportunity to read it at their leisure. The Cheyenne Center, its staff members, volunteers, consultants, or anyone acting as an agent for The Cheyenne Center shall not discourage, intimidate, harass, or seek retribution against client who try to exercise their rights or file a grievance. The Cheyenne Center, its staff members, volunteers, consultants, or anyone acting as an agent for The Cheyenne Center shall not restrict, discourage, or interfere with client's communication with an attorney or with HHSC 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. Formal grievances made by client must be recorded in the grievance log within 24 hours (72 on the weekends). An incident report will be completed within 24 hours.

The governing authority or its designee takes action to resolve all complaints promptly and fairly. The governing authority must forward all complaints that cannot be resolved to HHSC.

The Cheyenne Center shall have a process by which each client can appeal the decision. An Appeal Form is attached to the original Grievance Form to be filled out by the client if the original grievance is not resolved.

**I have had the grievance procedure explained to me, I was given the opportunity to ask questions and by my signature below acknowledge my understanding of the information above.**

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Consenter Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Staff Signature

\_\_\_\_\_  
Date

# PROCEDIMIENTOS PARA PRESENTAR UNA QUEJA DEL CLIENTE

El cliente puede buscar remedio por cualquier queja y puede reportar cualquier queja a cualquier empleado del Cheyenne Center. El cliente puede buscar asistencia para escribir su queja si no puede leer o escribir, o puede ser verbal en cuyo caso el empleado que reciba la queja debera reducir la queja verbal, escribirla inmediatamente y recibir la firma del cliente para asegurar que la queja fue registrada apropiadamente. Al cliente se le proveera, boligrafo, papel, sobre, sellos y acceso a un telefono al momento de pedir la orden para presentar una queja.

El Cliente debera tener acceso directo al Director Ejecutivo o persona designada, El Director Ejecutivo o persona designada debera ser responsable de presentar dicha queja en un periodo de no mas de 24 horas del cliente haber hecho la queja, la queja debera ser tomada al siguiente nivel o si el Director Ejecutivo determina que la informacion puede ser resuelta en un nivel diferente. El director Ejecutivo o persona designada debera informar a la autoridad governante si la queja no se resolvió en un periodo de 7 dias o a la satisfaccion del cliente.

Toda queja en todos los niveles deberan ser reconocidas en un periodo de no mas de 24 horas o (72 horas en fines de semana). El director del Programa Cheyenne Center informara al cliente de cualquier recomendacion o resultado de la investigacion en un periodo de 7 dias desde que la decision fue tomada, pero no mas de un periodo de 30 dias desde el dia en que la queja fue presentada. El personal de Cheyenne Center evaluara la queja detalladamente y objetivamente, y obtendra informacion adicional si es necesario. Si mas de 7 dias es necesario por la investigacion o por el progreso por la cadena de commando como esta escrito arriba, el cliente debera ser informado del estado de la queja en escrito, el progreso y aproximadamente cuando la queja sera resuelta y resultados una vez la queja halla sido resuelta. El cliente debera ser informado en escrito del progreso, aproximacion o resultados cada siete (7) dias por las duracion de la investigacion. El cliente tiene derecho a quejarse directamente con el Department of State Health Services Investigations Department o otras agencias en la siguiente lista a cualquier hora. La direcciones y numeros de telefonos del Department of State Health Services y otras agencias que aplican son las siguientes:

- Texas Health and Human Services Commission (Investigaciones)
- Texas Health and Human Services Commission Hotline: (800) 252-5400  
1100 W. 49th Street  
Post Office Box 80529  
Austin, Texas 78742  
(800) 832-9628
- Texas State Board of Medical Examiners (for reporting complains against licensed physicians)  
1812 Centre Creek Drive, Ste. 300  
Austin, Texas 78754
- Texas Department of Family and Protective Services - Child Protective Services (800) 252-5400  
4900 N. Lamar Blvd.  
P.O. Box 149030  
Austin, Texas 78714-9030
- Texas Department of Criminal Justice (512) 406-5752  
4616 West Howard Lane  
Austin, Texas 78728
- United States District Court (713) 250-5926  
Southern District of Texas Probation Office  
Post Office Box 61207  
Houston, Texas 77208-1207

El Procedimiento de quejas es legible y se publica de manera destacada en cada sitio los clientes puedan tener la oportunidad de leer en su tiempo libre. Empleados, voluntarios, consultantes y cualquier persona actuando como agente de Cheyenne Center no debera disuadir, intimidar, hostigar o interferir con la comunicacion con un abogado o con el Texas Health and Human Services Commission con el proposito de radicar un queja.

Todos los empleados y voluntarios son instruidos en los procesos de queja del cliente. Los empleados hacen todo esfuerzo en resolver informalmente la queja discutiendo la situacion o las circunstancias con el cliente. Empleados que sean envueltos en la queja no podran ser incluidos en la aceptacion, investigacion o la toma de la decision en cuanto a la queja. Todo empleado o voluntario debera presentar la queja formal escrita por el cliente en el expediente del cliente en 24 horas o (72 horas los fines de semana) y notificar al Director ejecutivo o (persona designada). Un reporte del incidente sera completado en 24 horas desde

que la queja fue presentada.

La Autoridad gobernante o autoridades designadas toma accion en resolver todas las quejas. La Autoridad gobernante debera pasar toda queja que no pueda ser resuelta al Texas Health and Human Services Commission. Toda queja y documentacion, incluyendo ultima accion tomada, son documentadas y archivadas en el archivo central.

Si el cliente no esta satisfecho con el resultado de la queja el cliente tiene derecho a apelar la decision. El documento de apelaciones esta junto a la forma de la queja original.

Se me ha explicado el procedimiento de quejas, se me dio la oportunidad de hacer preguntas y con mi firma a continuacion, reconozco mi entimiento de la informacion anterior.

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Firma del Cliente

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Fecha

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Firma del Consentimiento

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Fecha

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Firma del Empleado

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Fecha

## **TDCJ Client Grievance**

REFERENCE CITATION: C.33, D.1.S, D.2.S Grievance Procedures

### **POLICY:**

*The Contractor shall provide client a two-step grievance process for the identification and resolution of complaints, issues, or concerns regarding facility conditions, treatment, and potential violation of client rights, The Contractor shall resolve issues promptly.*

### **DEFINITIONS:**

Extension is additional time granted to complete an investigation and is documented on the *TDCJ-PFCMOD Grievance Notice of Extension (Attachment D)*. Step 1 and Step 2 grievances shall only have one 10-day extension; emergency grievances and disciplinary appeals are not eligible for an extension. An extension shall be used only in extreme situations; there should be no more than 10% of monthly grievances with an approved extension.

Grievance is a written complaint made by a client or on behalf of a client.

- **Step 1 Grievance** refers to any complaint regarding daily operations or an appeal of the Contractor's disciplinary determinations. These complaints may be provided to any staff member or placed in the grievance box. They do not qualify as an emergency grievance.
- **Step 2 Grievance** refers to a complaint regarding the investigative determination of a Step 1 grievance, excluding appeals of disciplinary determinations.
- **Emergency Grievance** refers to a complaint indicating an immediate threat to the welfare or safety of a client. An emergency grievance is not processed through the screening criteria and extensions shall not be applied. An initial response is required within 48 hours of receipt. A final decision shall be provided within five (5) days.
- **Repetitive Grievance** refers to a complaint previously identified and addressed.
- **Sexual Abuse or Sexual Harassment Grievance** refers to any allegation in which a dgent alleges inappropriate behavior of a sexual nature. (*Refer to the Prison Rape Elimination Act (PREA) Community Confinement Standards.*) Complaints of this nature do not have a time limit for submission and may be reported by a third party either verbally or written. The complainant may remain anonymous. All PREA complaints shall remain confidential and shall be investigated immediately.

### **PROCEDURES:**

#### **I. General**

- A. The TDCJ-PFCMOD grievance procedures shall be posted on client bulletin boards and provided during client orientation.
- B. TDCJ-PFCMOD Step 1 Grievance Form (Attachment A) and TDCJ-PFCMOD Step 2 Grievance Form (Attachment B) shall be readily available in client common areas for easy accessibility. Staff shall also provide appropriate grievance forms, if requested.
- C. A secure grievance box shall be in a central area, easily accessible to all clients. Contents shall be restricted to the Facility Director, Assistant Facility Director, and the Grievance Coordinator.
- D. Grievances shall be logged and tracked on the TDCJ-PFCMOD Grievance Log (Attachment H).
- E. Grievance time limits are based on **calendar** days, beginning with the day the grievance is received.
- F. Grievances shall be collected by the Grievance Coordinator Monday through Friday and shall be processed the next business day.
- G. All grievances and responses shall be confidential. Copies of grievance documents shall only be released upon written authorization by the Facility Director or TDCJ-PFCMOD.
- H. All staff, to include supervisors, and client shall actively participate in investigations and the resolution of grievances.
- I. All grievances returned to a client shall be folded and taped in a manner that the complaint and response are not visible to staff and client.

#### **VII. Step 2 Grievance**

- A. If the client chooses to appeal the determination of a Step 1 Grievance, the client shall complete the *TDCJ-PFCMOD Step 2 Grievance Form (Attachment B)* within 15 days from the date of the Step 1 grievance response from the Grievance Coordinator.
- B. The Grievance Coordinator shall log the grievance; attach the Step 1 grievance, response, and all supporting documentation; and send to the TDCJ-PFCMOD Grievance Coordinator at the following address:  
TDCJ-PFCMOD  
Grievance Coordinator  
Two Financial Plaza, Suite 300  
Huntsville, Texas 77340

#### **IX. Falsification of Grievance Complaints**

- A. A client found to have intentionally filed a false report or an allegation against another individual shall be subject to disciplinary action.

## DEFINITIONS

### ABUSE

Any act or failure to act that is done knowingly, recklessly or intentionally, including incitement to act that caused, or may have caused, injury to a client. Injury may include, but is not limited to, physical injury, mental disorientation, or emotional harm, whether it is caused by physical action or verbal statement. Without regard to actual proof of injury, client abuse is:

- any sexual activity between an employee, volunteer or board member of the facility and a client
- corporal punishment
- nutritional or sleep deprivation
- systematic provocation to fear
- the use of verbal or other forms of communication to curse, shame or degrade the value or self worth of a client, and/or
- threats of physical or emotional harm.

### NEGLECT

Actions resulting from inattention, disregard, carelessness, ignorance, or omission of reasonable consideration that caused, or might have caused, physical or emotional injury to a client. Examples of neglect include, but are not limited to, failure to provide adequate nutrition, clothing or health care, failure to provide a safe environment or failure to provide an environment free from client abuse.

### EXPLOITATION

An act or process to use the labor or personal resources of a client listed for another individual's monetary or personal benefit, profit, or gain.

**NOTE: Possible complaints are by no means limited to the categories listed above. Consult with Cheyenne Center's Program Director, Facility Director or CEO if you have any questions. Please do not be afraid to ask.**

### INDIGENT CLIENT

The definition reads as follows: "INDIGENT OFFENDERS" means offenders assigned to a Facility who have no more than \$5.00. These offenders have no family support, no visitation, and do not use the vending machines. Only these clients will be able to obtain hygiene products and detergent once the Primary Counselor places the client on the indigent client list permanently.

**Orientee** (yellow badges) clients are able to obtain hygiene products and detergent **during their orientation phase**. Once an Orientee levels up, then their Primary Counselor will need to permanently place the client on the indigent client list if the client meets the criteria for "indigent offenders".

**Intensive** (neon green badges) clients are able to obtain hygiene products and detergent also. Their Primary Counselor will need to permanently place the client on the indigent client list.

# CLIENT RIGHTS

All clients entering the Substance Abuse Treatment Program are entitled to the following rights:

- To accept or refuse treatment after receiving this explanation.
- If you accept treatment you may change your mind at any time, unless specifically restricted by law.
- To a humane environment that provides reasonable protection from harm and appropriate privacy for your personal needs.
- To be free from abuse, neglect and exploitation.
- To be treated with dignity and respect
- To appropriate treatment in the least restrictive setting available that meets your needs.
- To be told about the program's rules and regulations before you are admitted. Additionally, you and your legally authorized representative have the right and will be notified that it is the policy of the program not to restrain or seclude any client, in any way, at any time during treatment.
- To be told of the following before you are admitted.
  - a. the condition to be treated;
  - b. the proposed treatment;
  - c. The risks, benefits and side effects of all proposed treatment and medication(The Program does not prescribe medication);
  - d. The probable health and mental health consequences of refusing treatment; and,
  - e. Other treatments available and which ones, if any, might be appropriate for you.
  - f. The expected length of stay
- To have and take in the development of a treatment plan designed to meet your needs.
- To meet with staff to review and update this plan on a regular basis.
- To refuse to take part in research without that decision affecting your regular care.
- To not receive unnecessary or excessive medication (CRR does not prescribe any medication)
- To have information about you kept private and to be told about the times when information can be released without your permission.
- To be told in advance of all estimated charges, how much is paid on your behalf by other sources and any limitations on the length of services.
- To receive an explanation of your treatment or rights if you have questions while in treatment.
- To make a complaint to the facility/program Director and to receive a fair response within a reasonable length of time.
- To complain directly to the Texas Health and Human Services Commission (HHSC) at any time. To have a copy of these rights before you are admitted, including the address and phone number of the Texas Health and Human Services Commission (HHSC), PO Box 149030 Austin, TX 78714-9030 (Telephone 1-800-458-9858, Option 6).
- 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.
- 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.
- 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 Texas Health and Human Services Commission (HHSC) at any reasonable time.
- 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.

**I have had my Client Rights explained to me, I was given the opportunity to ask questions and by my signature below acknowledge my understanding of these rights.**

---

Client Signature

Date

---

Consenter Signature

Date

---

Staff Signature

Date

## Derechos del Cliente

Todos los clientes que entran en el programa de tratamiento y abuso de sustancias tienen derecho a los siguientes derechos:

- Aceptar o rechazar el tratamiento después de recibir esta explicación.
- Si usted acepta el tratamiento usted puede cambiar de opinión en cualquier momento, a menos que específicamente restringido por la ley.
- A un entorno humano que brinde una protección razonable contra daños una privacidad adecuada para sus necesidades personales.
- Estar libres de abuso, negligencia y explotación.
- Ser tratados con dignidad y respeto
- A tratamiento adecuado en el entorno menos restrictivo disponible que satisfaga sus necesidades.
- Que se les diga sobre normas y reglamentos del programa antes de que lo internen. Además, usted y su representante legalmente autorizado tienen el derecho y se le notificará que es la política del programa no restringir o recluir a cualquier cliente, de cualquier manera, en cualquier momento durante el tratamiento.
- A decir de los siguientes antes de que lo internen.
  - a. la condición a ser tratada;
  - b. el tratamiento propuesto;
  - c. Los riesgos, beneficios y efectos secundarios del tratamiento propuesto todo y medicamento (el programa no prescribe medicación);
  - d. Las probables consecuencias para su salud, y salud, mental si se rehusa tratamiento
  - e. Otros tratamientos disponibles y cuáles eventualmente podrían ser apropiados para usted.
  - f. La duración prevista de estancia
- De obtener en el desarrollo de un plan de tratamiento diseñado para satisfacer sus necesidades.
- Para cumplir con el personal para revisar y actualizar este plan de manera regular.
- Negarse a participar en la investigación sin esa decisión que afecta su asistencia regular.
- No recibir medicación innecesaria o excesiva (CRR no prescribe ningún medicamento)
- De mantener su información en privado y que se le informe cuando se puede liberar información sin su permiso.
- De obtener de antemano un estimado de todos los cargos, cuánto se paga en su nombre por otras fuentes y limitaciones en la duración de los servicios.
- De recibir una explicación de sus derechos o tratamiento si usted tiene preguntas durante el tratamiento.
- Realizar una denuncia en contra de el centro o el director del programa y recibir una respuesta razonable dentro de un período razonable de tiempo.
- A quejarse directamente al Texas Health and Human Services Commission (HHSC) en cualquier momento. Tener una copia de estos derechos antes de que lo internen, incluyendo la dirección y número de teléfono de la Departamento de Comisión de salud y Servicios Humanos de Texas (HHSC), PO Box 149030 Austin, TX 78714-9030 (teléfono 1-800-458-9858, opción 6).
- Usted tiene el derecho a tener sus derechos explicados en términos simples, de forma que entiendan dentro de 24 horas de admisión.
- Usted tiene derecho a no ser refrenado o colocado en una habitación cerrada solo a menos que sea un peligro a si mismo o a otros.
- Usted tiene el derecho a comunicarse con personas fuera de la instalación. Esto incluye el derecho a tener visitas, hacer llamadas y enviar y recibir correo cerrado. Este derecho puede ser restringido en forma individual por el médico o la persona a cargo del programa si es necesario para su tratamiento o para la seguridad, pero incluso entonces puede comunicarse con un abogado o los servicios de salud de Texas Health and Human Services Commission (HHSC) en cualquier momento razonable.
- Si usted consintió al tratamiento, usted tiene el derecho a dejar la instalación en cuatro horas de solicitar liberación a menos que un médico determine que representan una amenaza de daño a si mismo y a otros.

---

He obtenido explicación de mis derechos de cliente, se me dio la oportunidad de hacer preguntas y por mi firma a continuación reconozco mi entendimiento de estos derechos.

---

Firma del cliente y fecha

---

Consenter firma y fecha

---

Fecha y firma del personal

## **TDCJ Client Discipline**

**Cheyenne Center is committed to providing a safe, dignified place for those individuals sincerely seeking help for their alcohol and drug problems. Therefore, discipline may be taken by clinical staff members to maintain order and to act in the best interest of all clients**

### **Procedure:**

Client's shall be informed of the disciplinary procedures and provided with a copy of the procedures during orientation. Cheyenne Center shall provide copies that are available in both Spanish and English. The Spanish translation will be provided to Spanish-speaking offenders who are unable to communicate effectively in spoken English.

Cheyenne Center shall notify the Department's Parole Officer or CSCO within 24 hours of a violation. The notification may be verbal and shall be documented in the offender's file. The parole/probation officer shall be contacted to schedule a team meeting to address the violation. The meeting shall occur within 48 hours of the violation, but no later than 5 working days from the date the parole/probation officer is notified.

The treatment team shall meet to review and evaluate the violation. All members of the team are encouraged to provide input and recommendations regarding the matter.

The treatment team shall come to a consensus regarding the treatment modification for the offender.

Modifications shall address the behavior to be changed and shall be appropriate for the seriousness of the violations.

Modification shall reflect appropriate changes in treatment strategies or modalities in relation to the offender's behavior.

Treatment modifications reached by the team are considered binding on the offender.

The team may impose single or multiple modifications as they determine appropriate.

When treatment violations are also violations of the rules or condition of release, the Parole/probation officer shall record the violation and treatment modifications in the Offender's records.

Offender progress Report/Treatment Team Meeting forms shall be completed at the End of the Treatment Team Meeting. All members shall sign and date the report. A copy of the report shall be distributed to all members of the Treatment Team.

**TREATMENT VIOLATION:** The following are examples of treatment violations:

- Missing Treatment sessions.
- Curfew violations.
- Missing drug testing appointments
- Dishonesty
- Refusing to accept personal responsibility
- Abuse of medication.
- Refusing to obey sanctions or modifications.
- Use of illegal or prohibited drugs.

**TREATMENT MODIFICATIONS:** Single or multiple actions taken by the treatment team that changes or alters the plan of treatment for the offender. Modifications are not necessarily disciplinary in scope, but address identified treatment deficiencies. Modifications are intended to revise the treatment plan, and may include:

- Increased contact with counselors.
- House restriction/curfew
- Increased Drug testing.
- Verbal/written reprimand.
- Increase treatment sessions.
- Peer group pull-up
- Added treatment modalities.
- Other reasonable actions.

**SUPERVISION VIOLATIONS:** Actions that undermine the integrity of the parole/probation supervision process, pose a hazard to the offender or community, or in other ways seriously jeopardize the offender's ability to function within the framework of parole/probation or mandatory supervision. These violations require a higher level of discipline than a treatment violation. Examples of conduct in this category are:

- Absconding
- Major rules violations
- Use of illegal or prohibited drugs
- Law violations
- Out of place

**SUPERVISION SANCTIONS:** Single or multiple actions may be taken by the parole/probation officer in response to the offender's behavior. Sanctions are punitive in scope and provide a consequence for inappropriate behavior and should be graduated, beginning with the least restrictive measures and working up to the most restrictive measures depending on the predicted outcome with the offender.

**TREATMENT TEAM MEETINGS:** Appropriate staff personnel will participate in treatment team meetings to discuss and review the progress of the offender in treatment. Team meeting will also take place to address client's negative behavior or supervision violations.

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

Cheyenne Center shall provide the Department's Parole Officer or Community Supervision and Corrections Officer with reports and recommended sanctions, within ten (10) days of the notification, in the event an offender commits a violation.

Cheyenne Center shall maintain a master file of all disciplinary reports and actions taken. The Program Director shall determine the nature of the violation (treatment or supervision).

Each incident of client discipline shall be documented in the client record.

## **TDCJ Disciplina del Cliente**

El Cheyenne Center se compromete a proveer un lugar seguro, digno para individuos que sinceramente buscan ayuda para su problema con el alcohol y las drogas. Por lo tanto, disciplina puede ser aplicada por los miembros del personal del Cheyenne Center para mantener orden y en el mejor interes de todos nuestros clientes.

El Cheyenne Center debe notificar al departamento de libertad provisional, al oficial de libertad provisional o al supervisor de correccion de la comunidad en unas 24 horas de la violación. La notificación puede ser verbal y debera ser documentada en el record del ofensor. El oficial de libertad provisional debera ser contactado para fijar una reunion de equipo para examinar la violación. La reunion debera ocurrir en un periodo de 48 horas de la violación, y no mas de 5 dias de trabajo desde el dia que el oficial del departamento de libertad provisional fue notificado.

El equipo de tratamiento debera reunirse para evaluar la violacion. Todos lo miembros del equipo son motivados a proveer su opinión y recomendación en cuanto a la situacion.

El equipo de tratamiento debera tomar una decision unanime en cuanto a las consecuencias y el tratamiento para modificar la conducta del ofensor.

Violaciones de tratamiento son tambien violaciones a las reglas y condiciones de su libertad, el oficial de supervision comunitaria debera registrar la violación en el archivo del ofensor.

### **Violaciones de Tratamiento:**

- Faltar a sesiones de tratamiento.
- Violaciones de toque de queda.
- Faltar a una cita para prueba de drogas.
- Deshonestidad.
- Rehusar y aceptar responsabilidad personal.
- Abuso Verbal o profanar al equipo de tratamiento o otros clientes.
- Posesion de contrabando.

### **Accion disciplinaria:**

- Aviso Verbal
- Reunion con el personal de tratamiento/Assignacion terapeutica
- Contrato de Conducta
- Dar de Alta al pedido del personal terapeutico

El cliente que repite la violación o acumula infracciones puede ser dado de alta ordenado por miembros del tratamiento.

Todas las acciones disciplinarios serán vistos por los miembros del tratamiento y será escrito en detalle. Todas las acciones disciplinarios incluiran razones por la accion disciplinaria, conducta alternativa apropiada al comportamiento y consecuencias si continua con una conducta no aceptada.

# **SANCTIONS**

## **BREAKING HOUSE RULES**

Breaking House Rules will result in a Verbal pull-up or a non-compliance form.

## **BREAKING CARDINAL RULES**

Client will be restricted to property except to go to work until an emergency team meeting is held.

The outcome may be:

1. 30-day total restriction to property until a disciplinary team meeting is held.
2. Client will need to go to clinical staffing.
3. Possible termination from the program.



## **WEEKEND ACTIVITY PASS RULES (when allowed)**

**Policy:** Cheyenne Center utilizes a written pass policy which is in compliance with TDCJ's established procedures to ensure client and community health, safety and welfare.

### **Procedure:**

Clients are advised of this policy during orientation.

Clients may not receive passes while in the orientation phase of treatment.

Clients will not be allowed to receive weekend pass on the last weekend of the month due to Family Day.

Client is required to attend an outside 12-Step meeting during this pass.

No client is to leave the facility on the weekend prior to 10:00 a.m. unless previously approved by Counseling Staff. Clients who are approved must have written authorization at the tech stations.

Clients who are unemployed may not leave the facility prior to AMD on any day. When leaving the facility clients must have a Plan of Action signed by the primary Counselor in their folder at the Tech Station.

Clients are allowed to receive overnight passes with the approval of the treatment team which will have at least one representative from the Department or Community Supervision and Corrections Department.

Written/verbal approval of overnight passes must be obtained from the Client's Parole or Community Supervision Officer and shall be maintained in the client's records.

Clients of Cheyenne Center are allowed passes (24 hours or less) and furloughs (42 to 48 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 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.
- One approved twenty-four (24) hour pass is allowed approximately two weeks before discharge and is part of the Discharge Plan.
- Clients must request a pass in writing from their counselor by Wednesday at 9:00 p.m. The counselor will approve or disapprove the pass and advise the client on Friday morning.
- 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. Criminal Justice clients will not be furloughed out of town or state without a Travel Permit issued by their Parole/Probation Officer. The Managing Supervisor will notify the appropriate officials when a client is furloughed.

## MEAL SIGN-UP GUIDELINES

Clients are served three meals and two snacks each day. Please read the following.

**T-Sack = Breakfast & Lunch. Lunch sack = Lunch. Late Tray = Dinner.  
These must be picked up and signed for at the lobby desk upon departure for sack meals or at designated times for late trays.**

- If you will be off property during lunch to conduct Job Search or other official business approved by your Counselor, you are eligible to receive a sack lunch. If you know in advance that your business off property will cause you to return later than 5 p.m. you may sign up for a late tray.
- **If you need a sack meal or late tray, you must sign up on the appropriate list to receive the meal.**
- If you are employed and will not be on property for breakfast, lunch or dinner, Cheyenne Center, Inc. will provide meals for you in the form of a T-Sack (Breakfast/Lunch), Lunch Sack and/or a Late Tray according to your needs. The T-Sack combination is distributed between the hours of 4:00 am and 6:00 am. The Lunch Sack is distributed after 6:00 am. Late trays are usually reserved for employed clients, but there are circumstances when unemployed clients need them and may request them.
- If you signed for a late tray and return to the property before 3:00 pm you must **go to kitchen staff and request that your name be removed from the late tray list** in order to eat in the dining room at the regular meal time.
- If approved for a weekend activity pass, you are not eligible for a sack lunch or a late tray.
- **If approved for hospital/clinic or any medical pass, you will be given a sack lunch upon departure and a sack lunch upon return.** If approved for an appointment, you will be given a **sack lunch upon departure and a late tray upon return. Please make sure you sign up appropriately.**
- If approved for school, you are eligible for a late tray.
- If approved for an outside 12-step meeting, you are not eligible for a late tray.

## SPECIAL DIET REQUEST

**If you have special dietary needs, you must provide documentation to your Counselor from a medical professional or from your TDCJ med sheet listing known allergies.** You must complete a Special Diet Request form (signed by your Counselor). This form is included in your Orientee Packet. Special diet request forms are also located in the dining room serving line area near the coffee maker. **Once your Counselor signs the form, return the form to kitchen staff.**

## **MEALTIME/SNACK TIME PROCEDURE**

**There is no talking during any mealtime. This helps the kitchen serve meals in a timely manner.**

- Morning snack time is from 10 am to 10:15 am.
- Morning snacks for clients in Quarantine (due to Covid-19 policy) is from 10:45 am to 11:00 am.
- Morning snacks are generally passed out by designated personnel near the dining room entry doors.
- Evening snack time is listed as per your client schedule and are normally passed out in tech station 3.
- **DO NOT SHAKE ANY VENDING MACHINE.** You will be held accountable. Vending machines are “use at your own risk”. Refunds are never guaranteed.
- There is no eating or drinking in the main building, lobby area, or any group rooms.
- **Food and Drinks ARE NOT ALLOWED in any client room.**

Mealtime is a structured activity and part of the treatment process – it is not Free Time. All clients must line up and present their badge to receive a meal at the scheduled time. **Late meal arrivals detained by Counselors must present a Counselor’s Meal Pass. Those without a meal pass will receive a sack meal.**

Late trays will be eaten in the dining room only. The drinks, plastic ware and microwaves are in the dining room near the kitchen serving doors.

**Monday and Tuesday, late trays are passed out at 8:30 pm.** During any head count time, you will remain in the dining area, and you will not leave the dining area until head count is clear. Late tray dining is complete when everything is cleaned up and the chairs put back to their upside-down position on top of the table.

**Wednesday through Sunday, late trays are passed out at 7:50 pm.** You will be responsible for cleaning up your area and returning the chairs to their upside-down position on top of the table.

**PLEASE, THERE IS NO TALKING DURING MEALTIME.  
THANK YOU FOR YOUR COOPERATION.**

**PLEASE DO NOT THROW AWAY FOOD SERVICE ITEMS. THIS  
INCLUDES CUPS, BOWLS, SPOONS, FORKS, AND TRAYS.**

**DO NOT TAKE FOOD OR DRINK OUTSIDE ANY DINING AREA  
Food and Drinks ARE NOT ALLOWED in any client room.**

## PERSONAL SAFETY AND MEDICAL DISCLAIMER

I, \_\_\_\_\_, understand and acknowledge the following:

- I understand and acknowledge that it is my responsibility to attend to my own safety while on Cheyenne Center's premises. This includes, but is not limited to, the following:
  - I will not run up and down the staircases
  - I will hold onto the rails while 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 that Cheyenne Center is not responsible for my personal health or safety.
- I understand that Cheyenne Center does not carry any type of medical insurance on clients.
- I agree that 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 property, whether said illness, accident or injury occurs on the property or not.
- I understand that if illness, accident, or injury should occur, Cheyenne Center will assist me in meeting my medical needs through local resources.
- I understand that any debt I incur as a result of medical treatment for illness, accident or injury will be my responsibility.

### MEDICAL EMERGENCIES

In case of a medical emergency, immediately summon a Cheyenne Center staff member to assess the situation. All Cheyenne Center staff members are certified in First Aid and CPR. They will determine whether it is necessary to call 911. First Aid Kits are maintained in the medication rooms, the kitchen, all Tech Stations, and the Front Lobby.

If it is determined to be a medical emergency, a Cheyenne Center employee will make the call. A Medication Monitor or Tech Assistant will monitor the client until EMS arrives.

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Consenter Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Staff Signature

\_\_\_\_\_  
Date

## **CLIENT PROPERTY POLICY (TDCJ)**

**Cheyenne Center is not responsible for loss, theft or damage of any property belonging to a Cheyenne Center client.** 90% of our clients are from the criminal justice population. 100% of our clients are from the drug and alcohol abuse population. Please do not bring anything to Cheyenne Center that you can't afford to lose.

**The following is the policy of the Texas Department of Criminal Justice and its contractual facilities (i.e., Cheyenne Center Inc):**

**In the event of your death,** *your belongings are kept for 30 days from date on the Client Property Tag. Once that date has expired, your clothing is donated to the haberdashery for indigent clients. Any "paperwork" will be bagged up your belongings.*

**If you are admitted to the hospital,** *your belongings are kept for 30 days from date on the Client Property Tag. Once that date has expired, your clothing is donated to the haberdashery for indigent clients. Any "paperwork" will be bagged up your belongings.*

**If you are arrested,** *your belongings are kept for 30 days from date on the Client Property Tag. Once that date has expired, your clothing is donated to the haberdashery for indigent clients. Any "paperwork" will be bagged up your belongings.*

## **AWOL/ABSCOND POLICY**

**If you make the choice to AWOL or ABSCOND,** *your belongings are kept for 30 days from date on the Client Property Tag. Once that date has expired, your clothing is donated to the haberdashery for indigent clients. Any "paperwork" will be bagged up your belongings.*

We will make every effort to safeguard your property for 30 days. However, be aware that Cheyenne Center is a very large facility. We are open 24 hours a day and lots of people are in and out of the facility all the time.

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Client Signature

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Date

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Staff Signature

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Date

## **CLIENT PRIVILEGES**

### **Telephone Usage**

**Payphone Usage Friday, Saturday & Sunday during Free Time according to Client Level**

**TV in Group Room and/or Day Room**

**Free Time between Groups**

**Day Passes**

**Overnight Passes**

**Store Passes**

**Vending Machine Usage**

## **TDCJ COMMISSARY ACCOUNTS**

Instructions on how to close out your commissary account follow:

Write to: **TDCJ-ID  
INMATE TRUST FUND  
ATTN: MS. BLAIR  
POST OFFICE BOX 99  
HUNTSVILLE, TEXAS 77342-0099**

Your TDCJ number is your account number.

Provide TDCJ with your correct mailing address.

Make sure to sign your request letter with the name that is on your TDCJ Identification Card.

## **MONEY ORDERS / CHANGE / CLIENT SAVINGS**

Instructions on how to get money order cashed: All money orders that are \$60 or less can be cashed from designated staff on Monday, Wednesday, and Friday from 11:30 am to 1 pm in Room 201. Money orders can be made out to “Cheyenne Center” or to client name. Any time the check or money is over the \$60 amount, the entire amount will be put into a client savings account in Room 201. The client will be given a receipt showing the amount that was deposited.

### **WE DO NOT CASH ANY PERSONAL CHECKS, PAYCHECKS, OR TDCJ CHECKS.**

If the client is needing money from his account, the client needs to fill out the client savings form. His counselor needs to sign the form. The client will bring this form to Room 201 along with the original receipt. \$60 is the maximum amount that can be pulled from the savings account unless the client is paying for his 25% assessment fee. Money can be pulled out every 7 days.

**Client Savings: When the client is discharged, the client certificate and savings form must be filled out and signed by his counselor 3 days in advance of his discharge date.** If this isn't done in advance, provide the designated staff member with a good address to where the check will be mailed to, along with a good phone number.

Instructions on how to get change for the vending machine: Change for the vending machine is passed out Monday, Wednesday, and Friday from 11:30 am to 1 pm by the designated staff member in Room 201.

# CHEYENNE CENTER

## Contraband List

The following items are considered Contraband and may not be possessed by clients. **This list is not all inclusive** and Cheyenne Center reserves the right to change this list at any time and/or to decide what is and is not Contraband. **Clients in possession of contraband will be held accountable, sanctioned, and in some cases discharged.** *Obtaining a receipt IS NO guarantee you will get the item back.*

### TURN THESE ITEMS IN TO ANY SUPERVISOR:

- Drugs
- Prescription or OTC (over-the-counter) drugs (medication must be turned into the Med Tech)
- Alcohol (liquor or rubbing alcohol, mouthwash containing alcohol). Clients may have hand sanitizers.
- Drug Paraphernalia
- **\*\*\*Urine altering products (i.e. whizzinator) are contraband when found at any time, except for condoms that are still in the package**
- **\*\*\*Cell Phones (only field placement clients get receipts)**
- **\*\*\*iPods, or any type of Music Player, DVD and/or VHS movies, DVD and/or CD players, Cameras, or Video Equipment, Stereos, Pagers, Ear Phones, or any other Electronic Devices\*\*\* (see below)**
- **\*\*\*Dice, Playing Cards or Lottery Tickets or any other “Gambling” paraphernalia**
- **\*\*\*Jewelry** (watches and wedding bands are the only jewelry allowed to be worn on property)
- **\*\*\*Weapons, any item or altered item that may be used as a weapon (including wallet chains)**
- **\*\*\*Intoxicants, any item homemade or free world (including any illegal item)**
- **\*\*\*Ammunition**
- **\*\*\*Explosives**
- **\*\*\*Combustibles**
- **\*\*\*Controlled Substances**
- Electric clippers/shavers and Irons are not allowed to be kept in any client room
- Straight razors, single razors, and razor-sharp objects
- Eating utensils (knives, forks, spoons, bowls, plates, glasses, etc.)
- Clothing with writing or graphics that is sexual or sexually suggestive, anti-social, foul, satanic, racist, sexist, violent or deemed inappropriate for this program is not permitted.
- Pornographic and/or sexually explicit material (movies, magazines, photos, etc.)
- No Beverages (including water bottles) may be brought into the Facility
- No Cigarettes (As of September 1, 2014)
- No backpacks of any kind (As of August 1, 2014)

### WE DO NOT KEEP THE FOLLOWING ITEMS:

- Chewing Gum
- Food or Drinks
- Swisher Sweets, Cigars or Tobacco Pipes of any kind
- No chewing tobacco, rolling tobacco or rolling papers
- No “dip” or “snuff” of any kind allowed
- No incense of any kind
- Power drinks (Red Bull, Monster, etc.)
- Aerosol cans or pressurized containers
- Bleach (detergent containing bleach is allowed)

## **LEVEL POLICY**

Programs with Step or Level systems must be approved by the facility director and must comply with the following standards:

- Criteria for entering each level are defined in writing and stated in behavioral terms.
- Criteria are applied equally to all clients.
- Privileges, rewards, restrictions and other consequences corresponding to specific levels or behavior are therapeutically indicated as determined by the supervising Qualified Credentialed Professional, defined in writing, implemented consistently as written, and documented in the client record.
- There is a written policy to ensure that clients are not detained against the legal consenters' will.
- Clients are provided the opportunity for eight (8) continuous hours of sleep.
- Clients are encouraged to take responsibility for maintaining their own living quarters and for day-to-day housekeeping activities of the program. Such responsibilities are clearly defined in writing and assistance and equipment are provided as needed.
- Clients are afforded appropriate medical or psychiatric care.

### **Criteria for Level Change**

1. Clients requesting to be considered for a higher level must turn in a level request to their primary counselor with all weekly paperwork by 9:00 p.m. Wednesday. All request for Level 1, 2 & 3 need to have an essay attached on why you should be considered.
2. Your primary counselor will present your level request on Thursday during the treatment team staffing.
3. Approved level request will be announced in community meetings.
4. If you are approved for a higher level, your privileges for the new level will not take place until the following Monday. (Do not request for passes/privileges you do not have! If you do, all will be denied.)
5. Clients with consistent rule violations will be recommended for loss of level.
6. Violations of facility rules and cardinal rules will result in automatic return to Level Zero (0) status. (how long will be determined by staff.)
7. All level forms must be filled out completely and neatly or they will be denied.

## **Criteria to move to Level 1**

- ◆ Must completed 10 days of Orientation.
- ◆ Must be on structure.
- ◆ Must be actively beginning job search.
- ◆ No late returns (curfew violation).
- ◆ Must have completed Step 1 workbook.
- ◆ Must use Encounter Group. (a minimum of 3 slips weekly)
- ◆ Must use verbal pull-ups.
- ◆ Must meet required group hours.
- ◆ Must have family participation or your sponsor attend Family Education group.
- ◆ Must be in compliance with your Treatment plan assignments.
- ◆ No room or bed violations. (clean and organized)
- ◆ On time to group and other activities.
- ◆ No abuse of medical facilities or medications.
- ◆ Respect peers and staff.
- ◆ Must always use chain of command.
- ◆ Must have a 12-Step Sponsor.
- ◆ Must have a little brother.
- ◆ Must have shared Life Story in a client led group. (Living Sober Groups)

## **Criteria to move to Level 2**

- ◆ Must have been on level 1 for a minimum of 10 continuous days.
- ◆ Must continue to meet all requirements of Level I.
- ◆ No behavioral sanctions for a minimum of 10 days straight.
- ◆ Must hold a structure position.
- ◆ Must actively be on job search.
- ◆ No late returns (curfew violation).
- ◆ Must have completed Step 1 and 2 workbooks.
- ◆ Must use Encounter Group. (a minimum of 5 slips weekly)
- ◆ Must use verbal pull-ups.
- ◆ Must have shared Life Story in a client led group. (Living Sober Groups)
- ◆ Must meet required group hours.
- ◆ Must have family participation or your sponsor attend Family Education group.
- ◆ Must have a little brother.

### **Criteria to move to Level 2 (concluded)**

- ◆ Must be in compliance with your Treatment plan assignments.
- ◆ No room or bed violations. (clean and organized)
- ◆ On time to group and other activities.
- ◆ No abuse of medical facilities or medications.
- ◆ Respect peers and staff.
- ◆ Must always use chain of command.
- ◆ Must have a 12-Step Sponsor

### **Criteria to move to Level 3**

- ◆ Must have been on Level 2 for a minimum of 15 days.
- ◆ Must continue to meet all requirements of Level II.
- ◆ Display role model behavior 24/7.
- ◆ Must be employed.
- ◆ Must have a savings with a minimum of \$300.00.
- ◆ Must have a sponsor.
- ◆ Must have completed Step 1, 2 and 3 workbooks.
- ◆ No late returns (curfew violation).
- ◆ Must use Encounter Group weekly.
- ◆ Must meet all group hours.
- ◆ Must have a little brother.
- ◆ Must be in compliance with all treatment assignments.
- ◆ Must volunteer to work with Orientation classes and duties.
- ◆ Must volunteer for Kitchen duties a minimum of 2x per month.
- ◆ Must facilitate a client led group.
- ◆ Must be able to recite the Disease Concept.
- ◆ Family Education participation form family or sponsor.
- ◆ Must be actively involved with structure and completing duties.
- ◆ Always use verbal pull-ups.
- ◆ Rooms and beds clean and organized.
- ◆ Welcoming of newcomers.
- ◆ Must not abuse medication!

## Level Privileges

### Orientation

- ◆ 10-day Orientation
- ◆ No appointments for 5 days (except P.O. and emergencies)
- ◆ No outside 12-step meetings
- ◆ Must sit in front row of all groups
- ◆ Feet off floor on Friday and Saturday by 10 p.m. (in your room, in your bed OR in designated area)
- ◆ Phone (In Counselor's Office Only)
- ◆ May watch TV daily

### Level Zero (0)

- ◆ Feet off floor on Friday and Saturday by 10 p.m. (in your room, in your bed OR in designated area)
- ◆ Phone (In Counselor's Office Only)
- ◆ May watch TV daily
- ◆ May go out on job search (must be back on property before 4:00 p.m.)
- ◆ May attend outside meetings one time per week

### Level One (1)

- ◆ One 8-hour pass Saturday or Sunday
- ◆ Must return from pass by 9:00 p.m. on Saturday and 5:00 p.m. on Sunday
- ◆ May use pay phone during **free time** (on Friday only)
- ◆ May watch TV daily
- ◆ May go out on job search (must be back on property by 4:00 p.m.)
- ◆ May attend outside meetings one time per week
- ◆ No outside dances
- ◆ Feet off floor on Friday and Saturday by 11 p.m. (in your room, in your bed OR in designated area)
- ◆ Curfew on Saturday is 9:00 p.m. and Sunday 5:00 p.m. (back on property)

## **Level Two (2)**

- ◆ Eligible for a 10-hour pass Saturday and Sunday.
- ◆ May attend outside dances
- ◆ May attend outside meeting two times per week
- ◆ May use pay phone during **free time** (on Friday & Saturday only)
- ◆ May watch TV daily
- ◆ Feet off floor on Friday and Saturday by midnight. (in your room, in your bed OR in designated area)
- ◆ Curfew on Saturday is 10:00 p.m. and Sunday 6:00 p.m. (back on property)

## **Level Three (3)**

- ◆ Eligible for a 24-hour pass two times per month or a 12-hour pass Saturday and Sunday
- ◆ May attend outside dances
- ◆ May attend outside meetings three times per week
- ◆ May use pay phone during **free time** (on Friday, Saturday & Sunday only)
- ◆ May watch TV daily
- ◆ May have sponsor visit during the week for one hour
- ◆ Feet off floor on Friday and Saturday by midnight. (in your room, in your bed OR in designated area)
- ◆ Curfew on Saturday is 10:00 p.m. and Sunday 6:00 p.m. (back on property)

## Common TC Terminology/Language

Acting Out	Occurs when someone feels the need to shock and attract attention, usually by acting silly or childish, or by other inappropriate behaviors.
Bad Rapping	Belittling someone who is not present in the conversation.
Band-Aiding	Taking sides with an individual who is being confronted by another individual. Also known as Red Crossing.
Being Aware	Knowing what is going on at all times around you.
Bouncing	Means that a person is unorganized, scattered, and frustrated. Usually occurs when a person gets caught up in their job function and is trying to get everything done at the same time.
Cardinal Rules	These rules protect the community from behaviors that threaten the viability of the community. An infraction will warrant severe consequences or expulsion from the community.
Care and Concern	Demonstration of interest in the well being of a peer. Can be expressed in a variety of interactions to express the message, “The reason I am bringing this to your attention is because I care about you and don’t want to see you mess up your life.”
Flip It	Occurs when a client who is being confronted for inappropriate behavior tries to make it look like the person confronting him is the one who is really at fault. Also known as Turn It Around.
Get A Grip	To develop self-control. Also used to tell a person to take care of something that may have been left unattended.
Getting Blown Away	Same as receiving a Blow Out. Being yelled at by staff or peers. Occurs when one is being confronted in a Therapeutic Peer Reprimand (TPR) or a group and is given a very strong and very long lecture about his behavior and attitude.
Getting Caught Up	This refers to getting into arguments or squabbles outside of encounter group.
Guilt	Feelings of remorse for behaviors and actions.
Gut Level	A serious, open, and honest conversation.
Haircut	A severe form of TPR (see Therapeutic Peer Reprimand).
Hang-Up	Having trouble with problem solving.
Hiding Out	When a person uses work as a means of escape and avoidance of interpersonal relationships.
House Rules	These rules are usually specific to the TC, violations result in mandatory pull-ups and may result in learning experiences.

House Tools	The basic treatment techniques used in the TC.
Image	A façade, a shield.
Indictment	Occurs during the Encounter Group process when a peer describes the negative attitude or behavior of the peer who is being confronted and also describes his own feelings concerning the attitude or behavior.
Jacket	A reputation for displaying undesirable behavior.
Jailing	Holding on to your negative behavior patterns (street code).
Leaking	May occur in a resident who has an understanding of TC concepts but reverts to old attitudes or behaviors. Displaying negative attitude or behavior on the floor. It is also a form of negative verbal feedback.
Learning Experience	An assignment given to a resident by the staff, when the resident has displayed a negative attitude and/or behavior or has broken a rule. It is designed to help the client reflect on his behavior and to learn from it. It can include loss of privileges or status, extra duties assigned, essay writing, public apology to the family and/or other consequences. (L.E.)
Lug Dropping	A quick form of giving information, giving only a hint, or implying what you mean instead of stating it clearly.
Negative	A value, attitude or behavior that is destructive to a resident or others.
Negative Contracts Negative Contracting	To allow your brother to drown by saying nothing about his negative behavior.
On Ban	Being prohibited to talk to or have anything to do with a person or persons until you have earned that right.
Peer Group	A group of residents on the same community level with approximately the same time in the program, with the purpose of establishing truth and honesty.
Peers	A group of residents who have similar areas of need and are working toward a common goal of positive behavior change.
Personalizing	Taking anything that someone says in general as a personal remark.
Positive	A value, attitude or behavior that is constructive and goal directed.
Power Thrust	Displaying the need for power, control, and dominance.
Projection	Consciously or unconsciously assigning your own ideas, impulses, or motives to someone else.
Pull-Up	To make someone aware of their negative behavior in order to raise their awareness of the behavior. May be verbal or written. To reinforce attitudes of mutual self help. To make each client more accountable for his actions and behavior.

Push-Up	Acknowledgment of positive attitude or behavior. Examples are supportive statements, applause, handshakes, and back pats.
Rat Pack	Two or more persons verbally attacking an individual in group.
Red Crossing	To come to someone's aid in a group, and therefore depriving that person of the opportunity to see the reality of what they are being confronted with.
Selling Wolf Tickets	Verbally threatening another client or clients. This would include verbally threatening to book someone or threatening violence.
Sense of Entitlement	Feeling above others.
Shooting a Curve	Going to someone else when someone already told you what the answer was (by passing or going around until you get the answer you want). Going around the structure.
Spare Parts	A learning experience given for displaying negative behaviors. The peer is required to work in the House during his free time.
Stuffing Feelings	Keeping feelings locked up inside, which may result in physical illness or explosions of anger.
Superman Haircut	A haircut that is blown out of proportion and given to an individual by any number of his peers.
Talking To	When a resident is given information in a positive manner after displaying negative behavior.
Therapeutic Community	A residential, drug-free treatment modality that is highly structured and ritualized. Residents confront each other's negative attitudes and behaviors and work together to achieve positive change.
Trafficking/Trading	When a peer receives or exchanges personal items of value that goes against the TC program rules.
Treatment Team	A group of people, including the offender, who make decisions about substance abuse treatment. Team members may include counseling staff, parole or probation officer and family members.
Virtue Encounter	Encounter group in which individual's positive characteristics are brought to attention.

## **TPR Investigation Process**

The SOD and COD will get the TPR's out of the box and count them. A panel will first be run to find out if the client owns the ticket written on him. The Senior Coordinator will insure there is a COD Monday through Friday.

The client will be called before the investigation panel which consists of the SOD and COD. The client will stand in front of the panel with his hands behind his back. A peer or staff will read the ticket to him stating the negative behavior and the date and time the behavior was portrayed. The client will own or disown the behavior and he will write this on the back of the ticket. If the client owns the behavior the ticket will be placed in the "to run" folder. If the client disowns the behavior, he will need to have two witnesses and the ticket will be placed in a "to be investigated" folder.

Upper structure and counselors will investigate after all tickets are owned or disowned. The investigation consists of questioning the witnesses of both parties. If a disowned ticket is found to be valid the ticket will be placed in the "to run" folder. If the ticket is found to be invalid it will be deleted from the client's record.

The counselor can send an invalid ticket, or a ticket written on an encounter behavior to encounter group. A counselor cannot discard or disregard a ticket. During the investigation process all clients who do not own their ticket must stay in the room until all witnesses are called in. The client being booked needs two witnesses for the investigation. The person writing the ticket needs two witnesses. The person writing the ticket will remain anonymous.

## SIGN IN / SIGN OUT PROCEDURE

**\*\*Do not come to check your folders for plans of actions, etc. until after 4 pm daily\*\***

A client is not eligible to receive a weekly client pass until he has met all the following criteria of having completed 10 days of Orientation, passed the Orientation Test, completed the PREA class, and has had his initial TTM. The procedure must be followed as outlined by all.

**If you do not have a job, you must shave daily before signing out.** Prior to signing out, clients must have appropriate documents approved by your primary counselor or authorized staff evidenced by staff signature. These documents include plans of action, weekend work passes, weekend activity passes and employment verification. **All blanks must be filled completely and initialed by the Counselor in the “approved” column. The entire form must be signed by the Counselor or it is invalid. Any error whatsoever on any paperwork, a strike-through, a cross-out, etc., must be initialed by the Counselor or it is invalid. We will not call your Counselor because accuracy on your paperwork is your responsibility.**

The following restrictions disallow a client to sign out: Quarantine, and Total Freeze. If a client has restrictions he will not be allowed to sign out until the restrictions are removed by his Primary Counselor or other authorized staff.

The following is an outline of client responsibility when entering the count room to sign in or out. This list is not all-inclusive. **Always follow any directive you are given otherwise you will be asked to leave the sign out room:**

- Step to the desk and provide your name for the tech assistant serving you.
- **Proper job search attire:** Collared shirt tucked in, pants not sagging, belt (if available), no beard if unemployed, and shoes. **If you are not properly dressed or write “Job Search” instead of “Interview” in the activity column, we WILL NOT call your Counselor for approval. You must have your job search form at the time you sign out for job search or job interview.**
- Approved documentation must be already in the client sign out folder or presented at the time of sign out (including your job search form).
- **Bring your own pen.**
- Be present at the time approved for departure.
- Wait for instruction from the tech assistant before beginning sign out process.
- Print all information requested on the sign out form in the appropriate space and clearly, indicate a.m. or p.m. when documenting time.
- Allow tech assistant to verify all information prior to leaving.
- Do not ask questions or engage in conversation that does not pertain to sign out.
- Conduct yourself in an orderly manner or you may be asked to step to the end of the line.
- Proceed directly to the lobby desk after signing out.
- **Please plan for your day.** **Once you have signed out you will not be allowed to return to your room (use the restroom in the front lobby). You will be held accountable.**

**\*\*Sign in / sign out procedures will cease 15 minutes prior to head count time for all head counts from 8:00 am through 10:00 pm\*\*No unescorted movement on property is allowed\*\***

**\*\*\*CLIENTS who put 8 am on their plan of action WILL NOT BE ALLOWED TO SIGN OUT until after the 8 am Head Count is cleared. If your activity is JOB SEARCH you will not sign out until 8:45 am and you will return by 4:00 pm. No exceptions to either rule even if your plan of action is approved by your Primary Counselor.\*\*\***

## **APPROVED TIMES TO SIGN OUT (when allowed)**

- **Social Services Department** – (6 am to 2 pm)
  - \* Social Security Office
  - \* Operation I.D.
  - \* Vital Statistics
  - \* DPS
- **Job Search (Friday)** – (9 am to 2 pm) Client must list at least three listings for completed job search approval)
- **Work Source (Thursday)** – (9 am to 2 pm) Client must get the job search form signed upon arrival and signed upon departure by a TWC employee **before** returning to the facility)
- **HCC** – Houston Community College (6 am to 2 pm)
- **Medical prescription refills** – (6:30 am to 2 pm) LBJ & Aldine Clinic. Client must get documentation from an employee of the facility **before** returning to Cheyenne Center.
- **Hospital/Clinic non-emergency requests** – (6 am to 2 pm) Client must get documentation from an employee of the facility **before** returning to Cheyenne Center.
- **12 Step Meeting** – (No signing out for 12 step meeting on Monday & Tuesday).  
(Worker only) – 4 pm to 10 pm; (non-Worker only) – 10 am to 4 pm
- **Store Runs\*** – (Wednesday through Friday) for non-Worker; (Saturday and Sunday) for Worker.
- **Store Run\* times between the hours of 9 am – 2 pm. (Walmart only)** Must bring back receipt.

\*If hygiene run, must be completed at Family Dollar or Fiesta Mart. (Client only has 2-hour pass) and must bring back a receipt of purchase.\*

If you have an appointment, please attach the appointment slip to the plan of action.

# **SIGN IN / SIGN OUT POLICY**

## **CLIENT MONITORING PS-15**

### **Governing Rules: TDCJ Contract**

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

### **Procedure:**

Cheyenne Center, Inc. ensures 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, Inc. 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, Inc. 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 except for 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 pass signed by their counselor in order to leave the facility for any trip but job search or work.
- 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 logbook 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.

Cheyenne Center, Inc. utilizes a written pass policy which is in compliance with TDCJ's established procedures. Clients are advised of this policy during orientation. Clients are allowed to receive overnight passes with the approval of the treatment team which will have at least one representative from the Department or Community Supervision and Corrections Department.

Clients of Cheyenne Center, Inc. are allowed passes (48 hours or less) and furloughs (48 hours or less) 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 client is eligible for a Daily Activity Pass which does not exceed eight (8) hours.
- 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, Inc. 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. Criminal Justice clients will not be furloughed out of town or state without a Travel Permit issued by their Parole/Probation Officer. The COO will notify the appropriate officials when a client is furloughed.

Cheyenne Center, Inc. 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, Inc. 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, Inc. 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, Inc. 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, Inc. has developed, implemented, and documents a daily system for physically counting all clients assigned to Cheyenne Center, Inc., 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 operational staff at designated times which include, but are not limited to:

Offender Headcount Schedule for 1st and 2nd Shift:

- Mon & Tue – 8 am, 4:20 pm and 10 pm
- Wed, Thu & Fri – 8 am, 2:45 pm and 9:30 pm
- Sat & Sun – 8 am, 4:20 pm and 9:30 pm

Offender Headcount Schedule for 3rd Shift

- 3 Head Counts, Mon & Tue – 12 am, 1:30 am and 3:00 am
- 4 Head Counts, Wed & Thurs – 11:30 pm, 12:30 am, 1:30 am and 3:00 am
- 3 Head Counts, Fri, Sat & Sun – 12:30 am, 1:30 am and 3:00 am

This provides for at least one offender count per shift and seven counts during each twenty-four (24) hour period.

## **CLIENT LOCATION VERIFICATION**

### **Governing Rules: TDCJ Contract**

**Policy:** Cheyenne Center shall verify in writing, on a weekly basis, at least one location of each offender as indicated on the sign-in/sign-out sheet. Verification is maintained in the offender’s record or the sign-in/sign-out sheet shall include, but not be limited to, job search activity, employer, and pass location.

**Procedure:** Every time you leave the facility for any reason, you must bring back proof of where you’ve been. Acceptable forms of verification can be, but is not limited to, job search record form, 12-step sign-in sheet, signed business card, signed business brochure, and receipts.

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Staff Signature

\_\_\_\_\_  
Date

# SEARCH POLICY AND PROCEDURE

## SEARCHES AM-15

**Governing Rules:** TAC 40, PART 3 §448.708  
TDCJ C.3, C.4 Supportive

**POLICY:** Cheyenne Center does conduct client searches. Client searches include personal searches and searches of a client's property or sleeping quarters.

### PROCEDURE:

- 1) Facility staff will follow the approved TDCJ SEARCH Procedure, which is attached.
- 2) Client searches may only be conducted to protect the health, safety, and welfare of clients, including detection of drugs and weapons.
- 3) Searches shall be conducted in a professional manner that maintains respect and dignity for the client.
- 4) Facility staff shall not conduct a directly observed strip search of any client.
- 5) A witness shall be present during all client searches.
- 6) Staff and witnesses involved in a personal search shall be the same gender as the client.
- 7) A personal search will instruct the client to empty his pockets and take off his shoes and remove his socks to be inspected.
- 8) All client searches with the exception of incidental search of clients returning to the center from a hygiene run or pass shall be documented in the client record, including the reason for the search, the result of the search, and the signatures of the individual conducting the search and the witness.

### Pat Search Policy and Procedure:

Facility staff shall follow the approved TDCJ PAT SEARCH Procedure.

Client searches are necessary and conducted to protect the health, safety and welfare of clients including detection of drugs and weapons.

Searches shall be conducted in a professional manner that maintains respect and dignity of the client. A witness shall be present during all client searches.

Staff witnesses involved in a personal search shall be the same gender as the client.

All client searches, with the exception of incidental search of clients returning to the center from a hygiene run or pass, shall be documented in the client record, including the reason for the search, the result of the search, and the signatures of both the individual conducting the search and the witness.

### **Client "Pat" Searches**

Pat searches will be conducted each time a client returns to the facility returning from the community or if there is a need/reason/suspicion. Searches shall be conducted in a professional manner that maintains the respect and dignity of the client. Staff will conduct pat searches where the facility's monitoring system (camera) is present, if possible. All cross-gender pat searches will be documented by facility staff.

### **Cross-gender Pat Searches**

Cross-gender pat searches will not occur unless there are exigent circumstances. All staff will be trained in how to conduct cross-gender pat-down searches and searches of transgender and intersex clients, in a professional and respectful manner, and in the least intrusive manner possible, consistent with security needs.

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Client Signature

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Date

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Staff Signature

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Date

# Urine Drug Screening Policy and Procedure

## PS-20 Urine Drug Screening

**Governing Rules:** TAC 40, PART 3 §448.704 Supportive  
TDCJ C.3, C.4 Supportive

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

### **Procedure:**

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

- Alcohol
- Amphetamines (AMP)
- Barbiturates (BAR)
- Benzodiazepines (BZO)
- Buprenorphine (BUP)
- Cocaine (COC)
- Ecstasy (MDMA)
- K2 / K3
- Marijuana (THC)
- Methadone (MTD)
- Methadone Metabolites (EDDP)
- Methamphetamine (MET, mAMP)
- Morphine (MOP)
- Opiates
- Oxycodone (OXY)
- Phenylclidine (PCP)
- Propoxyphene (PPX)
- Tricyclic Antidepressants (TCA)

Staff members will be responsible for the collection of all urine samples. Staff will observe clients urinate in the receptacle. Staff will wear gloves during the entire procedure of handling urine.

The procedure is as follows:

- A staff member must observe the collection of urine and notate the start time.
- Failure to submit a urine sample within one hour of the start time will result in discharge from the program.
- After the specimen is in the cup the client will bring it out of the bathroom and set the specimen on the counter.
- The client will place the security strip over the top of the cup securing the lid to the cup.
- The client will sign his name and write the date on a white label and place the label around the cup making sure to cover both ends of the security strip.
- The client will fill out the Drug Screen Result form.
- The Tech Assistant (or staff member) will verify that all blanks are filled in on the form.
- The client will put the form into a plastic zip lock bag.
- The client will wrap the bag around the cup and secure it with a rubber band.
- The client then places the specimen upright in the appropriate refrigerator (TDCJ, HHSC or Federal).

**URINE SPECIMEN COLLECTION PROCEDURE**

1. There must be a same sex witness present.
2. The collector will inspect the collection area for any items used to disrupt the collection process or adulterate the specimen itself.
3. The collector will verify the identification of the client.
4. The collector ensures that the required information on the UA Log Form, drug-Screen Form and the white securing label tag are complete.
5. The collector directs the client to remove any unnecessary outer clothing (e.g. coat, jacket).

**\*\*THE CLIENT IS NEVER INSTRUCTED TO REMOVE OTHER ARTICLES OF CLOTHING SUCH AS SHIRT, PANTS OR UNDER GARMENTS.\*\***

6. Client must turn pockets out, lift pants legs and wash hands prior to being provided a specimen collection cup.
7. The client will stand on the white painted footprint image either directly facing the mirror or at a 45-degree angle with back against the wall.
8. The client will lower the waist band of his pants and under garment to mid-thigh level. (Approximately 2 inches above the knee.)
9. The *client* will handle the collected specimen during the labeling process.
10. Once all documents have been inspected to have all necessary information the client will place the thin security label across the specimen then the wider white tag around the side of the UA Cup. The UA Cup and paperwork will be placed in separate bags banded together with a rubber band and the client will place it in the appropriate marked refrigerator.

Urine specimens will be tested by trained staff only. The testing of the specimen requires a Tester and a Witness. If the urine specimen has been refrigerated, it must warm to room temperature before testing. The Tester will remove the test card from the sealed pouch and remove the cap from the sampling tips. The Tester will then immerse the sampling tips into the urine specimen for about 15 seconds. Next the test is placed on a flat surface with the cap on. The Tester will read the result of the drugs of abuse test in 5 minutes. The alcohol test will be read in one minute. Do not interpret the result after ten minutes. After testing the Tester and the Witness will complete the Drug Screen Results Form. If applicable, Positive results are to be reported to the Parole and/or Probation Officer by the Primary Counselor or SOD within the hour.

A client with a positive UA will be required to meet with the clinical team for counseling and planning. A positive UA will result in a Behavioral Team Meeting and could result in discharge from the program.

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Staff Signature

\_\_\_\_\_  
Date

## **Full House Restriction Guidelines**

The Therapeutic Community is placed on Full House Restriction when 70% of the community is engaged in the following violations of the program on a repeated basis resulting in a hazardous climate for the TC community, or otherwise seriously jeopardizes the clients' ability to function within the framework of the TC program. Reasons to place entire community on Full House restriction include, but are not limited to:

- Refusal to participate in assigned chores or activities.
- Disrespecting Family Members and/or Staff.
- Failure to utilize verbal pull-ups, TPR'S, encounter groups and failure to hold peers accountable for violating rules of the TC program.
- Failure to attend groups as scheduled or being late for groups.
- Walking out of groups
- Being in another family member's room.
- Use of profanity or profane gestures toward staff or around staff and in the community.
- Failure to use appropriate lines of communication.
- Inappropriate verbal reaction.
- Failure to return to the facility on time from daily activity passes or appointments.
- Failure to comply with contraband rules by being in possession of anything listed as Contraband in the Client Handbook (page 36).
- Physical violence, threats of physical violence or intimidation against peers.

## **Full House Restriction Guidelines**

1. All Structure Positions will be cancelled.
2. All Clients will be placed on LOP.
3. All Clients will return to Orientation Level (for their privileges).
4. Clients will G.I. on all free time unless given other instruction by staff.
5. All Client Activity Passes (weekend and work) are cancelled unless approved by primary counselor through TTM staffing with Parole or CSO officer.
6. Leaving the Center is prohibited except for medical or psychiatric emergency (all Plan of Actions must be approved by a counselor).
7. Any client that is given permission to leave the facility for emergency reasons will need to contact the facility every hour that they are at the hospital until they have been seen by a physician and have received a completed Physician's Report. Cheyenne Center will transport all clients to the hospital for emergency purposes.
8. No job search.
9. Client will be allowed only 15 minutes visitation on Saturday.
10. Family members will not be allowed to bring any items while on Full House Restriction (unless the client has just arrived at Cheyenne Center the day of or after the Full House Restriction begins or unless a written approval is given by Counselor.)
11. Payphone privileges will be cancelled until further notice. Clients may use phones in their counselor's office or designated area only.
12. Clients with jobs may keep their existing work schedules; however, no overtime or weekend work passes will be approved.

13. Clients with jobs must go straight to their job site and must return to property within one hour (by car) and two hours (by bus) when released from work.
14. Television privileges will be restricted to the news and only at the following times: 5:30 am and 4:30 pm.
15. The only reading material allowed in the rooms must be recovery related.
16. Each room will elect a Room Leader and an Assistant Room Leader as their representative to staff. No individual client may approach a staff member directly. All questions and requests must be made in writing and given to staff by the room leader or his assistant. The exception to this is any medical, medication or safety issue that is urgent. The Room Leaders are the only liaisons between client and staff and will be the clients' voice in the community meetings. This means that each client may interact with his roommates during the time they are in their rooms (recovery talk). While outside clients may speak only when being asked a question by staff. However, clients may speak to appropriate staff with urgent medical, medication or safety issues.
17. Therapeutic work assignments must be completed by all clients and submitted when due or entire community will be held back.
18. Failure, or refusal, to comply with any rule or completion of assignment will result in the immediate notification to the Parole/CSO officer.
19. Staff will announce groups, meals, breaks and medication time.
20. Smoke breaks will be given at mealtime and at other designated times.

**The following procedure will take place when the TTC Therapeutic Community is placed on Full House Restriction:**

- The Department (TDCJ/Parole Division and CJAD/Community Supervision) will be notified of violations and for approval for Full House Restrictions.
- Once approval has been granted by TDCJ/CJAD, clients will assemble in the following group rooms (big group room, dining room and small group room).
- All clients on property will undergo personal search and room search. Clients will be present during the room search.
- The clients will be notified of the specific violations and causes for the full house restriction.
- The full house restriction guidelines will be read to the clients in a group setting to help the clients understand the reason for Full House Restriction.
- The Department will be notified of any changes in the full house restriction by e-mail.
- Full House Restriction will be evaluated on a daily basis by the clinical staff and privileges will only be given back with the approval of the entire clinical team approval and The Department.
- Once the clients have fulfilled all requirements of Full House Restriction and the Clinical Team and The Department agree to take the TTC community off of Full House Restriction, the TC Community will be assembled and the announcement will be made.

## **CELL PHONES (TDCJ)**



# **Cell phones are not allowed at Cheyenne Center!!**

**Confiscation of a cell phone will result in a Disciplinary Treatment Team Meeting with possible recommendation for discharge, along with the following possible sanctions:**

1. Structure position will be immediately cancelled.
2. Client will be placed on LOP.
3. Client will return to Orientation Level (for their privileges).
4. Client will G.I. on all free time unless given other instruction by Staff.
5. Client Activity Pass is cancelled unless approved by Primary Counselor through TTM staffing with Parole or CSO officer.
6. Client will continue to go to work if already employed. However, no overtime work hours will be allowed.

**Cell phones that are confiscated  
will NOT BE given back to you!!**

**(As of July 1, 2011)**

## SWIMMING POOL (TDCJ)

**Policy:** Cheyenne Center will allow clients to utilize the swimming pool at the Company's discretion according to the clients' schedule. All persons visit the pool at their own risks.

**Warning:** No lifeguard on duty.

**Procedure:** Clients utilizing the pool must turn their badges into the designated tech station (TDCJ Count Room or HHSC Tech Station) each time. All clients, except for clients placed on quarantine, will be allowed to use the pool during RECREATION TIME on Wednesdays and Fridays. Pool times are posted for more information.

- All persons visit the pool at their own risk.
- Owners and management not responsible for accidents or injuries.
- Please shower before using the swimming pool.
- Proper attire required. Swimming suits only.
- No glass, food or pets allowed in or around the swimming pool.
- No soaps or oils allowed.
- No loud or boisterous play.
- Management reserves the right to deny use of pool to anyone or to close the pool at any time.



We want you to have fun, but please obey the rules!

### **TDCJ POOL SCHEDULE (Days and times subject to change)**

**Saturdays, from 1:30 pm – 3:30 pm (Free time. You may not swim if you have a make-up group, you are LOP or have extra duty)**

**(Saturdays: Intensive Clients only swim from 3:30 pm to 4:10 pm because Intensive Clients are in group from 1:30 pm – 3:30 pm)**

**Sundays, from 12:50 pm – 1:50 pm (Recreation time\*\*)**

**(Sundays: Orientees' Orientation Group starts at 2 pm.)**

**Wed/Fri, from 3:15 – 4:30 pm (Recreation time\*\*)**

**\*\*During Recreation (all clients including LOP or Extra Duty may swim)\*\***

# Emergency Procedures For Evacuation

Signage inside all building exits provides evacuation assembly point locations (where to assemble if you must evacuate the building).

## Prepare:

Determine in advance the nearest exit from your ROOM and the route you will follow to reach that exit in an emergency. Establish an alternate route to be used in the event your route is blocked or unsafe. (See facility map on page 56)

## During Evacuation:

- If time and conditions permit, secure your ROOM and take with you important personal items such as wallet, glasses, etc.
- Follow instructions from STAFF.
- Check doors for heat before opening. (Do not open door if hot.)
- Walk — DO NOT RUN. Do not push or crowd.
- Keep noise to a minimum so you can hear emergency instructions.
- Use handrails in stairwells; stay to the right.
- Assist people with disabilities (see below).
- Move to your evacuation assembly point unless otherwise instructed.

## If relocating outside the building:

- Move quickly away from the building.
- Watch for falling glass and other debris.
- Stay with STAFF who will keep track of employees and clients from your area.
- **If you have relocated away from the building, DO NOT RETURN until notified that it is safe to do so.**

## Evacuation of Clients/Clients

- In the event of an emergency, the person in charge shall immediately contact the Chief Executive Officer or designee.
- Call 9-1-1 to report the situation.
- Once the Chief Executive Officer or designee arrives and determines that the situation requires evacuation, all facility employees on property shall report to their supervisor and begin to evacuate the clients to safety.
- A command center shall be established per the Chief Executive Officer's direction. This should be in a convenient location out of the line of danger.
- The Chief Executive Officer, or highest-ranking person at scene, shall become the "Commander" in order to direct people to areas needing assistance.
- Alternate placement for clients must be arranged. The Chief Executive Officer, or highest-ranking person at scene, shall designate someone to coordinate a shelter.
- The Chief Executive Officer, or highest-ranking person on scene, shall assign a second person to coordinate transportation.
- Once a shelter is arranged, the Commander shall designate a meeting spot outside of the facility. Clients shall be evacuated from the building in an orderly fashion.
- All departmental personnel shall report to the designated location with the supplies they are assigned to gather.
- **The Program Director shall be responsible for tagging and identifying all clients upon evacuation. They shall also be responsible for ensuring that the clients' medical records are transported with the client.**
- Direct care staff and counselors will be responsible for caring for clients. The MED TECH ON DUTY shall be responsible for taking the medication to the meeting spot.
- Direct care personnel will be responsible for gathering all linens and supplies needed for client care. If possible, attempts should be made to gather client clothing also.
- Dietary personnel will be responsible for gathering food and dietary supplies.
- **The Counselors will be responsible for contacting family members to notify them of the disaster and where clients are being transported.**
- The counselors may also have to reassure and supervise family members and on-lookers that may arrive on the scene.

- **The senior resident shall be responsible for the facility pets.**
- The Chief Operations Officer shall gather all departmental employee schedules and the employee roster, as well as other pertinent business office supplies and records.
- The Tech Assistant Supervisor, or designated person, shall check all rooms before leaving the grounds. An "X" should be marked on each door to verify that the room is empty.
- All available staff members shall assist with a last walk through of the building to ensure that no clients or staff members are left behind.
- Once everyone has been evacuated and all supplies gathered, boarding of clients and supplies for relocation shall begin in an orderly fashion.
- **The Program Director shall be responsible for keeping an official roster with names of clients, staff, board members, and volunteers present at the time of disaster and during the evacuation.**
- Information to be recorded shall include name of client and next of kin/responsible party; shelter transferred to and person accompanying client; medications, med sheet, and chart sent with client to location of transfer.

#### **Evacuation of Non-Ambulatory Disabled Persons**

- Evacuation may not be necessary or advisable. Many stairwells are designed to provide temporary protection from fire or other danger. An able-bodied volunteer should stay with a wheelchair user in the platform area of the stairwell while a second person notifies emergency personnel or paramedics of the exact location of the wheelchair user.
- If immediate evacuation is necessary, be aware of the following considerations:
- Wheelchairs have many moving parts; some are not designed to withstand stress or lifting.
- You may need to remove the chair batteries. Life support equipment may be attached.
- In a life-threatening emergency it may be necessary to remove an individual from their wheelchair. Lifting a person with minimal ability to move may be dangerous.
- Wheelchairs should not be used to descend stairwells, if at all possible.
- Non-ambulatory persons may have respiratory complications. Remove them from smoke or fumes immediately and determine their needs and preferences.
- Always consult with the person in the chair regarding how best to assist them.
- The number of people necessary for assistance.
- Ways of being removed from the wheelchair.
- Whether to extend or move extremities when lifting because of pain, catheter leg bags, plasticity, braces, etc.
- Whether to carry forward or backward on a flight of stairs.
- Whether a seat cushion or pad should be brought along if the wheelchair is being left behind.
- In lieu of a wheelchair, does the person prefer a stretcher, chair with cushion/pad, or car seat?
- Is paramedic assistance necessary?

#### **Visually Impaired Persons:**

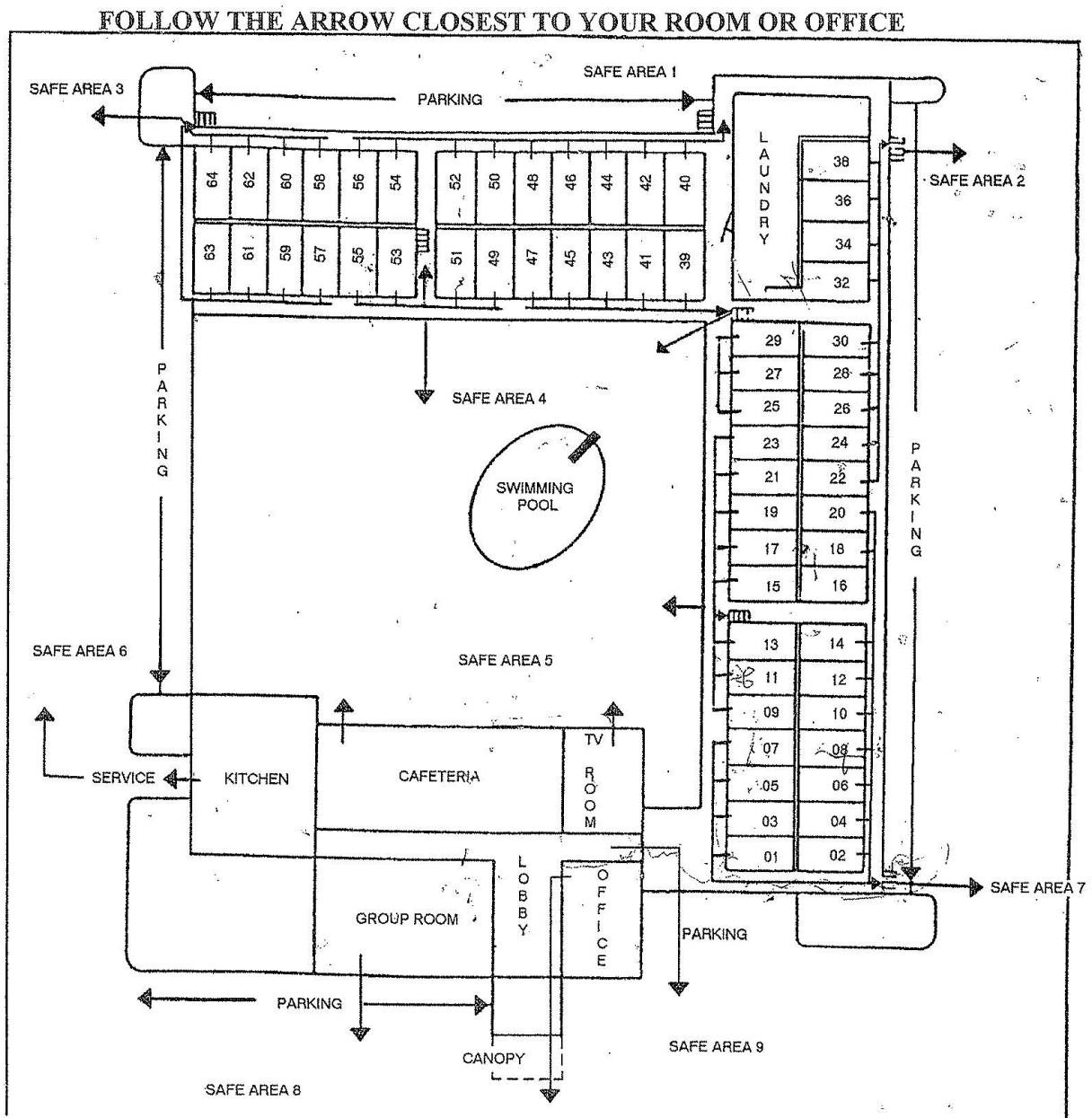
- Most visually impaired persons will be familiar with their immediate work area. In an emergency describe the nature of the emergency and offer to act as a "sighted guide" — offer your elbow and escort him/her to a safe place.
- As you walk, describe where you are and advise of any obstacles.
- When you have reached safety, orient the person to where you are and ask if further assistance is needed.

#### **Hearing Impaired Persons:**

- Because persons with impaired hearing may not perceive emergency alarms, an alternative warning technique is required. Two methods of warning:
- Write a note describing the emergency and the nearest evacuation route. ("Fire. Go out rear door to the right and down, NOW!")
- Turn the light switch off and on to gain attention, and then indicate through gestures what is happening and what to do.

## "Shelter in Place"

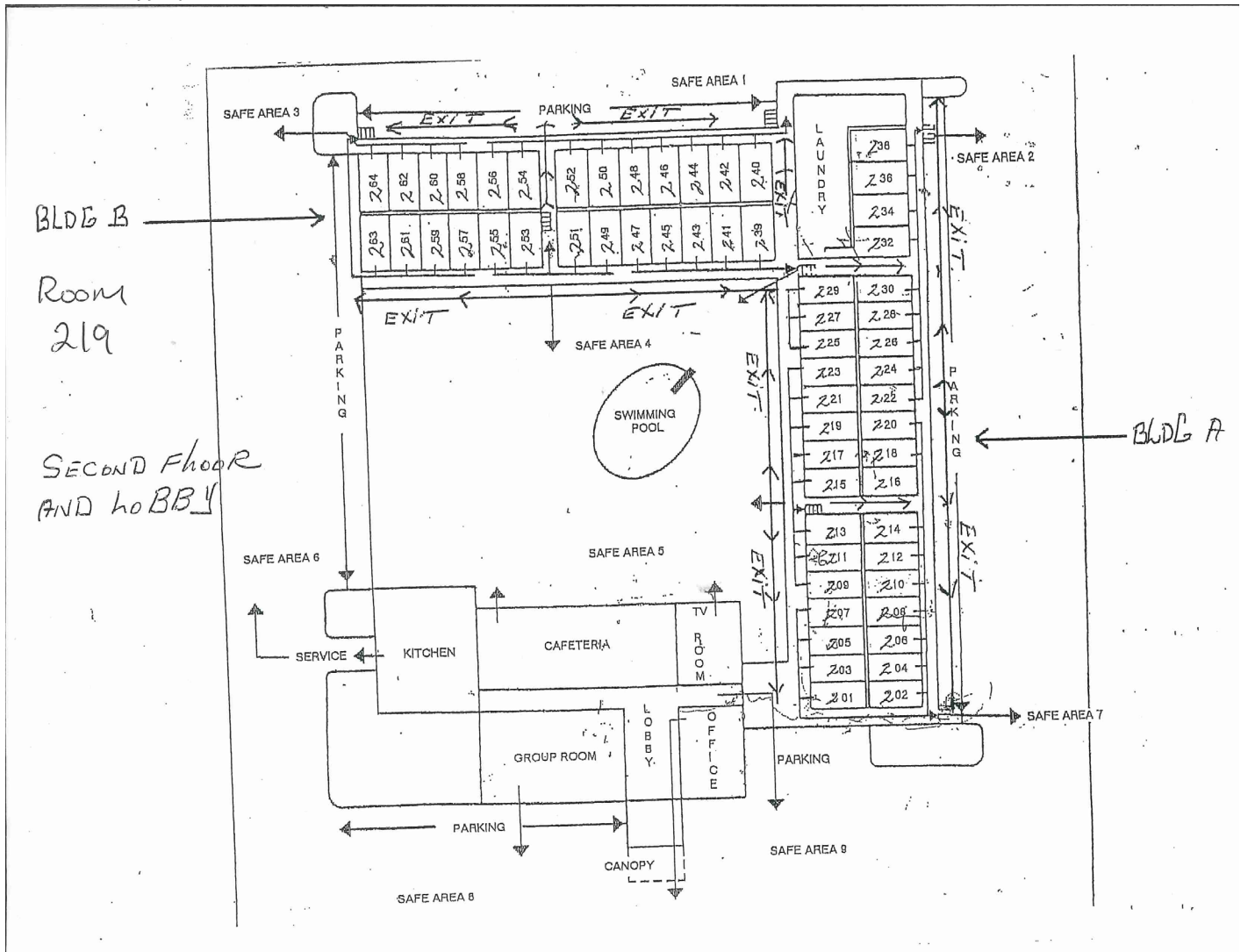
- During certain emergency situations, particularly chemical, biological, or radioactive material releases and some weather emergencies, you may be advised to "shelter in place" rather than evacuate the building.
- Stay inside the building (or go indoors as quickly as possible).
- Quickly locate supplies you may need such as food, water, radio, etc.
- If possible, go a room or corridor where there are no windows and few doors.
- If there is time, shut and lock all windows and doors. (Locking them may provide a tighter seal against chemicals).
- Push a wet towel up against the crack between the door and the floor to seal it.
- In the event of a chemical release, go to an above-ground level of the building; some chemicals are heavier than air and may seep into basements even if the windows are closed.
- Turn off the heat, fans, air conditioning or ventilation system, if you have local controls for these systems.
- Drink bottled, stored water, not water from the tap.
- If possible, check for additional information via radio or television for further details.
- Do not call 911 unless you are reporting a life-threatening situation.



**When the "all clear" is announced:**

- Open windows and doors.
- Turn on heating, air conditioning or ventilation system.
- Go outside and wait until the building has been vented.

CC.PP.99-102



## CHEYENNE CENTER ROOM INSPECTION FORM

To document compliance check "C" if non-compliant check an "N"

#	Room # _____ Date: _____ Time: _____	C	N
1	<b>ODOR</b> - Smells Clean not musty. No odor of smoking.		
2	<b>CEILING &amp; WALLS</b> - No mildew, leaks, posters.		
3	<b>WINDOW &amp; BLINDS</b> - Window & windowsill clean, blinds dusted.		
4	<b>FURNITURE</b> - Dusted, No clutter, no broken drawers, no extra.		
5	<b>VANITY COUNTERTOP</b> - Clean, dry, organized.		
6	<b>VANITY BOWL</b> - Clean, working stopper, fixtures, edges caulked.		
7	<b>MIRROR</b> - Clean, no chips, no cracks, no sharp edges.		
8	<b>TOILET</b> - Clean, no urine or smell of urine.		
9	<b>TUB</b> - Surface clean, no mildew.		
10	<b>SHOWER TILE</b> - Grout clean, no scum.		
11	<b>SHOWER CURTAIN</b> - Clean, no mildew or scum.		
12	<b>LIGHTS</b> - Working bulbs. (bulbs not covered with anything, off when clients not present).		
13	<b>GFI OUTLET</b> - No signs of burns.		
14	<b>TRASH CAN</b> - Empty, clean. (soda cans and candy wrappers means eating in room).		
15	<b>AIR CONDITIONER</b> - Set at 73 degrees, filter clean (summer or winter).		
16	<b>FRONT DOOR</b> - Clean, no prevention of closing or locking.		
17	<b>DOOR ENTRY AREA</b> - Door mat in place, no trash or debris at entry.		
18	<b>FLOORS</b> - Swept and mopped daily.		
19	<b>CONTRABAND</b> - Complete an incident if any found.		

To document compliance write "C" if non-compliant write an "N"

CLIENT	A	B	C	D
BED – MADE NEATLY BED SPREAD TIGHT NOTHING STORED ON BED OR RAILS/LADDER				
TOWELS-NOT ON FURNITURE OR BED HANGING ON HOOKS PROVIDED				
CLOTHING NEATLY FOLDED OR HANGING				
SHOES – THREE PAIR PER CLIENT. STORED AT HEAD AND FOOT UNDER BED B & D				
PERSONAL ITEMS – RAZORS, TOILETRIES TOOTHBRUSH, SOAP ETC. STORED NEATLY				

ROOM INSPECTED BY: \_\_\_\_\_

# MAIL

## **Governing Rules: TAC 40, PART 3 §448.705, TDCJ C.3.20**

**Policy:** Cheyenne Center will handle client correspondence in as safe and secure manner as possible.

**Procedure:** The mail drop is located at the Front Lobby Tech Station. The outgoing mail is taken to the post office once a day (Monday through Friday). Stamps are provided to indigent clients for legal and government mail (lawyer, parole/probation, income tax, etc.).

Mail is picked up from the post office once a day Monday through Friday. Mail is not picked up on Saturdays or holidays. Clients are responsible for following USPS procedures for forwarding mail or filing a change of address.

**After a client discharges, all mail will be stamped “Return to Sender” unless the client makes prior arrangements with Ms. Glenda Howell before being discharged. Clients can leave a self-addressed stamped envelope or leave his telephone number for Ms. Howell to get in contact with the client should any mail arrive.**

Incoming mail is sorted and logged in and then distributed at Tech Station #3 by the assigned Mail Tech Assistant Monday through Friday. All clients on property will receive their mail directly **and will sign for receipt of the mail**. It is the responsibility of the client to check the posted list to see if he has mail. Mail distribution times are generally at 12:30 pm, 5:30 pm, and during the last scheduled break before 10 pm.

**All incoming LETTER MAIL, BOXES, or PACKAGES should be addressed in the following manner:**

“JOHN DOE”  
“C/O Cheyenne Center, Inc. / TDCJ”  
“10525 Eastex Freeway”  
“Houston, Texas 77093”

The local post office is, unfortunately, very unreliable. We are not responsible for any mail other than Registered Mail or Certified Mail with a Return Receipt Request attached that has been signed by a Cheyenne Center employee. **We are responsible only for mail that can be tracked and has been signed for by a Cheyenne Center employee. THE CHEYENNE CENTER IS NOT RESPONSIBLE FOR LOST, DAMAGED OR MISSING MAIL.**

Cheyenne Center, Inc. supports the 1 box minimum policy. However, the assigned Mail Tech Assistant will review each situation on a case-by-case basis if a client receives more than one package for the first time. Family members are utilizing other means to send items to the clients they may not be aware of how many packages will be arriving. As an example, if the client just arrived at the facility and he/she receives 2 boxes, the assigned Mail Tech Assistant shall review the contents of the packages and if it's basic living items (clothes and hygiene products) the offender shall be allowed to keep the items. The assigned Mail Tech Assistant shall review the rules of the facility with the client and advise them this is a one-time only approval. **Clients can only receive additional outside package if approved by Counselor on a drop-off form.**

Newspapers, magazines, and any other subscription type material are not allowed, and any such items will not be kept.

**CHEYENNE CENTER IS NOT RESPONSIBLE FOR CASH SENT BY MAIL, EVEN IF IT WAS SENT BY CERTIFIED MAIL OR REGISTERED MAIL!**

If your family member puts a \$100 dollar bill in an envelope and it does not show up, we are **NOT RESPONSIBLE**. If your family member puts a \$100 dollar bill in a Certified or Registered letter (with Return Receipt) and it shows up with no money in it, we are **NOT RESPONSIBLE**, because your family member can't prove that there was money in the envelope.

***But, if your family member puts a \$100 money order in a***

***---Certified or Registered letter***

***---With a Return Receipt Request that proves one of our employees signed for it, and your family member can furnish the money order receipt and the delivery and signature info, THEN, AND ONLY THEN, ARE WE RESPONSIBLE.***



## Texas Board of Criminal Justice PREA Ombudsman Office

P.O. Box 99, Huntsville, TX 77342-0099  
(936) 437-5570 (936) 437-5555 fax  
P.O. Box 99, Huntsville, TX 77342  
prea.ombudsman@tdcj.texas.gov

### **What Is PREA?**

In September of 2003, the *Prison Rape Elimination Act* (PREA) was signed into law. PREA is the first national law to be passed addressing sexual abuse behind bars. Some of the components of PREA include: establishing a zero-tolerance standard for the incidence of rape in prisons in the United States; making the prevention of prison rape a top priority in each prison system; and developing and implementing national standards for the detection, prevention, reduction, and punishment of prison rape.

### **Who Is The PREA Ombudsman?**

The PREA ombudsman was established by the 80th Legislature in 2007 (Texas Government Code § 501, Subchapter F), and is appointed by the Texas Board of Criminal Justice (TBCJ). The PREA ombudsman reports directly to the chairman of the TBCJ, and is responsible for and authorized to coordinate and oversee the Texas Department of Criminal Justice's (TDCJ) efforts to eliminate sexual abuse and sexual harassment in correctional facilities and respond to complaints or inquiries related to PREA allegations. PREA allegations include offender-on-offender or staff-on-offender sexual abuse and sexual harassment, retaliation for reporting sexual abuse and sexual harassment, and staff neglect or violation of responsibilities that may have contributed to a PREA incident in TDCJ correctional facilities.

### **Reporting PREA Allegations**

Due to the serious nature of sexual abuse and sexual harassment, anyone with knowledge of a PREA incident that occurred in a TDCJ correctional facility is encouraged to immediately report the allegation to the unit administration, PREA ombudsman, or Office of the Inspector General (OIG).

Any offender may privately and confidentially contact the PREA ombudsman in writing regarding a PREA allegation and remain anonymous upon request. Any offender reporting a PREA allegation shall **NOT** be subjected to retaliation for reporting such an act.

### **Providing Helpful Information**

Family and friends may also report PREA allegations on your behalf. Individuals reporting PREA allegations are encouraged to provide the following information:

- Name of the unit where the victim is assigned;
- Date and time the incident occurred;
- Name and TDCJ number of the offender victim;
- Name and TDCJ number of the alleged assailant and witnesses;
- A brief summary of the allegation; and
- Copies of any correspondence that could assist in the investigation.



Junta de Justicia Criminal de Texas  
Oficina PREA Ombudsman

P.O. Box 99, Huntsville, TX 77342-0099  
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**¿Qué es PREA?**

En Septiembre del 2003, el *Acta de Eliminación de Violación en Prisión - Prison Rape Elimination Act* (PREA) fue convertido en ley. PREA es la primer ley nacional en ser aprobada atendiendo el asalto sexual dentro de prisión. Algunos de los componentes de PREA incluyen: establecer un estándar de cero-tolerancia para la incidencia de violación en las prisiones en los Estados Unidos; hacer de la prevención de violación en prisión una alta prioridad en cada sistema de prisión; y desarrollar e implementar estándares nacionales para la detección, prevención, reducción y castigo por violación en prisión.

**¿Quién es El PREA Ombudsman?**

El PREA Ombudsman fue establecido por la 80ª Legislatura en el 2007 (Código de Gobierno de Texas §501, Subcapítulo F), y es nombrado por la Junta de Justicia Criminal de Texas (TBCJ). El PREA Ombudsman reporta directamente al presidente de TBCJ, y es responsable por y está autorizado a coordinar y supervisar los esfuerzos del Departamento de Justicia Criminal de Texas (TDCJ) para eliminar el abuso sexual y acoso sexual en los establecimientos correccionales y responder a quejas o preguntas relacionadas a denuncias PREA. Denuncias PREA incluyen abuso sexual y acoso sexual de ofensor en ofensor o empleado en ofensor, represalias por reportar abuso sexual y acoso sexual, y negligencia de empleados o violación de responsabilidades que pueden haber contribuido a un incidente PREA en establecimientos correccionales de TDCJ.

**Reportando Denuncias PREA**

Debido a la seria naturaleza de abuso sexual y acoso sexual, cualquier persona que tiene conocimiento de un incidente PREA que ocurrió en un establecimiento correccional de TDCJ se le recomienda hacer inmediatamente la denuncia a la administración de la unidad, PREA Ombudsman, o a la Oficina del Inspector General (OIG).

Cualquier ofensor puede privada y confidencialmente ponerse en contacto por escrito con el PREA ombudsman en relación a una denuncia PREA. Cualquier ofensor reportando una denuncia PREA, NO será sujeto a represalias por reportar tal acto.

**Proporcionando Valiosa Información**

Familiares y amigos pueden también reportar denuncias PREA en su nombre. Se recomienda a las personas que reportan denuncias PREA a proporcionar la siguiente información:

- Nombre de la unidad donde la víctima está asignada;
- Fecha y hora en que ocurrió el incidente;
- Nombre y número TDCJ del ofensor víctima;
- Nombre y número TDCJ del supuesto asaltante y testigos;
- Un resumen breve de la denuncia; y
- Copias de cualquier correspondencia que pudiera ayudar en la investigación.

## PRISON RAPE ELIMINATION ACT (PREA)

Cheyenne Center, Inc. has a Zero-tolerance policy for sexual abuse and sexual harassment and will investigate all allegations. In order to provide a PREA-safe environment, we encourage all clients to report any knowledge, suspicion or information regarding incidents of sexual abuse/harassment.

### **Sexual abuse includes—**

(1) Sexual abuse of a client by another client; AND

(2) Sexual abuse of a client by a staff member, contractor, intern or volunteer.

Sexual abuse of a client by another client includes any of the following acts: if the victim does not consent, is coerced into such act by overt or implied threats of violence, or is unable to consent or refuse:

(1) Contact between the penis and the vulva or the penis and the anus, including penetration, however slight;

(2) Contact between the mouth and the penis, vulva, or anus;

(3) Penetration of the anal or genital opening of another person, however slight, by a hand, finger, object, or other instrument; and

(4) Any other intentional touching, either directly or through the clothing, of the genitalia, anus, groin, breast, inner thigh, or the buttocks of another person, excluding contact incidental to a physical altercation.

Sexual abuse of a client by a staff member, contractor, or volunteer includes any of the following acts, with or without consent of the client:

(1) Contact between the penis and the vulva or the penis and the anus, including penetration, however slight;

(2) Contact between the mouth and the penis, vulva, or anus;

(3) Contact between the mouth and any body part where the staff member, contractor, intern, or volunteer has the intent to abuse, arouse, or gratify sexual desire;

(4) Penetration of the anal or genital opening, however slight, by a hand, finger, object, or other instrument, that is unrelated to official duties or where the staff member, contractor, intern or volunteer has the intent to abuse, arouse, or gratify sexual desire;

(5) Any other intentional contact, either directly or through the clothing, of or with the genitalia, anus, groin, breast, inner thigh, or the buttocks, that is unrelated to official duties or where the staff member, contractor, intern or volunteer has the intent to abuse, arouse, or gratify sexual desire;

(6) Any attempt, threat, or request by a staff member, contractor, intern, or volunteer to engage in the activities described in paragraphs (1) - (5) of this section;

(7) Any display by a staff member, contractor, intern, or volunteer of his or her uncovered genitalia, buttocks, or breast in the presence of a client, and

(8) Voyeurism by a staff member, contractor, intern or volunteer.

Voyeurism by a staff member, contractor, or volunteer means an invasion of privacy of a client by staff for reasons unrelated to official duties, such as peering at a client who is using a toilet to perform bodily functions; requiring a client to expose his or her buttocks, genitals, or breasts; or taking images of all/part of a client's naked body or of a client performing bodily functions.

### **Sexual harassment includes—**

(1) Repeated and unwelcome sexual advances, requests for sexual favors, or verbal comments, gestures, or actions of a derogatory or offensive sexual nature by one client directed toward another; and

(2) Repeated verbal comments or gestures of a sexual nature to a client by a staff member, contractor, or volunteer, including demeaning references to gender, sexually suggestive or derogatory comments about body or clothing, or obscene language or gestures.

## HOW TO REPORT

Cheyenne Center, Inc. offers multiple ways to report sexual abuse and sexual harassment. Reports can be made anonymously.

- Call TDCJ PREA Ombudsman Office at (936) 437-5570.
- Report to any staff, volunteer, contractor, or medical or mental health staff.
- Submit a grievance.
- Report to the PREA coordinator or PREA compliance manager.
- Tell a family member, friend, legal counsel, or anyone else outside the facility. They can report on your behalf by calling (713) 691-4898.
- You also can submit a report on someone's behalf, or someone at the facility can report for you using the ways listed here.

Cheyenne Center will thoroughly investigate all claims and forward the finding to necessary agencies (TDCJ, HPD, and Harris County Sheriff Department). Following an investigation into a client's allegation of sexual abuse suffered, we will inform the client as to whether the allegation has been determined to be substantiated, unsubstantiated, or unfounded and any resulting consequences (if applicable).

# LEY DE ELIMINACIÓN DE VIOLACIÓN PRISIÓN (PREA)

Centro de Cheyenne, Inc. tiene una política de tolerancia cero para el abuso sexual y el acoso sexual e investigará todas las denuncias. Con el fin de proporcionar un entorno seguro de PREA, animamos a todos los clientes para informar de cualquier conocimiento, sospecha o información sobre incidentes de abuso/acoso sexual.

## **Abuso sexual incluye —**

(1) abuso sexual de un cliente por otro cliente; Y

(2) abuso sexual de un cliente por un funcionario, contratista, pasante o voluntario.

Abuso sexual de un cliente por otro cliente incluye cualquiera de los siguientes actos: Si la víctima no consiente, es coaccionado a tal acto por amenazas manifiestas o implícitas de violencia, o es incapaz de consentir o rechazar:

(1) el contacto entre el pene y la vulva o el pene y el ano, incluyendo penetración, sin embargo ligera;

(2) contacto entre la boca y el pene, vulva o ano;

(3) penetración anal o genital de otra persona, sin embargo leve, por una mano, dedo, objeto u otro instrumento; y

(4) cualquier otro tocar intencionalmente, ya sea directamente o a través de la ropa, de los órganos genitales, ano, ingle, pecho, cara interna muslo o las nalgas de la otra persona, excepto el contacto incidental a un altercado físico.

Abuso sexual de un cliente por un funcionario, contratista o voluntario incluye cualquiera de las siguientes acciones, con o sin consentimiento del cliente:

(1) el contacto entre el pene y la vulva o el pene y el ano, incluyendo penetración, sin embargo ligera;

(2) contacto entre la boca y el pene, vulva o ano;

(3) contacto entre la boca y cualquier parte del cuerpo donde el funcionario, contratista, pasante o voluntario tiene la intención de abusar, despertar o satisfacer deseos sexuales;

(4) la penetración de la apertura anal o genital, sin embargo leve, por una mano, dedo, objeto u otro instrumento, que está relacionado con deberes oficiales o que el funcionario, contratista, pasante o voluntario tiene la intención de abusar, despertar o satisfacer deseos sexuales;

(5) cualquier otro contacto intencional, ya sea directamente o a través de la ropa, o con los órganos genitales, ano, ingle, pecho, cara interna muslo o las nalgas, que se relaciona con funciones oficiales o donde el funcionario, contratista, pasante o voluntario tiene la intención de abusar, despertar o satisfacer deseos sexuales;

(6) cualquier intento, amenaza o solicitud de un funcionario, contratista, pasante o voluntario para participar en las actividades descritas en los párrafos (1) - (5) de esta sección;

(7) cualquier acoso por un funcionario, contratista, practicante o voluntario de sus genitales al descubierto, nalgas o pecho en presencia de un cliente, y

(8) voyeurismo por un funcionario, contratista, pasante o voluntario.

Voyeurismo por un funcionario, contratista o voluntario significa una invasión de la privacidad de un cliente por el personal por razones ajenas a las funciones oficiales, tales como mirando a un cliente que está utilizando un baño para llevar a cabo las funciones corporales; que requiere un cliente exponer su o sus nalgas, los genitales o pechos; o hacer fotos de todo/parte del cuerpo desnudo de un cliente o de un cliente realizar funciones corporales.

## **El acoso sexual incluye —**

Repetidos (1) y avances sexuales mal recibidos, solicitudes de favores sexuales, o comentarios verbales, gestos o acciones de naturaleza sexual despectiva u ofensiva por una cliente dirigida hacia otro; y

(2) repetido comentarios verbales o gestos de naturaleza sexual a un cliente por un funcionario, contratista o lenguaje voluntario, incluyendo referencias degradantes al género, comentarios sexualmente sugerentes o despectivos sobre cuerpo o ropa, o gestos y lenguaje obscenos.

## **CÓMO INFORMAR DE**

Centro de Cheyenne, Inc. ofrece múltiples maneras de reportar abuso sexual y el acoso sexual. Informes se pueden hacer anónimamente.

- Llame TDCJ PREA Ombudsman Office at (936) 437-5570.
- Informe a personal, voluntarios, contratista o personal médico o de salud mental.
- Presentar una queja.
- Informe a la PREA coordinador o Gerente de cumplimiento de PREA.

- Dígale a un miembro de la familia, amigo, abogado o cualquier persona fuera de las instalaciones. Puede informar en su nombre llamando al (713) 691-4898.
- También puede enviar un informe en nombre de alguien, o alguien en la instalación puede informar para que mediante las formas enumeradas aquí.

Centro de Cheyenne bien investigará todos los reclamos y adelante el hallazgo a los organismos necesarios (TDCJ HPD y Departamento del Sheriff del Condado de Harris). A raíz de una investigación sobre la denuncia de un cliente de abuso sexual sufrido, informamos al cliente en cuanto a si la denuncia se ha determinado que ser justificados, sin fundamento o sin fundamento y las consecuencias resultantes (si corresponde).

# ZERO TOLERANCE FOR SEXUAL ABUSE AND SEXUAL HARASSMENT

## RIGHT TO REPORT

If you, or someone you know, are experiencing sexual abuse or sexual harassment, Cheyenne Center, Inc. wants to know. We want you to report right away! Why?

- We want to keep YOU safe; it is our job! It is your right to be free from sexual abuse and sexual harassment.
- We want to conduct an investigation of the reported incident.
- We want to hold the perpetrator accountable for his/her actions.
- We want to provide YOU with relevant information and support services.

## HOW TO REPORT

Cheyenne Center, Inc. offers multiple ways to report sexual abuse and sexual harassment. Reports can be made anonymously.

- Write: **Texas Board of Criminal Justice PREA Ombudsman Office, PO Box 99, Huntsville, TX 77342-0099.**
- Report to any staff, volunteer, contractor, or medical or mental health staff.
- Submit a grievance.
- Report to the PREA coordinator or PREA compliance manager (Ms. Newton)
- Tell a family member, friend, legal counsel, or anyone else outside the facility. They can report on your behalf by calling (713) 691-4898 or (936) 437-5570.
- You also can submit a report on someone's behalf, or someone at the facility can report for you using the ways listed here.

## VICTIM SUPPORT SERVICES

Cheyenne Center, Inc. has partnered with Houston Area Women's Center to provide survivors of sexual abuse with emotional support services. To access these services, contact (713) 528-7273 or send a letter to: Houston Area Women's Center, 1010 Waugh Dr., Houston, TX 77019.

# CERO

# TOLERANCIA

## POR ABUSO SEXUAL Y ACOSO SEXUAL

### SU DERECHO A REPORTAR

Si usted, o alguien que usted conoce, ha sufrido de abuso sexual o acoso sexual, **Cheyenne Center, Inc.** quiere saber. ¡Queremos que lo reporte de inmediato! ¿Por qué?

- Queremos mantenerlo seguro; ¡es nuestro trabajo! Es su derecho a estar libre de abuso sexual o acoso sexual.
- Queremos llevar a cabo una investigación del incidente reportado.
- Queremos responsabilizar al autor por sus acciones.
- Queremos proporcionarle información relevante y servicios de apoyo.

### COMO REPORTAR

**Cheyenne Center, Inc.** ofrece varias maneras de reportar abuso sexual o acoso sexual. Los reportes pueden ser anónimos.

- Libre Texas Board of Criminal Justice **PREA Ombudsman Office, PO Box 99, Huntsville, TX 77342-0099.**
- Reporte a cualquier empleado, voluntario, contratista, personal médico o personal de salud mental.
- Presente una queja escrita
- Reporte al coordinador PREA o a cualquier representante PREA.
- Reporte a un familiar, amigo, consejero legal, o a cualquier otra persona fuera de la instalación. Ellos pueden hacer el reporte en su nombre llamando al **713-691-4898.**
- Usted también puede hacer un reporte en nombre de otra persona, o alguien en la instalación puede hacer el reporte por usted usando las maneras aquí explicadas.

### SERVICIOS A VÍCTIMAS

**Cheyenne Center, Inc.** se ha asociado con la agencia de defensores de víctimas para proveer a sobrevivientes de abuso sexual con servicios de apoyo emocional. Para tener acceso a estos servicios, por favor póngase en contacto o envíe una carta a:

- **Houston Area Women's Center, 1010 Waugh Dr., Houston, TX 77019 (713) 528-7273 o 1-800-256-0551**

# BEAT THE HEAT!

Heat related illnesses can quickly progress from heat cramps, to heat exhaustion, to heat stroke!



## Heat Cramps

Often the first sign that your body cannot handle the heat. Muscle cramps usually develop following strenuous exercise or work, and often affect the abdomen, arms, and calves. Muscle cramps are usually brief and intermittent (come and go), and may be severe or mild. You should ask to go to the medical department for treatment if you are experiencing muscle cramps.



## Heat Exhaustion

This is the most common form of heat illness, and can come on gradually (possibly over several days). Symptoms may include weakness, anxiety, fatigue, dizziness, thirst, headache, nausea, profuse perspiration (sweating), rapid heartbeat, rapid breathing, loss of coordination and possible confusion. If you are experiencing any of these symptoms, it is very important to seek medical attention right away!



## Heat Stroke

**Medical Emergency!** The body's systems for cooling itself are shutting down. Look for diminished or absent perspiration (sweating); hot, dry and flushed skin; increased body temperatures, delirium, convulsions, seizures; rapid pulse, weakness; headache, mental confusion, dizziness; extreme fatigue; nausea, vomiting; incoherent speech progressing to a coma, or unconsciousness. Death is possible if left untreated.

### TIPS FOR AVOIDING HEAT RELATED ILLNESS:

- Report any and all symptoms of heat related illness to a staff member immediately!
- Drink plenty of fluids, even if you are not thirsty. When you are well-hydrated your urine should be very light or clear. This is especially important when you're active.
- Take frequent breaks. Rest in the shade, or request access to a respite area.
- Look out for one another.
- If you have a health condition and/or taking a medication that may make you more susceptible to heat, inform a staff member immediately!

**REFRESH. REHYDRATE. REPLENISH.**

# COLD WEATHER ILLNESS PREVENTION

Hypothermia is a potentially dangerous drop in body temperature, usually caused by prolonged exposure to cold temperatures.



## Hypothermia Category 1

Symptoms may include loss of body heat, shivering, lack of interest or concern, difficulty speaking, forgetfulness, mild unsteadiness in balance or walking, loss of manual dexterity, and lips turning blue. Seek medical attention right away if you are experiencing any of these symptoms!

## Hypothermia Category 2

**Medical Emergency!** When your body reaches category 2, shivering stops. Other symptoms may include exhaustion, drowsiness, confusion, sudden collapse, slow pulse and breathing, dilated pupils, and cardiac arrest if left untreated. Seek medical attention immediately if you or someone around you is experiencing any of these symptoms!

## Hypothermia Category 3

**Medical Emergency!** Death is possible if left untreated! Individuals experiencing category 3 hypothermia may be comatose, with no palpable pulse, and no visual respiration.

### TIPS FOR AVOIDING COLD RELATED ILLNESS:

- Report any and all symptoms of cold related illness to a staff member immediately!
- Dress appropriately when working in extreme cold conditions. This may include thermal underwear, insulated jackets, cotton or leather gloves, insulated hoods, work shoes, and socks. Appropriate clothing will be issued to you even when the index indicates little danger of exposure injury.
- Drink warm, sweet fluids.
- Move your extremities often to promote blood circulation.
- Look out for one another!

Remember, you may be at a higher risk for a cold related illness if you are newly assigned to a job, elderly, exposed to below freezing temperatures for an extended period of time without adequate clothing, or wet when exposed to cold weather. If you feel you may be more susceptible to cold, inform a staff member immediately!

# SAFE PRISONS/PREA PROGRAM

The Texas Department of Criminal Justice (TDCJ) has [zero-tolerance](#) for all forms of sexual abuse and sexual harassment of offenders, including retaliation for reporting and/or cooperating with an investigation. This means all allegations of this nature, whether it is perpetrated by staff, or another offender will be thoroughly investigated!

## REPORTING THREATS TO YOUR SAFETY:

- Tell any staff member immediately!
- You may also report allegations to the unit major, the Office of Inspector General (OIG), or confidentially to the PREA Ombudsman, and remain anonymous upon request.

## PREVENTION STRATEGIES:

- Do not accept commissary items, gifts, or other-unsolicited favors, including illegal drugs, alcohol, or other contraband.
- Do not accept offers of protection, join gangs, or other unapproved groups.
- Be alert and aware of your surroundings.
- Trust your instincts! If it feels wrong, get help or call out for a staff member.

## IF YOU ARE SEXUALLY ABUSED:

- Report it immediately!
- Do not shower, brush your teeth, use the restroom, change your clothes, or do anything else which may destroy evidence.
- Abuse will be thoroughly investigated, and perpetrators will be disciplined and possibly prosecuted.
- You will be provided with medical and mental health care, including emergency contraceptives and prophylactic treatment for sexually transmitted infections free of any co-pay charges.
- You will be provided with emotional support and crisis services from a qualified staff or an outside advocate, where available.

## CONSEQUENCES FOR PERPETRATORS:

- If you are found to have engaged in sexual abuse or sexual harassment of another offender, you will be administratively disciplined and may be subject to criminal penalties, including additional prison time.
- You will be required to register as a sex offender upon release.
- You are at a significantly higher risk of contracting a sexually transmitted infection, including HIV.

I-204 (April 2017)

# SUICIDE PREVENTION

While there are no behavioral indicators that can say with absolute certainty whether or not someone will go as far as to attempt suicide, there are certain warning signs that should be taken seriously.

## Suicide High Risk Factors:

- Recent family loss
- Recent set off or serve all
- Recent denial of protective housing
- Recent court disappointment
- Recent changes in relationships
- Changes in physical condition
- Deteriorating medical condition
- Increasing fear of being harmed
- Feeling pressured or threatened by gangs
- Encouragement from others to commit suicide
- Recent placement in single cell housing
- Less than three years served on sentence

## Warning Statements:

- “No one cares”
- “I won’t be around long.”
- “My family will be better off without me...”
- “It doesn’t matter anymore.”
- “No one would miss me if I were gone.”
- “Take care of my daughter, car, etc. for me.”

## Behavior Changes:

- Eating habits
- Hygiene habits
- Sleeping habits
- Giving away possessions
- Refuses visits or mail
- Talks about death/dying
- Any self-injury
- Crying

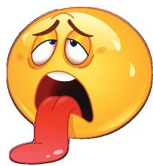
## Mood Changes:

- Hopelessness
- Withdrawn
- Depressed
- Sadness
- Worthlessness
- Helplessness
- Anger
- Fearful

Suicide prevention is everyone’s business! Look out for one another! If you or someone you know is experiencing mental health issues, mental health distress, or thoughts of suicide, inform a staff member immediately!

# ¡COMBATA EL CALOR!

¡Enfermedades relacionadas con el calor pueden progresar rápidamente de calambres por calor, al agotamiento por calor, a insolación!



## Calambres por Calor

Es a menudo la primera señal de que su cuerpo no puede manejar el calor. Los calambres musculares generalmente ocurren después de ejercicio o trabajo agotador, y a menudo afectan el abdomen, brazos y pantorrillas. Los calambres musculares son por lo general breves e intermitentes (vienen y van), y pueden ser severos o leves. Usted debe pedir ir al departamento médico para tratamiento si usted está sufriendo calambres musculares.



## Agotamiento por Calor

Esta es la forma más común de enfermedad por calor, y puede aparecer gradualmente (posiblemente durante varios días). Los síntomas pueden incluir debilidad, ansiedad, fatiga, mareo, sed, dolor de cabeza, náusea, sudoración abundante (sudor), pulso rápido, respiración rápida, pérdida de coordinación y posible confusión. Si usted está sufriendo de cualquiera de éstos síntomas, es muy importante ¡buscar atención médica de inmediato!



## Insolación

**¡Emergencia Médica!** Los sistemas de enfriamiento del cuerpo se están cerrando. Observe por disminución o ausencia de sudoración; piel caliente, seca y enrojecida; aumento de la temperatura corporal, delirio, convulsiones, ataques; pulso rápido, debilidad; dolor de cabeza, confusión mental, mareo; fatiga extrema; náusea, vómito; habla incoherente escalando a coma o inconsciencia. Muerte es posible si no se trata.

### CONSEJOS PARA EVITAR ENFERMEDADES RELACIONADAS CON CALOR:

- ¡Reportar cualquiera y todos los síntomas de enfermedad relacionada con calor a un miembro del personal inmediatamente!
- Beba muchos líquidos aún si no tiene sed. Cuando usted está bien hidratado su orina debe ser muy clara o clara. Esto es especialmente importante cuando usted está activo.
- Tome descansos frecuentes. Descanse en la sombra, o pida acceso a un área de respiro.
- Cuidarse uno al otro.
- Si usted tiene una condición médica y/o está tomando medicamento que puede hacerlo más susceptible al calor, ¡informe a un miembro del personal inmediatamente!

**REFRESCAR. REHIDRATAR. REPONER.**

# PREVENCIÓN DE ENFERMEDADES POR CLIMA FRÍO

La hipotermia es una caída potencialmente peligrosa de la temperatura corporal, causada generalmente por exposición prolongada a temperaturas frías.



## Hipotermia Categoría 1

Los síntomas pueden incluir pérdida del calor corporal, estremecimiento, pérdida de interés o preocupación, dificultad para hablar, olvido, leve inestabilidad en el equilibrio o al caminar, pérdida de destreza manual, y los labios se ponen azules. ¡Busque atención médica de inmediato si usted presenta cualquiera de estos síntomas!

## Hipotermia Categoría 2

**¡Emergencia Médica!** Cuando su cuerpo alcanza la categoría 2, el escalofrío se detiene. Otros síntomas pueden incluir cansancio, somnolencia, confusión, colapso repentino, pulso y respiración baja, pupilas dilatadas, y paro cardíaco si no se atiende. ¡Busque atención médica inmediatamente si usted o alguien a su alrededor presenta cualquiera de éstos síntomas!

## Hipotermia Categoría 3

**¡Emergencia Médica!** ¡Muerte es posible si no se atiende! Personas presentando hipotermia categoría 3 pueden estar en estado comatoso, no se siente el pulso, y la respiración no es visible.

### CONSEJOS PARA EVITAR ENFERMEDADES RELACIONADAS CON EL FRÍO:

- ¡Reportar cualquiera y todos los síntomas de enfermedad relacionada con clima frío a un miembro del personal inmediatamente!
- Vestir apropiadamente al trabajar en condiciones extremas de frío. Esto puede incluir ropa interior térmica, chaquetas aislantes, guantes de algodón o piel, capuchas aislantes, zapatos de trabajo y calcetines. Ropa adecuada le será proporcionada aun cuando el índice indica poco peligro de lesión por exposición.
- Beber líquidos calientes, dulces.
- Mover sus extremidades frecuentemente para mejorar la circulación sanguínea.
- ¡Cuidarse uno al otro!

Recuerde, usted puede estar en alto riesgo de enfermedad por frío si usted es recién asignado al trabajo, persona mayor, expuesto a temperaturas congelantes por un largo período de tiempo sin ropa adecuada o mojada al estar expuesto al frío. Si usted siente que usted puede ser más susceptible al frío, ¡informe a un miembro del personal inmediatamente!

## PRISIONES SEGURAS/ PROGRAMA PREA

El Departamento de Justicia Criminal de Texas (TDCJ) tiene [cero-tolerancia](#) para todas las formas de abuso sexual y acoso sexual de ofensores, incluyendo el tomar represalias por reportar y/o cooperar con una investigación. Esto significa que todas las denuncias de ésta naturaleza, ya sean perpetradas por miembros del personal u otro ofensor ¡serán investigadas a fondo!

### REPORTAR AMENAZAS A SU SEGURIDAD:

- ¡Decir inmediatamente a cualquier miembro del personal!
- Usted también puede reportar denuncias al mayor de la unidad, a la Oficina del Inspector General (OIG), o confidencialmente al Ombudsman PREA, y permanecer anónimo al pedirlo.

### ESTRATEGIAS DE PREVENCIÓN:

- No aceptar artículos de la comisaría u otros favores no solicitados, incluyendo drogas ilegales, alcohol u otro contrabando.
- No aceptar ofertas de protección, unirse a pandillas u otros grupos no aprobados.
- Estar alerta y consciente de sus alrededores.
- ¡Confiar en sus instintos! Si siente que algo no está bien, busque ayuda o llame a un miembro del personal.

### SI USTED ES ABUSADO SEXUALMENTE:

- ¡Repórtelo inmediatamente!
- No ducharse, cepillarse los dientes, usar el baño, cambiar su ropa, o hacer otra cosa que pueda destruir evidencia.
- El abuso será investigado a fondo, y los perpetradores serán disciplinados y posiblemente procesados.
- A usted se le proporcionará atención médica y mental, incluyendo anticonceptivos de emergencia y tratamiento profiláctico por infecciones de transmisión sexual sin ningún cargo de copago.
- A usted se le proporcionará apoyo emocional y servicios de crisis de un personal calificado o un defensor externo, donde esté disponible.

### CONSECUENCIAS PARA PERPETRADORES:

- Si usted es descubierto haber participado en abuso sexual o acoso sexual de otro ofensor, usted será administrativamente disciplinado y puede ser sujeto a penalidad criminal, incluyendo tiempo adicional en prisión.
- Usted será requerido a registrarse como un ofensor sexual al ser liberado de prisión.
- Usted está en un riesgo significativamente mayor de contraer una infección por transmisión sexual, incluyendo VIH.

I-204S (April 2017)

## PREVENCIÓN DEL SUICIDIO

Si bien no hay indicadores de comportamiento que pueden decir con absoluta seguridad si alguien irá tan lejos como intentar suicidarse. Hay ciertas señales de advertencia que deben tomarse seriamente.

### Factores de Alto Riesgo de Suicidio:

- Pérdida reciente de un familiar
- Negación reciente de Junta de Libertad Condicional
- Negación reciente de vivienda protectora
- Desacuerdo reciente de la corte
- Cambios recientes en las relaciones
- Cambios en condición física
- Deterioro de condición médica
- Aumento del temor a ser perjudicado
- Sentirse presionado o amenazado por pandillas
- Animado por otros a cometer suicidio
- Colocación reciente en vivienda de una sola celda
- Menos de tres años cumplidos de sentencia.

### Frases de Advertencia:

- “A nadie le importa”
- “No estaré por mucho tiempo.”
- “Mi familia estará mejor sin mí...”
- “Ya no importa.”
- “Nadie me extrañaría si me fuera.”
- “Cuida de mi hija, carro, etc. por mí.”

### Cambios de Comportamiento:

- Hábitos alimenticios
- Hábitos de higiene
- Hábitos de dormir
- Regalar pertenencias
- Rechazo a visitas o correo
- Hablar acerca de la muerte/morir
- Cualquier herida a sí mismo
- Llanto

### Cambios de Humor:

- Desesperanza
- Aislamiento
- Deprimido
- Tristeza
- Inutilidad
- Incapacidad
- Ira
- Temor

¡Prevención del suicidio es asunto de todos! ¡Cuidarse uno al otro! Si usted o alguien que usted conoce está teniendo problemas de salud mental, angustia mental, o pensamientos de suicidio, ¡Informe inmediatamente a un miembro del personal!

