



**GAUDENZIA DRC, INC.**  
**RESIDENTIAL SERVICES**  
**CCF AND CCF-MH**



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## I. Welcome to Gaudenzia DRC, Inc.

On behalf of Gaudenzia Diagnostic and Rehabilitation Center (Gaudenzia DRC), Inc., welcome! We are honored to be a part of your journey towards recovery and community re-entry. It is normal during entry to a residential program to experience many different emotions. You are taking a big and important step, and we are here to support you. We have put together this handbook to serve as your introduction and guide during your time with us. However, if you have additional questions or need clarification, please do not hesitate to ask our staff!

### **About Gaudenzia DRC's Levels of Care and Other Services**

Gaudenzia DRC provides a full continuum of strengths-focused, person-centered residential and outpatient treatment services at one convenient location. The agency also provides housing and re-entry services. With a special focus on serving individuals whose substance use or mental health disorders have contributed to their involvement in the criminal justice system, many of Gaudenzia DRC programs are provided as an alternative to incarceration or as a condition of release from county jails or state prison. To date, Gaudenzia DRC has assisted tens of thousands of individuals in their recovery and community re-entry.

Gaudenzia DRC partners with several state and local entities to deliver integrated, evidence-based treatment services, inclusive of medication-assisted treatment (MAT) like Vivitrol and Suboxone. Current referral partners include Pennsylvania Department of Corrections (PA DOC), Pennsylvania Department of Probation and Parole, Philadelphia Office of Addiction Services (OAS), Department of Behavioral Health and Intellectual disAbility Services (DBHIDS), Community Behavioral Health (CBH) and other managed care organizations (MCO).

Located at 3200 Henry Avenue in Northern Philadelphia, Gaudenzia DRC offers the following services:

- **Community Corrections Facility (CCF) and Community Corrections Facility-Mental Health (CCF-MH):** Reserved for individuals referred by the PA DOC and PA Board of Probation and Parole, Gaudenzia DRC's CCF and CCF-MH provide a range of critical re-entry services and supports, including but not limited to life skills, psychoeducation, job readiness, medication management, and linkages to community-based services, based on individualized assessment and treatment and re-entry planning processes.
- **Mental Health Partial Hospitalization Program (PHP):** Reserved for clients individuals referred by the PA DOC and State Parole, Gaudenzia DRC operates a PHP with a residential component for individuals with mental health and co-occurring disorders. Licensed by the Office of Mental Health and Substance Abuse Services

(OMHSAS), Gaudenzia DRC's PHP provides individuals with ten (10) hours of individual and group treatment services each week and the support of a full multidisciplinary treatment team.

- **Clinically-Managed, High-Intensity Residential Treatment (ASAM 3.5):** Licensed through the Pennsylvania Department of Drug and Alcohol Programs (DDAP), Gaudenzia DRC operates a 48-bed residential treatment program for individuals with SUD that meet the American Society for Addiction Medicine (ASAM) criteria for 3.5 level of care. Individuals engaged in the program participate in comprehensive screening and assessment and a robust treatment schedule that includes up to 36 hours of evidence-based individual and group treatment each week. In addition to clinical services, individuals have access to on-site medical personnel and MAT services, including buprenorphine (Vivitrol) and Suboxone.
  - **Outpatient Treatment (ASAM 1.0):** Licensed through DDAP, Gaudenzia DRC's OP is for individuals with SUD who meet the ASAM criteria for 1.0 level of care. Individuals participate in up to nine (9) hours of individual and group counseling services each week, as well as access to MAT, with the primary goals of developing and maintaining recovery skills, relapse prevention strategies, and the social supports needed to maintain recovery.
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## Financial Obligations

Gaudenzia DRC is committed to providing high quality treatment and supports to all individuals who seek services, including those individuals who lack the financial means to pay. Payment of services is typically provided by contracted third-party payers and Medicaid benefits. Gaudenzia DRC also accepts most private insurance companies, which will partially or fully cover treatment, except those subjected to co-payments. All co-payments are the responsibility of the individual. Gaudenzia DRC will **not** decline treatment based on the individual's inability to pay.

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## What to Expect at Gaudenzia DRC

During your first few days with Gaudenzia DRC, you will participate in a range of activities designed to orient you to your program and its operations while beginning to develop the foundation needed for your individualized treatment and service plans. If staff deem it appropriate, you may be paired with a peer who will provide mentorship and support while you get acclimated to the program.

Upon **admission** to the program, you will meet with staff to complete intake documentation and urinalysis. You will additionally be oriented to the program and provided a comprehensive overview of behavioral expectations during your stay, including the Universal Set of Rules developed by PA Department of Probation and

Parole. While you are meeting with staff, your belongings will be searched, and your room will be prepared to accommodate you. **Please note, clothing and personal belongings should be kept to a minimum: one week's clothing with undergarments, three pairs of shoes, and shower shoes should be sufficient.** Any items in excess should be sent home within seven (7) days. You will be asked to turn in any important documents, prescription and over-the-counter medications, and/ or valuables you may have for safekeeping. Please notify staff if you do not have ID, a social security card, and/ or birth certificate so we can assist you in obtaining these documents. After completing intake, you will be provided an opportunity to shower and wash your clothing and linens. You will be given fresh bed linens and introduced to the staff and given a room assignment.

Within **72 hours of admission**, you will meet with staff to complete additional intake documentation, comprehensive screening and assessments, and begin developing your individualized aftercare and home plans. You will also meet with staff within the **first 14 days** to develop an individualized treatment/ COR plan which will be updated **every 60 days**. During the course of your stay, you will meet with your counselor a minimum of **once every two weeks**.

The overarching goal of CCF programming is to provide you the individualized services and supports needed to successfully return to the community. These services and supports include:

- basic life skill;
- mental health and illness education;
- medication compliance;
- AIDS education;
- stress reduction;
- anger management and conflict resolution;
- emotional literacy;
- trauma recovery and support;
- reducing criminal thinking;
- job readiness;
- adaptive life skills;
- educational/vocational programming;
- dealing with authority and aggression;
- computer and social network literacy;
- parenting and family re-integration;
- faith and character-based programming;
- sex offender transition;
- community reintegration; and
- coordination and referral to community support and services.

For individuals enrolled in the CCF-MH program, you will also receive targeted support in coping with any mental health diagnoses you may have. You will be expected to meet with your assigned counselor a **minimum of once per week**, your assigned psychologist once **every 30 days**, and a psychiatrist once **every 90 days**. If you have a board action code of C or D you will participate in Progressive Team Meetings. You will be required to participate in a minimum of **one group daily**, Monday through Friday, during the AM or PM and participate in mental health case management services which, at a minimum, offer:



- mental health evaluation and assessment;
- mental health education;
- medication compliance;
- outpatient mental health services;
- coordination of mental health services with appropriate SCI and other community providers;
- aftercare and support services; and
- individual and group therapy.

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## Confidentiality

Consistent with the agency policy reviewed at intake, all clients' right to confidentiality, whether it be verbal or written information, shall be protected in compliance with applicable state and federal laws. Information regarding your health care, including payment for health care, is protected by two federal laws: The **Health Insurance Portability and Accountability Act of 1996 (HIPAA)**, 42 U.S.C. 1320d et seq., 45 C.R.F. Parts 160 and 164, and the Confidentiality Law, 42 U.S.C. 290dd-2. Under these laws, Gaudenzia DRC may not say to a person outside Gaudenzia DRC that you are attending the program, nor may Gaudenzia DRC disclose any information identifying you as an alcohol or drug user or disclose any other protected information except as permitted by federal law.

Gaudenzia DRC must obtain your written consent before it can disclose information you. For example, Gaudenzia DRC must obtain your written consent before it can disclose information to your health insurer in order to be paid for services. Generally, you must also sign a written consent before Gaudenzia DRC can share information for treatment purposes or for health care operations. However, federal law permits Gaudenzia DRC to disclose information without your written permission in the following circumstances:

1. Pursuant to an agreement with a qualified service organization/business associate;
2. To report a crime committed on Gaudenzia DRC premises or against Gaudenzia DRC personnel;
3. To medical personnel in a medical emergency;
4. To appropriate authorities to report suspected child abuse or neglect;
5. As allowed by court order.

You have the right to request a list of the persons or organizations that we have disclosed your personal health information to for certain purposes. We are not required by law to record certain types of disclosures (such as disclosures made pursuant to an authorization signed by you), and a listing of these disclosures will not be provided. Your request must be in writing and are limited to disclosures made within the two years before the date of your request. The agency will respond to all requests within 30 days following receipt of request.

A full copy of Gaudenzia DRC's Confidentiality Policy is reviewed at intake and available to you at any time upon request.

### **Prison Rape Elimination Act (PREA)**

Gaudenzia DRC is committed to ensuring the safety and dignity of all residents to whom we provide services. Gaudenzia DRC does not tolerate any type of sexual abuse or sexual harassment of any individual under our care, and all programs. All programs comply with federal and respective state laws as they pertain to PREA, sexual violence and sexual misconduct.

It is the policy of Gaudenzia DRC to provide training to all staff, contractors, interns, volunteers, and residents to prevent sexual abuse or sexual harassment and to fully investigate and prosecute those involved in such conduct.

Upon admission to Gaudenzia DRC, you will review be oriented to our PREA policy, including definitions of sexual abuse and sexual harassment and mechanisms for reporting. Reporting information is also available on every floor of the building. You will additionally participate in the Prison Rape Assessment Tool (PRAT) within 72 hours of admission, and again after 30 days of admission.

You must report incidents of sexual abuse and sexual harassment to any staff member or through the confidential **Gaudenzia G-Line: 844-293-5090**. Upon reporting, it will be referred to the program's PREA Compliance Manager.

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### **Client Rights**

Gaudenzia DRC observes the following client rights for all programs:

- I. You have the right to receive considerate, respectful, and humane care and treatment at all times.
- II. You have the right to have input into planning, problem-solving, and decision-making related to your participation in the program.
- III. You will be assigned a counselor to provide treatment, counseling, and social services as prescribed by your individualized plan. You have the right to obtain information relative to your plan and to find out about alternative forms of treatment. Such requests for this information should be made directly to your counselor. You have the right to have a prescriptive program plan written within fourteen (14) days of admission. You have the right to change or update your plan in conjunction with your counselor and parole agent and schedule an appointment to do so. You have the right to review your plan every two weeks and participate, minimally, in one counseling session per week.
- IV. You have the right to expect your counselor will assist you in obtaining social services and to refer to publicly funded legal services, if needed.
- V. You have the right to ask questions, voice opinions, and present grievances related to your treatment with your counselor. If such cannot be resolved with your counselor,



the concerns will be brought to the attention of the program director who will set up an appointment to meet with you within five (5) business days.

- VI. You have the right to the following accommodations regarding your room:
  - a. Some degree of privacy
  - b. 25- square feet of unencumbered space per occupant
  - c. Access to toilets and a wash basin with hot and cold running water 24-hours a day
  - d. A bed, mattress, pillow, desk, chair or stool, and hooks or closet space
  - e. Temperatures that are appropriate to summer and winter comfort zones
  - f. Access to writing and seating space
- VII. You have the right to store your personal belongings in accordance with Gaudenzia DRC policy on personal belongings. You may not have contraband or excessive personal property. You shall be provided with a personal locker, a nightstand, hooks, three drawers in a bureau, and if possible, closet space. Any belongings that do not fit in those areas shall not be permitted to be kept in the facility.
- VIII. You are entitled to have accommodations for clean clothing, including access to washers and dryers on site.
- IX. You are entitled to ask your counselor or medical for special diets. Special diets may be required or prescribed for appropriate medical, dental, or religious reasons.
- X. You are entitled to receive suitable, clean bedding and linen, including two sheets, pillow and pillowcase, one mattress and sufficient blankets to provide comfort under existing temperature controls.
- XI. You are entitled to personal hygiene items such as a comb, shampoo, soap, toothbrush, and toothpaste based on sufficient documentation supporting you are indigent.
- XII. You are entitled to ethical medical treatment.
- XIII. If you are unsatisfied with your medical treatment, whether it is provided internally by Gaudenzia DRC or through a community resource, you have access to the grievance system to place complaints in accordance with Gaudenzia DRC's grievance procedures. All decisions concerning access to healthcare are made by Gaudenzia DRC's medical department.
- XIV. The program will not discriminate in the provision of services on the basis of age, race, creed, sex, ethnicity, color, national origin, marital status, sexual orientation, handicap, disability, or religion administer for beneficiaries and participants.
- XV. You have the right to utilize the grievance procedure regarding any treatment decisions, disciplinary actions, or perceived violations of your rights.

### **Staff Standards of Conduct**

Gaudenzia DRC aspires to create an environment where services to our clients and other stakeholders are delivered with the highest levels of respect, integrity, and commitment to service excellence. Gaudenzia DRC expects employees and others who are engaged to provide services, such as temporary personnel, consultants, and independent contractors, to follow these standards of conduct while on company premises, attending company functions, or otherwise performing work-related activity.

In addition to upholding the Client Bill of Rights, Gaudenzia DRC employees are expected

to demonstrate the highest level of **respect, integrity,** and **commitment to service excellence** by:

- I. Providing competent treatment services which address the holistic needs of the individuals served, and where applicable and authorized, their families and support networks.
- II. Engaging the client in the decision-making and treatment planning. Gaudenzia DRC employees **do not** make decisions on behalf of clients or develop treatment plans without the full involvement of the affected client.
- III. Refraining from discrimination against any client. Gaudenzia DRC employees **do not** discriminate or show favoritism on the basis of race, creed, religion, sex, gender, national origin, affectional/sexual orientation, age, disability, political affiliation, citizenship, previous criminal record, or status with regard to public assistance.
- IV. Protecting access to confidential client information. Gaudenzia DRC employees **do not** discuss confidential information in common spaces, with other clients, with colleagues, or with any external sources.
- V. Ensuring records of service to clients are individualized, honest, and an accurate reflection of services delivered. Gaudenzia DRC employees **do not** submit invoices for services that were not delivered, submit claims with incorrect reimbursement rates, or otherwise breach the agency's Fraud, Waste, and Abuse policy.
- VI. Conducting themselves as positive role models for our clients, and by engaging in verbal and non-verbal interactions that are honest, respectful, and delivered with compassion. Gaudenzia DRC employees will refrain from abusive behavior of any kind, and must not intimidate, mock, use obscene language, or yell when speaking to, or referring to a client.
- VII. Listening and communicating with care, courtesy, and concern. Gaudenzia DRC employees show they are listening by giving their full attention, and **do not** interrupt, dismiss, or otherwise diminish the expressed concerns of clients.
- VIII. Maintaining appropriate, professional boundaries with clients, their families and/ or caregivers. Gaudenzia DRC employees **do not** participate in favoritism or give special treatment; accept or solicit money, gifts, or favors; exploit clients; share personal contact information or engage clients through text messages, phone communications, or social websites.
- IX. Reading and upholding the agency's zero-tolerance sexual harassment policy which strictly prohibits employees, contractors, volunteers, and interns from engaging in any type of sexual abuse or harassment of any individual under our care. Gaudenzia DRC employees **do not** engage in, fail to report, or knowingly condone sexual harassment, abuse, or misconduct of a client or resident.
- X. Maintaining appropriate, professional boundaries with former clients after their program discharge. Gaudenzia DRC employees **do not** engage former clients in sexual or romantic relationships.

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## **XVI. Program Operations and Expectations: All DRC Programs**

We want your time with us to be successful. As such, we like to provide the following information to acquaint you with our facility's operations and expectations. You are strongly encouraged to read over this material thoroughly and ask staff should you need clarification. The following information applies to **all** Gaudenzia DRC programs.

### **General Behavioral Expectations**

We believe responsibility and accountability are essential qualities to any successful program. As such, we ask all residents of our programs to follow basic rules and expectations so we can maintain a healthy environment that is supportive of recovery and reentry. The following expectations are considered the cornerstone for effective program operations and have been developed cooperatively in accordance with agency policy, regulatory and licensing mandates, and policies of the PA Department of Corrections and PA Board of Probation and Parole.

On occasion, you may be issued a notice by the agency of revisions or changes to policies and rules, and these will be issued in the form of a memoranda from agency staff. Please place any such notices in your handbook. You will be required to abide by the changes issued in this manner. To avoid misunderstanding or possible disciplinary action, please ask questions of staff on any matter for which you are uncertain.

- I. Clients must participate in all program and treatment-related activities as scheduled.
- II. Clients must be courteous and respectful to staff and peers and uphold their right to confidentiality. Clients should not, under any circumstances, talk about other members outside of group and/ or individual sessions as this is a violation of privacy and confidentiality.
- III. Clients must always keep a respectful volume and refrain from inappropriate language.
- IV. Clients shall not use drugs or alcohol, on or off the property, while active in the program. Possessing includes having drugs or alcohol on your person or in your personal property (i.e., in a backpack or dresser, around your person, etc.) or in your common areas. Infractions of this rule must be reported to the PA Department of Corrections and/ or PA Board of Probation and Parole.
- V. Clients must adhere to our medication policy, and turn in all prescription and over-the-counter medications to the appropriate staff and take medication as prescribed (i.e., take doses at intended times and do not save them for later use).
- VI. Clients must adhere to the agency's **no smoking policy**. Smoking within the facility is expressly prohibited, and will result in sanction, the completion of an Extraordinary Occurrence Report, and notification to the PA Department of Corrections and/ or PA Board of Probation and Parole.
- VII. Clients shall not possess weapons and must refrain from using items with legitimate uses as a weapon.
- VIII. Clients must cooperate with staff in the search of persons and belongings in an effort to promote the safety of our programs.
- IX. Clients shall not engage in acts of violence or threats of violence. Please note threats of violence include, but are not limited to, any direct and indirect actions

which reflect an intent to intimidate, injure, or cause harm to another individual or property. Physical violence of any kind will be immediately reported to the PA Department of Corrections and/ or PA Board of Probation and Parole via Extraordinary Occurrence Report and are considered grounds for immediate discharge.

- X. Clients shall not go into other clients rooms and shall not engage in romantic relationships or sexual activity while in the program, including sexual or suggestive written, verbal, or physical acts, both in and outside of the facility.
- XI. Clients must adhere to the agency's **zero tolerance policy** for sexual abuse and sexual harassment and report any breaches of this policy.
- XII. Clients must respect others' property and shall not take possessions that do not belong to them. This includes possessions belonging to another client, staff person, or someone outside of Gaudenzia DRC.
- XIII. Clients shall not gamble or give or receive gifts and loans of any nature (e.g., money, clothing, cigarettes, etc.). The "giver or lender" and "receiver" of any gift of loan will be both held equally responsible.
- XIV. Clients must adhere to posted house chore and cleaning schedules, as assigned. A schedule of work assignments will be posted outside the RA office.
- XV. Each client is responsible for the upkeep and cleanliness of their own living/ sleeping area. At no time should clothing be left on the floor, beds, or hung from the poles.
- XVI. Clients shall not go into other clients' rooms.
- XVII. Clients must ensure that all electronic devices, including air conditioners and televisions, are turned off after they have left their room. Opening windows in the facility is prohibited.
- XVIII. For programs which permit clients to go off-site, clients are expected to follow appropriate procedure for requesting passes and accurately sign-in and out of the facility in the sign-out book. Please review the section of this handbook for additional information.

## **Client Feedback and Grievance Process**

Gaudenzia DRC welcomes and values your feedback about the services that we provide. We encourage you to voice your opinions and concerns without fear of reprisal. This includes, but is not limited to, through the grievance policy, face-to-face interactions with staff, and written feedback via member survey. Surveys are confidential and anonymous and allow us to improve the services that we offer. Staff will always adhere to a policy of mutual respect and appreciation. We ask that any feedback is delivered with the same level of respect and appropriateness.

Clients have the right to file a complaint, grievance, or appeal to any treatment direction or action with which they disagree. All grievances must be in writing and given to the Assistant Deputy Director within five (5) business days of the incident in which you are submitting the grievance for. The Assistant Deputy Director will respond to your written

grievance within five (5) business days of its receipt, at which point, a meeting will be scheduled with you, the Program Director, and other involved parties.

During this meeting, you will have the opportunity to explain your grievance and discuss actions taken. A decision will be rendered by the Assistant Deputy Director within five (5) business days of this meeting. If this decision is unsatisfactory, you may escalate the grievance to the Deputy Director within five (5) business days of receipt of the Assistant Deputy Director decision. The Assistant Deputy Director will respond to your grievance and schedule a meeting with you and render a decision within five (5) business days of this meeting. The resolution at this second level appeal will be considered final.

**Note:** If you are unable to document your grievance, appeal, or request as per the procedures outlined as a result of disability or the inability to read or write or the inability to read or write English, you may seek assistance in doing so from your Counselor or Residential Aide, or you may seek the assistance of a friend, family member, or other client. You have the right to choose the person who will assist in documenting your grievance, appeal, or request. However, the grievance, appeal or request must still be placed in writing and submitted in accordance with the time frames outlined in this document. Additionally, if another person has assisted you in the preparation of your written grievance, appeal, or request the person who assisted you shall also sign and date the document, record his/her relationship to you, and document that he/she has assisted you in documenting the grievance.

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## Wake Up and Lights Out

While you are permitted to wake-up earlier, staff **wake up calls** begin the following times unless otherwise noted:

Monday - Sunday: 6:00 AM

All individuals are expected to be dressed in appropriate attire (no pajamas, bathrobes, slippers, shower shoes, or headscarves) when in common areas.

**Lights out** is scheduled for 11:00 PM daily, unless otherwise noted by the program. You are required to be in your assigned room and bed following lights out and should not be in any common areas. You may leave your room to speak with a staff member on duty on your floor, if needed, or to use the restroom.

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## Maintaining Your Bedroom

Upon admission, you will be given a room assignment and provided with a personal locker, a nightstand, hooks, three drawers in a bureau, and, if possible, closet space. Any belongings that do not fit in those areas shall not be permitted to be kept in the facility.

Please note it is your responsibility to keep your space clean and tidy, including ensuring your bed made is made by 8:30 AM each morning and that clothing is appropriately stored in designated areas—not on the floor, bed, or hanging from the pipes. Food, bottled beverages, suitcases, and cardboard boxes (e.g., sneaker boxes) should not be kept in your room.

For safety reasons, laundry products (e.g., soap powder, fabric softener, etc.) and irons are not permitted in your bedroom. If tools are required for employment, these should be locked kept at the front desk area only with permission from the Assistant Deputy Director.

While clients are encouraged to decorate their living space, it must not occur in a manner resulting in damage to walls, floors, ceilings, or furniture provided by Gaudenzia DRC. Clients shall not hang personal decorations on the walls, doors, or other furniture with tape, glue, nails, or tacks, but should instead use the personal bulletin board to hang decorations. Please note, photographs, posters, and other decorations should be tasteful (e.g., no pornography or ethically, morally, or politically offensive to others).

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### **Medication Pass and Access to Healthcare**

It is your responsibility to take medications as prescribed and report to the staff office at the facility designated times. Refusal to take prescribed medication will be reported to your Counselor and the Assistant Deputy Director, and result in a meeting to discuss your refusal.

#### **CCF Medication Schedule**

**Morning: 6:30 AM – 7:30 AM**

**Afternoon: 1:00 PM – 1:15 PM & 4:00 PM – 4:15 PM**

**Evening: 7:05 PM – 7:35 PM**

#### **CCF- MH Medication Schedule**

**Morning: 7:00 AM – 7:25 AM**

**Afternoon: 1:00 PM – 1:15 PM & 4:00 PM – 4:15 PM**

**Evening: 7:05 PM – 7:35 PM**

In instances in which it may be necessary that you are prescribed a medication that must be in your possession at all times, such as nitroglycerine for heart problems or an inhaler for asthma, you must keep such medication in your possession with permission from medical. At no time are you to share or dispense this medication to another resident.

Your medical needs will be evaluated throughout your stay and services will be coordinated with the facility nurse.



## Meals

While in the program, you will be provided three nutritious meals each day. **Please notify staff immediately if you require a special diet for health, allergy, religious, or spiritual reasons so we can accommodate reasonable requests to the best of our ability.** We ask that special diets related to health or allergies are supported with a doctor's note. Meals are served in the cafeteria daily, and you are required to eat meals with your assigned program in accordance with the facility schedule.

### CCF Meal Schedule

**Breakfast: 6:30 AM – 7:30 AM**

**Lunch: 11:30 AM – 12:55 PM**

**Dinner: 4:40 PM – 5:00 PM**

### CCF- MH Meal Schedule

**Breakfast: 7:00 AM – 7:25 AM**

**Lunch: 11:30 AM – 12:55 PM**

**Dinner: 4:40 PM – 5:00 PM**

To prevent pests, **do not** eat or store food outside of the kitchen and cafeteria areas.

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## Showers

Program residents are permitted to shower during the designated times. These times are posted by the bathrooms.

We ask that you please wear shower shoes while showering and refrain from washing laundry or hanging garments in the shower room. Once you have completed your shower, please tidy your stall, and ensure all garments, towels, wash cloths, and personal items are removed so the next person may shower.

If you need to shower outside of the designated times, please consult with staff for permission.

## Dress Code

While Gaudenzia DRC wants you to feel comfortable and at home while in the program, we expect that residents always wear appropriate attire. We ask that you do not wear hoodies, tightfitting clothing, tank tops, dresses/ shorts/ skirts that fall above the knee, cropped tops, or leggings without coverage. Further, clothing with inappropriate graphics or slogans or clothing promoting drug or alcohol use are not permitted.

Please note that flip flops are only permitted in the shower area, and that slippers and pajama pants should not be worn off the unit. While religious coverings may be worn with

authorization from the Assistant Deputy Director, we ask that you do not wear hats, scarves, wigs, or head coverings.

If you need help with obtaining appropriate attire, please let your counselor know so we can assist you.

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## Laundry

Clean linens will be issued to you upon your arrival. It is your responsibility to launder your linens and clothing during designated free times. Detergent will be provided for you. As a courtesy to others, please time your washer and dryer and remove your items promptly so others may use them. Once your items have been washed and dried, please fold your clothing and take them back to your room.

The hours of operation for the laundry room are posted in the facility. Please do your part to keep the facility tidy and in good operation. Refrain from overloading machines, clean up any detergent you may spill, and remove debris from the dryer's lint trap after use.

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## Program Visits

In the absence of restrictions due to health concerns and with the permission of the Assistant Deputy Director, visitors will be permitted after you have completed a two (2) week stabilization period. Please note restrictions on visitors may occur for failure to meet your program responsibilities or for rules violations.

Visitation dates and times are as follows:

- **CCF/ CCF-MH:** Saturdays, between 1 :00 PM and 3:00 PM
- **Inpatient (ASAM 3.5):** Sundays between 1 :00 PM - 3:00 PM

No visitors will be allowed in the building after 1:15pm. All visitors will be required to attend the mandatory Orientation Presentation that begins at the initiation of visiting time.

When your visitors arrive at the facility, they must immediately report to the front desk on the third (3rd) floor. At no time may a visitor enter the building without checking in at the front desk. Upon their arrival, your visitors will be asked to state the nature of their visit, including the name of the resident being visited. They will be asked to sign a Visitor's Log and will have to show identification. Visitors will be required to surrender their cell phones and handbag/purses to staff at main reception. These items can be picked up by the visitors upon their exit from the facility. All visitors will be subject to search by metal detector and all other facility security procedures. Failure to clear the metal detector will mean that the visitor will not be able to stay in the facility.

Visitors will be permitted in designated areas only. Your visitors will be shown to the designated visiting area, and you will be notified by staff that your visitors have arrived. At no time are visitors permitted on the residential units or in resident bedrooms.

Residents may be held accountable for the conduct of their visitors. Visits can and will be terminated if either the visitor or the resident engages in behavior that is deemed questionable, overly affectionate or in any other way jeopardizes the safety and security of the facility. If any visitor violates any facility rules, that visitor may be barred completely from all visitations at this facility. If a resident disagrees with the termination of that visit, that resident may submit a written appeal to that decision to the Assistant Deputy Director of his/her individual program.

Visiting between residents of Contract Facilities must be approved by the Directors of both facilities, in writing, prior to any visitation. Bureau of Community Corrections residents who wish to visit offenders in State Correctional Institutions must make such a request to the Assistant Deputy Director and the Superintendent of the State Correctional Institution to be visited.

## **XVII. Program Operations and Expectations**

### **Cell Phones**

While in the program, you are permitted use of a personal cell phone; however, this is a privilege and not a right and is conditioned upon responsible use of this technology. In using a personal cell phone, you are agreeing to the following conditions outlined by the Bureau of Community Corrections:

- I. You are solely responsible for the total cost of the cell phone and service in your possession. You will not list any Department of Corrections Facilities as your billing address or on any document related to this device.
- II. You certify that your PBPP Board Action/conditions does not prohibit your possession of a cell phone.
- III. You will immediately surrender your cell phone for visual and/or electronic search upon request by any staff member and each time you enter Gaudenzia DRC with it. Refusal to submit your cellular phone for search will result in misconduct charges, confiscation of the cell phone and social restriction. Also illegal, illicit, or

- unauthorized activity on the cell phone is subject to misconduct sanctions, cell phone confiscation, discharge and/or criminal charges.
- IV. You will not possess a cell phone with camera/video recording capabilities.
  - V. You will be responsible for the content in your cell phone. Recording, streaming, and broadcasting any person, activity or event in Gaudenzia DRC is a criminal offense. Anyone violating this rule will be prosecuted to the fullest extent of the law.
  - VI. Possession of a cell phone while placed at Gaudenzia is "at your own risk." The responsibility of securing the cell phone is yours at all times. Gaudenzia DRC will not be liable in the event that your phone is lost, stolen or destroyed.
  - VII. Call forwarding is prohibited on all cell phone devices.
  - VIII. You are not permitted to make voice calls between the hours of 12 am & 5 am; however, text messaging and internet use are available during these hours.
  - IX. You will keep your cell phone on silent or vibrate while in the facility.
  - X. Cell phone usage is prohibited during group, count, searches, and fire drills, in common areas, hallways, facility entrance as to not disrupt the safe, secure and orderly operation of the facility.
  - XI. In order to maintain efficient operations, the program may suspend cell phone privileges.
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## Employment

At some point during your stay and only with the approval of your Counselor and the Assistant Deputy Director, you may seek paid, legitimate employment. Any acceptance of employment must have prior approval from your Counselor, the Assistant Deputy Director, and Parole. Seeking employment differs among programs and depends ultimately on the individual's progress or participation in treatment.

Prior to beginning employment, you must provide the details of your potential employment to your Residential Coordinator and/or Designee. This includes the employer's name, address, telephone number, scheduled work hours, and the type of work you will be performing. You may not begin employment without first providing this information to the Residential Coordinator in writing and receiving the approval of their Counselor and the Assistant Deputy Director. You must also provide updated information concerning employment as requested by program staff. Employment will be verified by a phone call or personal visit to the employment premises prior to employment approval. Please note under-the-table employment is not permitted.

If employment is approved, you must arrange with your employer to agree to cooperate with program staff in our requests for information regarding your employment such as confirming your employment, work schedule, confirming your attendance, salary information, and other details. Accountability calls will be made randomly by staff to your employer. If your employer refuses to cooperate with staff in their attempt to obtain the information listed above, job approval may be lost. You must show tax deductions from

your pay via submission of a pay stub or an authentic document from your employer. Please note payments of cash or personal check are not acceptable. All form of payment must be submitted by no later than Friday night in accordance with the finance policy.

**Note:** Some employed DRC clients may have a later curfew if the job dictates; however, this will occur on a case-by-case basis and will require the approval of the Assistant Deputy Director.

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## Managing Finances

During your time in the program, you will be supported in securing paid employment and accessing financial benefits for which you are entitled. You are required to submit your entire income from any source, (e.g., wages, public assistance, pension, worker's compensation, unemployment compensation, etc.). Upon receipt of your income, you will be required to endorse the check to Gaudenzia DRC, Inc. and submit it to the designated staff member for deposit into the Resident Wage Account. If you are not paid via a company payroll check, you are still required to turn in your entire wages with a written statement from your employer regarding gross pay, net pay, and tax information. You will not be permitted to turn over partial wages at any time. Designated staff will monitor your employment to ensure hours of work, legitimacy of employment, and actual wages earned.

When you arrive at the facility and upon receipt of income, you shall turn in your money to the financial manager for deposit into the Resident Wage Account. Disbursements for an amount greater than your account balance are prohibited. Necessary expenditures shall be dispersed via checks for the following:

- Operating expenses: meals, travel expenses, necessary clothing, and incidentals.
- Support for your dependents, if any.
- Court costs, and other obligations reduced to judgment is equal to 10% of your weekly income.
- Other obligations acknowledged by the resident and approved by the Director or his/her designee.
- Home-planning preparation.

Withdrawals from your account may only be made with the approval of the Counselor and Assistant Deputy Director. You are not permitted to have debit or credit cards in the program.

Financial transactions will be conducted during established banking hours as posted on the client bulletin board. You will be required to complete a check request form and submit it to the financial manager for all withdrawals from your balance. A separate check will be written to you for living expenses. In the case of child support or other obligations, the check will be written directly to the appropriate individual or agency. Upon discharge from the program, the balance of your account, minus any outstanding obligations, shall be returned to you.

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## Sign Out Procedures

You must sign in and out of the residential unit in the presence of program staff every time you leave and return to unit, whether you are leaving the building or going to another floor for treatment. Each time you sign in or out, program staff will countersign your entry as verification.

Leaving the building or the unit must not interfere with scheduled program activities including lectures, groups, unit meetings, counseling, AA/NA meetings, etc. At no time may you sign out or leave the unit after curfew. You will be required to sign two logs when leaving the unit: Your personal log sheet and the unit log sheet which is used in the event of a building evacuation. You must specify your name, date, departure time (including "AM" or "PM"), destination (see "b" below), and expected time of return (including "AM" or "PM").

- a. You may only sign out for one destination at a time. You must return to the unit, sign in, and sign back out for your next destination.
- b. When signing out, you must include your exact destination including the name of the location, address, and telephone number. If your destination does not have an address and telephone number, (i.e., going to the store, going for a walk), the duration of your absence will be strictly limited.

The duration of your absences from the facility will be limited as outlined through the phase system, and lateness will result in the following restrictions:

- For **WORK PASSES** lateness is tracked after 45 minutes; individuals should lose 1 social pass at that point. Every 15 minutes after the first 45 minutes additional social passes will be removed. A misconduct form (DC-141) will be issued, and case consultation held to address lateness.
- For **SOCIAL PASSES** lateness is tracked after 30 minutes; reentrants should lose 1 social pass at that point. Every 15 minutes after the first 30 minutes additional social passes will be removed. A misconduct form (DC-141) will be issued, and case consultation held to address lateness.

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## Social Passes

With the exception of individuals within specialized programs, individuals in CCF and CCF-MH must meet the following criteria to be granted social passes:

- Must be compliant with program requirements and fiscal policies, and either:
  - employed full-time, excluding temporary employment
  - enrolled in school full-time
  - employed part-time and enrolled in school



- actively enrolled in a full-time training program
- enrolled in a treatment program, if required
- enrolled in at least 10 hours of community service per month

Individuals eligible for social passes must request, in writing, a pass seven (7) days in advance through their counselor. Leaving the building or unit must not interfere with scheduled program activities.

If you are part of a specialized program, please note parole approval must be granted for social passes.

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### **Urinalysis Drug Screen and Breathalyzer**

For individuals in CCF and CCF-MH programming, Gaudenzia DRC will complete a urinalysis drug screen **upon admission** and **a minimum of once per week** on a random basis. Breathalyzers will also be conducted at random. Refusal to participate in urinalysis or breathalyzer testing will be regarded the same as a positive test. A positive test for alcohol may result in a return to a State Correctional Facility, or may result in specialized counseling or programming to address this problem. Alternatively, a positive test for non-prescribed, prescription medication, illegal drugs and substances may result in an immediate return to a State Adult Correctional Facility.

Please note you will be held accountable for any food items or other substances that may contain ingredients that may produce a positive drug/ alcohol reading (e.g., ginseng, mouthwash, or cough syrup). You may not ingest poppy seeds in any manner. Use of these products will not be accepted as a valid reason for a positive urinalysis.

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### **Medication-Assisted Treatment (MAT)**

Gaudenzia DRC is committed to providing high quality, clinically appropriate care for individuals with all substance use disorders, including individuals with opioid use disorder or alcohol use disorder who might benefit from FDA-approved MAT as a complement to behavioral health treatment.

Should you elect to receive MAT, Gaudenzia will provide MAT in-house or refer you to the provider of your choice. Similarly, if you are already receiving MAT, the agency will seek to establish a referral agreement with your current provider to ensure open lines of communication and care continuity.

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### **Expectations for Treatment Participation and Group Rules**

It is expected that you be an active participant in your treatment. This includes attending and participating in all scheduled individual and group sessions as well as community-based peer support groups. While in group, you are required to adhere to the following rules:

1. Group members shall conduct themselves in a manner that demonstrates respect towards their peers and the group facilitator/counselor and reflects their commitment to achieving personal growth and contributing to the growth of others.
2. Clients shall comply with the directions of the group facilitator/counselor at all times and abide by the "Group Norms" which are read prior to each group.
3. Clients may not leave group unless approved or directed to do so by staff. Personal needs should be addressed prior to the start of group.
4. Cross-talking, side-talking, disrespecting, insulting/demeaning others, profanity, sleeping, or other disruptive behavior is not permitted.
5. Members shall respect the confidentiality of all participants. Information disclosed in group should not be taken outside of the group, except to inform staff of emergency or serious, imminent danger.

Gaudenzia recognizes peer support can be a helpful resource for recovery. As such, 12 step support group's will be offered virtually or on-site twice a week, when possible. Support groups are a mandatory part of treatment in order to familiarize yourself with supports post-treatment.

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### **Behavioral Agreements and Privileges**

There are occasions in which violations of program expectations may result in consequences, including restrictions or loss of privileges. Repeated violations can result in placement on a behavioral agreement or discharge. If any change in behavior is necessary as a result of failure to adhere to the course of treatment or program expectations, then consequences and/ or a behavioral agreement may be implemented.

All corrective actions are authorized by the clinical team and approved by the Assistant Deputy Director, and must take into account clinical appropriateness, educational/vocational considerations, and cultural considerations. Any sanction/privilege having been restricted/revoked is time-limited, based on the individual's behavior, with privileges being restored dependent on clinical evaluation of client's response to the intervention. Clients are permitted to appeal any intervention measures either verbally or in writing to the primary counselor and is entitled to a review with supervisor and clients present. Clients will not be retaliated against for this or any appeal of their treatment.

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## **XVIII. Program Health and Safety**

Upon entry to Gaudenzia DRC, Inc., you will be oriented to where first aid kits, naloxone, and fire extinguishers are located as well as evacuation routes. Evacuation routes are posted throughout the facility. We additionally will practice fire and evacuation drills no less than once per month. The date and time of drills will not be announced in advance, so you must assume there is a real emergency.

## Emergency Plans

In the event of an **evacuation** or **other emergency requiring response**, please note the following:

1. Upon notification of an evacuation drill, all building occupants will proceed immediately to the closest exit and depart from the building.
2. All building occupants who exit through the entrance of the facility will assemble along Henry Avenue approximately 100 feet from the outpatient program's driveway farthest from the facility. Roll call will be taken and a count made of the number of persons evacuated.
3. In the event of a threat to the integrity of the facility, all residents and staff shall assemble on the southside of Henry Avenue approximately 100 feet from the facility.
4. No individual is to stand in the driveway or interfere with emergency vehicles.
5. Remain at meeting point until otherwise directed. There will be an "all clear" issued to advise individuals to return to the facility upon completion of the drill.
6. In the event of evacuation, staff in charge will coordinate the evacuation and notification processes. The Bureau of Community Corrections (BCC) Region I will be contacted to assist in arranging transport and housing of clients at 1306 Spring Garden Street or the Gaudenzia Philly House and staff will be assigned to specific responsibilities pertinent to the evacuation process.
7. The primary route to the Gaudenzia Fir-St program will be to travel West on Alleghany Avenue to Broad Street and South on Broad Street to Spring Garden Street, and/or South on Broad Street to York Street for Philly House.
8. After arriving at facility, a count will be taken of all clients and staff to account for everyone. Referral sources and family members, with client consent will also be contacted and informed of the evacuation.

In the **event of fire or smoke**, please note the following:

1. If you discover a fire or smell smoke, immediately sound the building alarm. Alarm stations are located throughout the building's units and main corridors: Know where they are and how they operate.
2. When the fire alarm is sounded, feel the door that leads from your room to the corridor before opening it. If the door feels hot or smoke is seeping in, DO NOT OPEN! Keep your door closed and seal off any cracks.
3. If the door feels cool, open cautiously. If the hall is clear, leave at once and close the door behind you. Proceed with caution to the closest exit and depart from the building.
4. All building occupants who exit through the entrance of the facility will assemble along Henry Avenue approximately 100 feet from the outpatient program's

driveway farthest from the facility. Roll call will be taken and a count made of the number of persons evacuated.

5. In the event of a threat to the integrity of the facility, all residents and staff shall assemble on the southside of Henry Avenue approximately 100 feet from the facility.
6. No individual is to stand in the driveway or interfere with emergency vehicles.
7. Remain at meeting point until otherwise directed. There will be an "all clear" issued to advise individuals to return to the facility once it is deemed safe to do so.
8. Individuals with disabilities who cannot ambulate will have a staff person or fire emergency team assigned to assist. Individuals will be taken to the fire exit until help arrives.

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## **Contraband**

Contraband is defined as items that are prohibited by agency policy, possession is forbidden, or products that are not authorized. Contraband may be harmful to an individual or the community.

All packages will be inspected at the front desk by staff. When you enter the building, you are required to check your items with the front desk staff for proper initialing to indicate that your items have been checked. Failure to check your packages in this manner may result in confiscation of the items as they will be regarded as contraband, and disciplinary action will follow.

Any contraband uncovered on the premises of the facility will be seized and secured immediately. All contraband seized will be documented (what, where, and when contraband was found and photographed) in the program logbook, properly labeled, and stored in a secure location within the facility (ideally a locked cabinet within a locked office) or disposed of in an appropriate manner as detailed below.

Gaudenzia DRC, understanding the need for a safe and secure environment, does not allow anything into any facility that would cause harm or jeopardize anyone's recovery, or may be detrimental to the facility, including:

- a. Weapons of any kind (e.g., firearms, knives, swords, pocketknives, scissors, screwdrivers, tools, sewing needles, etc.)
- b. Alcohol beverages, including cooking products (e.g., vanilla extract, cooking wine), cough syrup, or over-the-counter products containing alcohol (hand sanitizer, rubbing alcohol, mouthwash, or cologne)
- c. Illicit drugs or drug paraphernalia
- d. Pornographic material, including photos, magazines, and videos/ DVDs
- e. Construction tools of any kind
- f. Glass bottles
- g. Stolen property or counterfeit items
- h. Dice or playing cards
- i. Wire hangers

- j. Aerosol sprays of any kind
- k. Unauthorized cell phones and/ or with cameras
- l. Products containing high concentration of toxic, caustic, or flammable material
- m. Pirated or copied materials, including CDs, DVDS, pictures, or magazine
- n. Unlabeled body oils or fragrances
- o. Materials that indicate gang affiliation or criminal endorsement.
- p. Items containing any of the below:

Class I	Class II	Class III	Toxic	Caustic
Gasoline	Diesel Fuel	Paints (oil based)	Ammonia	Lye
Benzene	Motor Oil	Linseed oil	Chlorine	Muriatic Acid
Acetone (e.g., nail polish remover)	Kerosene	Mineral Oil	Antifreeze	Caustic Soda
Hexane	Cleaning Solvents	Neat foot Oil	Duplicating Fluid	Sulfuric Acid
Lacquer	Mineral Spirits	Sunray	Defoliants	Tannie Acid
Lacquer Thinner	Aqitene	Conditioner	Herbicides	
Guardian Fluid			Pesticides	
Denatured Alcohol			Rodenticides	
Ethyl Alcohol			Bleach	
Xylene (Xylol)				
Contact Cement				
Toludi				
Methyl Ethyl Ether				
Methyl Ethyl Ketene				
Naphtha, Y, M, & P				

## Disposal of Contraband

Items which are contraband, but not specifically dangerous or illegal (such as cell phones at some programs) may either be given to a family member or friend, or at the program's discretion, stored by the program and returned to the client upon discharge. For items of an illegal or dangerous nature (weapons), the police will be contacted to decide and dispose of the item(s) appropriately. If illicit drugs are found on a client in an amount determined to be consistent with personal consumption, staff will notify their supervisor and will document via an incident report that the found substances were disposed of in the same manner as that utilized for medication disposal. If illicit drugs are found on a client in an amount greater than consistent with personal use and potentially intended for distribution, police will be contacted to determine appropriate disposal methods/options. The program's security manager will additionally report to parole or DOC, as required.

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## Searches

Gaudenzia DRC reserves the right to conduct searches of clients' belongings and personal effects, as well as all areas of the facility, whenever contraband is suspected. Searches will be conducted by two staff members, one of them being the Assistant Deputy Director, Supervisor(s) or designee. If contraband is found, it will be confiscated by staff and secured. An incident report will be filed, along with a Confiscated Items Report.

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### **Naloxone/ NARCAN Access**

In accordance with the agency's comprehensive opioid overdose prevention and response policy, all staff are trained in the administration of intranasal spray naloxone in the event of suspected opioid overdose. Regardless of where our clients are in their recovery, we strongly encourage all clients and their families and/ or members of their support network be trained in the administration of naloxone and carry a dose with them. While you will receive naloxone in advance of discharge, you may also request naloxone from your counselor or visit [NextDistro.org](http://NextDistro.org) to have a dose of naloxone mailed directly to you.

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### **Use of Nicotine**

Gaudenzia DRC is a smoke-free facility. Nicotine products, including cigarettes, chewable tobacco, and electronic vaping devices are not permitted in the facility or on facility grounds.

If you are interested in smoking cessation you may speak with the program nurse or your primary counselor to discuss options available to you throughout the course of your treatment stay. Nicotine replacement therapy (NRT) products such as gum or patches must be stored and managed as medications and will be kept in the medication room.

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## **XIX. Transition and Discharge Criteria- CCF & CCF-MH**

The criteria for completing CCF is to secure an approved home plan. Similarly, for CCF-MH, you must secure an approved home plan and be stable on medication.

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### **Policy for Storing Belongings**

Per the agency's Informed Consent to Treatment, individuals release Gaudenzia DRC from any liability for any damage or loss whatsoever to any personal belongings owned by clients in the event they leave any Gaudenzia DRC facility without taking said belongings with them. Individuals will be allowed to pick up all personal belongings within thirty (30) days of program discharge. In the event personal belongings are not recovered in this time, they will become the property of Gaudenzia DRC and may be donated.



## ***Receipt of Handbook and Identification Acknowledgement***

By signing below, you acknowledge that you have received and had the opportunity to review the handbook provided to you as well as a client identification card to be worn in the program. You agree to adhere to all the rules and expectations outlined in the handbook while participating in our program. Please take the time to thoroughly read the handbook and seek clarification on any questions you may have.

Your commitment to adhering to our program rules and expectations is vital to maintaining a positive and productive experience for everyone involved. If you have any concerns or questions, please do not hesitate to speak with program staff.

Client's Name: \_\_\_\_\_

Client's Signature: \_\_\_\_\_

Director or Designee: \_\_\_\_\_

Director or Designee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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**GAUDENZIA DRC, INC.**  
**RESIDENTIAL SERVICES**  
**CCF AND CCF-MH**

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**NEED HELP?**

Contact our 24-hour Treatment and Referral Helpline  
**833.976.HELP(4357) OR HELPLINE@GAUDENZIA.ORG**

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