



RESIDENT MANUAL

CROWNSVILLE RESIDENTIAL PROGRAM

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



CHRYSALIS HOUSE INC
Supporting Women and Their Children Through Recovery

CHRYSALIS HOUSE AFFIRMATION

I believe in myself today and every day.

I am a woman who thinks before she acts.

I will not entertain negative thoughts or waste negative energy.

*I believe in this program and I will put my recovery in its
rightful place. I am confident and self-assured.*

*I walk with pride and it shows in my appearance and
character.*

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

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

I am a living success story



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WELCOME TO CHRYSALIS HOUSE

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

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

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

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

OUR MISSION

The mission of Chrysalis House is to transform the lives of women and children by providing comprehensive recovery programs and services that support the development of their inherent strengths, talents, and potential.

ABOUT CHRYSALIS HOUSE

Since 1986, Chrysalis House has provided treatment for women with addictions and their children. Since our founding over 30 years ago, we have helped thousands of women acquire the tools and skills that empower them to counter their disease and rebuild their lives.

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

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

WHAT TO EXPECT

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

The course of treatment follows closely with the 12-Step Plan. You will participate in groups, individual sessions, and you will have assignments to complete. These elements are important components of your plan and you will be expected to participate and follow through with each one.

TRANSITION AND DISCHARGE

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

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

Discharge criteria are listed below:

Any of the following criteria is sufficient for discharge.

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

Successful completion of group sessions as determined by the treatment plan and/or treatment staff. This may be more or less than 36 sessions.

If you no longer meet admission criteria, or meet criteria for less or more intensive levels of care.

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

You, your family, guardian, and/or custodian are competent but non-participatory in treatment or in following the program rules and regulations. The non-participation is of such a degree that treatment at this level of care is rendered ineffective or unsafe, despite multiple documented attempts to address nonparticipation issues.

If you disregard the group rules, are disruptive or inappropriate, you may be discharged for cause (an administrative discharge) as determined by the treatment staff and Clinical Director. Clients

who are administratively discharged may not return to group and will be given referrals to another facility whenever possible.

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

A FEW OTHER THINGS YOU NEED TO KNOW

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

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

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

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

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

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

Advance Directives: If you have Advance Directives, or a Living Will, you should share that with the staff immediately. If you would like to learn more about Advance Directives, ask your treatment team or another staff member for information.

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

Our staff members agree to follow a Code of Professional Conduct and Ethics. This information is included later on in this Handbook.

GENERAL INFORMATION

MAILING ADDRESS

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

Client Name
C/O Chrysalis House
1570 Crownsville Road
Crownsville MD 21032

PHONE CONTACTS

Crownsville Clinical offices: 410-974-6829
Crownsville Clinical Fax: 410-974-6350

RESIDENTIAL SERVICES OFFERED

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

NOTICE OF PRIVACY PRACTICES

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

OUR LEGAL DUTY

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

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

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

USES AND DISCLOSURES OF HEALTH INFORMATION

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

YOUR AUTHORIZATION

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

TREATMENT

We may use or disclose your PHI to the referral source for purposes of treatment planning and coordination, reporting compliance/non-compliance issues, and referral to another additional service provider.

PAYMENT

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

HEALTHCARE/PROGRAM OPERATIONS

We may use and disclose your PHI in connection with our healthcare program operations. This may include such activities as quality assessment and improvement activities, reviewing the competence and/or qualifications of healthcare/program professionals, evaluating provider performance, conducting training programs, and accreditation, certification, licensing, and/or credentialing activities.

REQUIRED BY LAW

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

ABUSE OR NEGLECT

We may disclose your PHI to appropriate authorities if we reasonably believe that you are a possible victim of abuse, neglect, or domestic violence or the possible victim of other crimes. We may also disclose your PHI to the extent necessary to avert a serious threat to your health or safety, or the health or safety of others- including, if we have good reason to believe that you are engaging in child or elder abuse.

NATIONAL SECURITY

We may disclose to authorize federal officials PHI required by lawful intelligence, counterintelligence, and other national security activities. We may disclose to correctional institutions of law enforcement officials having lawful custody of PHI under certain circumstances.

APPOINTMENTS REMINDERS AND TERMINATION NOTICES

We may use or disclose your PHI to provide you with appointment reminders or to advise you that you are at risk for program termination. Such activities may include voicemail messages and letters.

CONFIDENTIALITY OF ALCOHOL AND DRUG ABUSE CLIENT RECORDS:

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

- A. The Client consents in writing

- B. The disclosure is allowed by a court order; or
- C. The disclosure is made to medical personnel or to a qualified person for research, audit or program evaluation.

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

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

CLIENT RIGHTS

All individuals who apply for services, regardless of sex, race, age, color, creed, financial status or national origin are assured that their lawful rights as Clients shall be guaranteed and protected. While being served, you, the Client, are assured and guaranteed the following rights:

1. The right to be treated with consideration and respect for personal dignity, autonomy, and privacy;
2. The right to service in a humane setting (including a sober and violence-free environment) which is the least restrictive feasible as defined in the treatment plan;
3. The right to be informed of one's own condition, of proposed or current services, treatment or therapies, and of the alternatives;
4. The right to consent to or refuse any service, treatment, or therapy upon full explanation of the expected consequences of such consent or refusal;
5. The right to a current, written, individualized service plan that addresses one's own mental health, physical health, social and economic needs, and that specifies the provision of appropriate and adequate services, as available, either directly or by referral;
6. The right to active and informed participation in the establishment, periodic review, and reassessment of the service plan;
7. The right to be free from intellectual, emotional and/or physical abuse.
8. The right to be free from abuse, financial or other exploitation, retaliation, humiliation, and neglect;
9. The right to access to information pertinent to the Client in sufficient time to facilitate his/her decision making;
10. The right to informed consent, refusal or expression of choice regarding service delivery, release of information, concurrent services, and composition of service delivery team;

11. The right to access or referral to legal entities for appropriate representation, self-help support services, and advocacy services;
12. The right to freedom from unnecessary or excessive medication;
13. The right to freedom from unnecessary restraint or seclusion;
14. The right to participate in any appropriate and available agency service, regardless of refusal of one or more other services, treatments, or therapies, or regardless of relapse from earlier treatment in that or another service, unless there is a valid and specific necessity which precludes and/or requires the Client's participation in other services. This necessity shall be explained to the Client and written in the Client's current service plan;
15. The right to be informed of and refuse any unusual or hazardous treatment procedures;
16. The right to be advised of and refuse observation by techniques such as one-way vision mirrors, tape recorders, televisions, movies, or photographs;
17. The right to have the opportunity to consult with independent treatment specialists or legal counsel, at one's own expense;
18. The right to confidentiality of communications and of all personally identifying information within the limitations and requirements for disclosure of various funding and/or certifying sources, state or federal statutes, unless release of information is specifically authorized by the Client or parent or legal guardian of a minor Client or court-appointed guardian of the person of an adult Client;
19. The right to communicate, associate and meet with persons of your choice, unless to do so would infringe upon the rights and/or safety of yourself and others, including access to the telephone to make and receive calls within the confines of the program, and to send and receive mail within the confines of the program.
20. The right to have access to one's own psychiatric, medical or other treatment records, unless access to particular identified items of information is specifically restricted for that individual Client for clear treatment reasons in the Client's treatment plan. "Clear treatment reasons" shall be understood to mean only severe emotional damage to the Client such that dangerous or self-injurious behavior is an imminent risk. The person restricting the information shall explain to the Client and other persons authorized by the Client the factual information about the individual Client that necessitates the restriction. The restriction must be renewed at least annually to retain validity. Any person authorized by the Client has unrestricted access to all information. Clients shall be informed in writing of agency policies and procedures for viewing or obtaining copies of personal records.
21. The right to be informed in advance of the reason(s) for discontinuance of service provision, and to be involved in planning for the consequences of that event;
22. The right to receive an explanation of the reasons for denial of service;
23. The right not to be discriminated against in the provision of service on the basis of religion, race, color, creed, sex, national origin, age, lifestyle, physical or mental handicap, developmental disability, or inability to pay;

24. The right to know the cost of services;
25. The right to be fully informed of all rights;
26. The right to exercise any and all rights without reprisal in any form including continued and uncompromised access to service;
27. The right to file a grievance;
28. The right to have oral and written instructions for filing a grievance, and
29. The right to investigation and resolution of alleged infringement of rights.
30. The right not to participate in any experimental research unless fully informed and with written consent by you.
31. The right to obtain gainful employment of your choice, within the confines of your program.
32. The right to be allowed access to the local 12 Step Community, within the confines of your program.
33. The right to personal possessions, within the confines of your program.
34. The right to manage your own financial affairs.
35. The right to religious worship of your choice.
36. The right to receive visitors within the confines of program rules.
37. The right to participate in recreational activities as permitted by the Chrysalis House schedule.
38. The right to terminate your own residence when you so choose. You are encouraged to discuss your plans with staff prior to departure and be formally discharged.

RESIDENT RESPONSIBILITIES

CONFIDENTIALITY

- No information about another resident, staff member, or Chrysalis House program is to be discussed outside the house.
- While you are a resident of Chrysalis House, your business is our business! Know that we work as a treatment team for the benefit of your treatment, and that information shared with one staff member may be shared with other staff if deemed appropriate. The staff of Chrysalis House is required to observe confidentiality laws.
- You may not share any information about any resident with anyone outside of the Chrysalis House (family members, boyfriends, husbands, people in the program, outside clinics, etc...). This includes involvement in the program, urine testing, levels, strikes, dilemmas.

- Resident information is to be shared with other residents only for the residents present. You should not gossip about other residents or clients.
- When on telephone duty, remember that ***you cannot confirm or deny the existence of any resident.***
- Board members are not defined by law as staff members. You may not share other residents' information with Chrysalis House Board Members.
- Remember that the Chrysalis House is a small facility. Names are not the only way that residents can be identified. The goal is to provide an anonymous program for all residents.
- Be aware of the accidental ways that you can break confidentiality of another resident. Mentioning to someone "in the rooms" that a particular client was asked to leave the program, etc., is a violation of confidentiality. Sharing information with staff members out of concern for another resident is not a breach of confidentiality.
- The confidentiality of alcohol and drug patient records maintained by this program are protected by federal law and regulations.
- Violations of federal law and regulations are a crime. Suspected violations may be reported to the appropriate authorities in accordance with federal regulations.

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

EXCEPTIONS TO CONFIDENTIALITY

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

IMMINENT HARM TO SELF

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

IMMINENT HARM TO OTHERS

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

CHILD ABUSE OR ELDER ABUSE

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

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

REQUIREMENT TO REPORT PHYSICAL AND SEXUAL ABUSE OR NEGLECT

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

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

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

SEXUAL HARASSMENT

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

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

VERBAL

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

NON-VERBAL

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

PHYSICAL

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

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

CHRYSALIS HOUSE CARDINAL RULES

CHRYSALIS HOUSE IS:

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

A SAFE ENVIRONMENT FOR ALL OF OUR CLIENTS AND STAFF

No physical violence or threats will be tolerated.

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

OUR HOME.

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

1. Keep the environment free of drugs and alcohol at all times. This is your home for the duration of the time you are here. Respect it as such. Keeping secrets regarding the use or possession of drugs or alcohol by another resident is prohibited.
2. In order for this drug-free environment to be monitored, you will be required to submit to random urinalysis. Whenever you are asked for a specimen, you will have up to four hours to comply with that request. Refusal to submit to random urinalysis will be considered a behavioral positive and may be grounds for discharge.
3. Treat others as you would have them treat you. No physical violence or threats of violence. While we recognize that some people take a longer time to change old behaviors than others, bullies or perpetrators will not be allowed to remain in this environment. No one needs to live in fear here. "Snitches get stitches" is street thinking. We value honesty in all interactions with and among residents and staff.
4. We are all committed to the safety of the children of Chrysalis House. Always be mindful of their safety and wellbeing.
 - Keep dangerous items out of the reach of children. This includes lighters, matches, medications, kitchen utensils, etc.
 - Hitting, shaking, yelling, and physical methods of discipline (eg. Slapping, spanking, etc.) are strictly prohibited.
 - Placing infants to sleep on their stomach or in bed with you is prohibited since this has been associated with Sudden Infant Death Syndrome (SIDS).
 - Avoid profanity, especially around children.

- Remember that “it takes a village to raise a child”. We are all responsible for safeguarding our children.
5. Each resident is responsible for changing old behaviors. Stealing, fraud, prostitution, the willful damage of property, or other criminal behaviors of any kind will not be tolerated.
 6. Trust takes time to develop. To assist in the development of trust with one another, you are asked to refrain from judging others or discussing other’s issues. All residents will be required to sign a promise to maintain confidentiality. Maintaining confidentiality keeps this environment safe.
 7. Learn to love yourself. In order to do that you need to learn how to get to know the real you, without medicating your feelings with a relationship. During this precious time here, relationships can be a distraction. This is your time for you, and other residents deserve the same opportunity. Sexual activity on the premises or sexual behavior with another resident or visitors is strictly prohibited. Disregarding this rule may be grounds for immediate discharge.
 8. Avoid gossip and rumors. Gossip is talking about someone else. Rumors are stories that are circulated about someone else. Check your motives. Before saying something about another resident, ask yourself the following:
 - Is it kind?
 - Is it true?
 - Is it necessary?
 9. If you have a problem with another resident, deal with it directly. Go to that person, or if you have trouble doing that, go to your Big Sister, the Resident Committee or staff. Do not put others in the middle. Re-creating dysfunctional family patterns in this environment is not useful to your recovery. Act but don’t re-act. If you’re not part of the problem and you’re not part of the solution, then you should not be part of it.
 10. You are responsible for your own recovery. Attend all sessions with your counselor and/or therapist and be on time for your groups. Make treatment time count. You are here for your recovery.
Be accountable for your own behavior and care enough about each other to point out when someone else is doing something to hurt their own or your recovery. No one recovers alone. Honesty, open-mindedness and willingness require that you be

willing to hear the things that others have to say to you as well.

11. Passes are a privilege that give you an opportunity to establish trust. It is important that you return from them on time. Be where you say you are going to be, and be only with those people that have been approved.

Disregarding any of these rules may be grounds for discharge

AGENCY GRIEVANCE PROCEDURE

1. Any person(s) who believes that their rights have been violated or has a complaint or grievance may file a complaint pursuant to the procedures set forth below, on their behalf, or on the behalf of another person. All persons are encouraged to file a complaint and/or grievance. By filing a complaint, the individual will not subject themselves to any form of adverse action, reprimand, retaliation, or otherwise negative treatment by Chrysalis House, Inc. Clients shall have immediate access to the grievance forms located in their Orientation packet and a posting of the grievance procedure will be in the Group Room with the levels of appeals.

To register a grievance, the following steps will be followed:

- A. Clients are encouraged to discuss any problems with their Therapist. The Client and Therapist will try to find a resolution. The Therapist will correspond with the Clinical Director and/or Program Director on the grievance and/or complaint and any resolution.
 - B. All grievances forms shall first be filed with the Program Director by completing a "Client Grievance" form. The Program Director shall give the Client a receipt of the filed grievance and log the grievance within two (2) working days. The Program Director will conduct an internal investigation and render an initial determination and resolution within five (5) working days of receipt of the complaint in writing.
 - C. If the complaint is not resolved or if the complainant is not satisfied with the results achieved in Step B, the complainant may file an appeal and/or the grievance form shall be forwarded to the Executive Director. This meeting shall be held within two (2) working days of the date it is requested.
 - D. The Client shall be presented a resolution and response to their grievance in writing within five (5) working days.
 - E. In the event that a client does not feel a resolution has been reached they may contact the **Maryland Department of Human Resources/Department of Social Services/Office of Adult Services 1-800-332-6347 or the Maryland Department of Health & Mental Hygiene/Office of Healthcare Quality 410-402-8000 or 877-402-8218.**
2. For any allegations of physical or sexual abuse by any staff member, the following steps will be followed:
 - A. Any allegations of physical or sexual abuse by any staff member shall be brought to the immediate attention of the Program Director or the Clinical Director or assigned therapist. The client will be afforded the opportunity to contact the following agencies: **Maryland Anne Arundel County Crisis Response System/Crisis Warmline**

410-768-5522 or the 24 hour Crisis Hotline 410-222-7273 or the Baltimore City Crisis Response line at 410-433-5175.

- B. If the Client is not comfortable discussing the allegation with the Program Director or Therapist, the client is encouraged to file the grievance form with the Executive Director. The client will again be afforded the opportunity to contact the agencies or crisis response lines listed in A.
3. Notification to all parties of these rights shall include affirmation of an organizational non-relationship policy that protects a party's right to file a grievance or express their opinion and invokes applicability of state and federal protections.
 4. The Clinical Director and Therapists shall take steps to ensure an appropriate investigation of each complaint to determine its validity. These rules contemplate informal, but thorough, investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to the complaint.
 5. In the event that a client is dissatisfied at any point, the client has the right to contact and voice complaints, questions or concerns about service, treatment, procedures, rights and policies by calling any one of the following agencies:
 - **Maryland Department of Health & Mental Hygiene/Office of Healthcare Quality 410-402-8000 or 877-402-8218**
 - **Maryland Department of Human Resources/Department of Social Services/Adult Services/ Anne Arundel County/(local) 410-974-8566**
 - **Maryland Department of Human Resources/Department of Social Services/Adult Services Baltimore City/(local) 443-378-4600**
 - **Maryland Department of Human Resources/Department of Social Services/Child Protective Services/ Anne Arundel County/410-421-8400 (24 hours)**
 - **Anne Arundel County 24-hour Crisis Hotline/ 410-222-7273**
 - **Maryland Department of Human Resources/Department of Social Services/Child Protective Services/Baltimore City/410-361-2235 (24 hours)**
 - **Maryland Anne Arundel County Crisis Response System/Crisis Warmline: 410-768-5522**
 - **Baltimore City Crisis Response 410-433-5175**
 - **The HIPAA Privacy Officer/CHI Corporate Compliance Officer: 410-974-6829**
 - **The U.S. Department of Health and Human Services at for privacy or breach of confidentiality (HIPAA):**
Office for Civil Rights
U.S. Department of Health & Human Services
61 Forsyth Street, SW. - Suite 3B70
Atlanta, GA 30323
(404) 562-7886; (404) 331-2867 (TDD)
(404) 562-7881 FAX
 6. All clients will be given a copy of the telephone number to the Abuse Hotline and Department of Children and Families Program Office at the time of admission. All clients will be afforded the opportunity to contact the any of the above phone numbers without fear of retaliation. The telephone numbers are posted throughout the facility and in the common areas.

AGAINST MEDICAL ADVICE PROTOCOL

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

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

DRUG AND ALCOHOL POLICY

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

THE FOLLOWING IS OUR PROTOCOL:

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

UNIVERSAL INFECTION CONTROL

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

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

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

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

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

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

HIV PROTECTION AND SERVICES

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

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

MEDICAL DEPARTMENT

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

Our Medical Staff consists of:
Dr. Karen Donaldson/Medical Director
Dr. A. Jones/Psychiatric Services
Celeste Boykins, LCPC-S, LCACDS/Clinical Director
Gina French/Registered Nurse

As a client here, a member of our medical staff is at your service at all times. While you will have scheduled appointments throughout your stay with us, you have the option to request a consult as needed. Medical staff is at our clinical office five days per week.

MEDICAL REFERRALS

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

MEDICATIONS INITIAL ASSESSMENT

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

DAILY MEDICATION PROCESS

All prescription medications that are ordered for you are to be self-administered and taken as prescribed.

NEWLY PRESCRIBED MEDICATION

At times clients will arrive from another facility with written prescriptions. Once our medical staff has assessed the medications, they will be filled by our private pharmacy and will be delivered to you the same day. Once delivered you are responsible for taking your own medication as prescribed.

MEDICATION REFILLS

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

DISCHARGE PRESCRIPTIONS

Our medical team will meet with you a few days before your discharge date to assess your prescription and medical status. If you need any medications or if you are not feeling well on your current regimen, please let the team know and they will address the issues. You will be

given written copies of your prescriptions that you can fill at your own pharmacy upon discharge.

PRESCRIPTION ASSISTANCE AND EDUCATION

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

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

PROGRAM REQUIREMENTS

Chrysalis House is not room and board alone. It is treatment. You are expected to grow and to change here, thus to develop a life of recovery that is based on the spiritual principles. These spiritual principles are the cornerstone of our program on which the Chrysalis House program was developed.

- Attendance and participation are expected and required.
- You are to meet with your counselor once a week as scheduled.
- Submit any requested paperwork or assignments weekly.

LIFE IN THE COMMUNITY

WAKE UP

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

DRESS CODE

- Residents and their children will be fully and appropriately dressed when in public areas of the house including on weekends.
- No revealing or provocative clothing is to be worn at any time. You may be asked to change your clothes if staff feels they are inappropriate.
- No obscene language or drug/alcohol messages are allowed on any clothing.
- The use of make-up is to be tasteful. If staff feels that the amount or style of make-up you have on is inappropriate, you will be asked to remove it.
- Keep in mind that when you are out of the house you are representing Chrysalis House.

HYGIENE

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

MEDICATION

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

MEDICATION TIMES ARE:

Monday – Friday: 7:00am, 12:00pm, 2:00pm, 4:00pm, 8:00pm, 10:00pm

Saturday-Sunday: 7:30am, 12:00pm, 2:00pm, 4:00pm, 8:00pm, 10:00pm

ILLNESS

- Report any illness to staff on duty immediately. If you or your child require medical attention, staff will assist in helping you find a physician if you do not have one.
- If you need emergency medical care, staff will transport you to the nearest hospital or summon an ambulance, at staff discretion.
- Once you return from the doctor's office or emergency room provide staff with a copy of your discharge papers, prescriptions, and all other documentation.
- You must speak with a staff person first if illness requires staying home from work or participation in program activities. ***Absence from participating in program activities will only be excused with written note from a medical doctor.***
- Be sure to tell any treatment physicians or dentists that you are in recovery and cannot have narcotic pain relievers except in extreme situations, such as surgery. If you have any questions, contact staff.
- It is common to feel many different body reactions and pains in early recovery, since you have been numbing body systems during your addictions. For this reason, you will often first be encouraged to learn to manage symptoms through use of relaxation and other non-medication methods. Remember, medication seeking can slow your full recovery.
- Physical activity is encouraged to promote a healthy lifestyle.

APPOINTMENTS

- The Nurse, Daycare Assistants, assigned Residential Coaches, and Case Managers will make all appointments that require House Transportation in order to coordinate trips to common destinations. Appointments must be listed on the House Calendar.
- Your appointment date/time will be placed in your mailbox. ***It is YOUR responsibility to keep track of your appointments and be prepared to leave when the House Transportation is ready to go.***
- Requests for house transportation passes must be submitted to residential staff 48 hours in advance.
- Residents are expected to be in ***MANDATORY*** groups unless an appointment absolutely cannot be scheduled at any other time.

- Follow up to verify that your transportation has been scheduled.
- Once you are out of the orientation stage, you are allowed to obtain a ride through your network as long as the person has been approved by the clinical team.

SMOKING

- Chrysalis House is a non-smoking facility. If you wish to smoke you must do so on the porch outside the residents' area. Smoking inside the facility may be cause for dismissal from the program.
- Cigarette butts must be placed in the ash cans provided, not on lawn.
- Children are not allowed in smoking areas at any time.
- No smoking is allowed on porches in the children's area. Cigarette smoke is harmful to the unborn baby and is associated with low birth weight, premature births and increased risk of SIDS.
- Residents and staff are not to smoke in the same area or share cigarettes, matches or lighters.
- During clinical hours of 8:00am – 4:00pm Monday through Friday, there are scheduled breaks during which you may smoke. These smoke breaks will be posted. Smoking outside of those times during clinical hours is prohibited.
- Cigarette smoking is an addiction. Chrysalis House encourages you to stop smoking. For that reason, smoking cessation classes will be available. If you would like to quit smoking while you are here, please discuss options with your counselor, therapist or medical staff.

TELEPHONE

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

CELL PHONES

- There will be absolutely no use or possession of a cell phone until Level 4 is achieved and approved by the clinical team.
- Permission to obtain a cell phone must be approved by the clinical team upon achieving Level 4 of treatment.
- Any cell phones acquired must NOT have internet capability or cameras to preserve client confidentiality. If your phone has either feature it will be removed from your possession for the duration of your treatment. You may, however, purchase a phone without these features if your phone is confiscated.
- Cell phones may only be used from 12:00pm – 1:00pm and 4:00pm – 10:00pm. All other times the cell phone must be powered OFF.
- Chrysalis House staff reserves the right to revoke or suspend cell phone privileges in the event that the use of your cell phone is deemed inappropriate in any way.
- There is NO right to privacy with your cell phone. If staff wishes to read your text messages or search your calls made/received, they may do so without warning.

PACKAGES/RECEIPT OF PERSONAL BELONGINGS

- Residents cannot receive items, including but not limited to cigarettes and money during the week, with exception of your initial package. Food cannot be sent or brought in.
- Packages mailed in will be distributed on Saturdays.
- Items can be brought to the facility during the following times: Friday from 4:00pm-8:00pm, Saturday and Sunday from 8:00am – 8:00pm.
- You may only receive one package (via mail or in person) per month excluding the initial package which may arrive any time after you arrive.

TELEVISION AND RADIOS

- Televisions, radios, or listening devices are not to be turned on until 4:00 p.m. during the week.
- All televisions, radios and stereos must be turned off by 10:00 p.m. on weeknights and 1:00am on Friday and Saturday nights.
- Personal televisions are not permitted.
- Respect for others dictates low volume on televisions and radios.
- Televisions are for everyone's pleasure. It is important that everyone be considerate and courteous.
- Remotes should be left in living room area at all times.

- Women and children cannot watch TV in the single side living room. Single women are not permitted to watch TV in the Women's and Children's Living room.
- On the Women and Children's side, only G-rated shows may be turned on until 9:00 p.m. and only may be changed after all of the children have gone to bed.

CURFEW

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

EXTENDED CURFEW

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

MEALS

- Meal times are in effect Monday through Sunday.
- Each resident is responsible for the preparation and planning of meals on a rotating basis.

- A weekly menu is prepared by the residents and staff. Each meal had an assigned cook and a preset menu. See residential staff for any changes in menu.
- Special dietary needs and eating times will be met once approved by staff.
- Due to our limited budget, meals may not be offered to any adult visitors.
- There will be no phone calls or visitors, except program graduates, during meals.
- Meal times are mandatory for all residents, unless you have been excused by staff. We promote a family atmosphere and sharing meals together is important.
- Water and light snacks will be provided in the dining area from 9 a.m. to 9 p.m. daily.
- All meals are to be eaten in the dining room.
- All food found outside of the dining room/kitchen area will be confiscated and disposed of.
- No clients are allowed to bring in food for other clients.
- No visitors are allowed to bring in food for clients.

MEAL TIMES ARE AS FOLLOWS:

Monday thru Friday

Saturday and Sunday

o Breakfast	7:00 – 8:30 AM	Breakfast	8:30 – 9:30 AM
o Lunch	12 PM – 12:45 PM	Lunch	12 PM – 12:45PM
o Dinner	4:30 PM	Dinner	4:30 PM
o Snack	7:30 PM	Snack	7:30 PM

SECURITY

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

FINANCES & YOUR FINANCIAL RIGHTS

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

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

- You will receive the assistance of Chrysalis House staff in order to access available Social Services and community resources in your first 30 days of entering treatment.

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

MAIL

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

VISITORS

- For the safety and comfort of all residents, visitors must be approved in advance by clinical staff. A list of approved visitors will be maintained in your file and in the Residential Office. You must fill out a pass for visitors to come to the Chrysalis House as well as to request to visit outside this facility.
- No adults or children over 14 years old may visit without having first attended Family Education.
- No one may visit you without your consent.
- You have the right to refuse visitors.
- Family Education is held monthly. If no one is scheduled in advance it will not be held. Each resident can have a maximum of 3 people attend family education at a time.
- Approved visitors are welcome at the house on weekends and should be received in the group room only.
- No adult guests are permitted in resident's bedrooms.
- Visiting time of five (5) hours and is on Saturday and Sunday between the hours of 12:00 p.m. and 6:00 p.m. Only one 5-hour visit per weekend will be allowed. In-house visits with your sponsor do not count as your visit for the week.
- All visitors must sign in and out in the visitor's book.

- Visitors should be introduced to staff every visit.
- Visitor's packages are subject to search by staff. Remember, no food items may be brought in except approved healthy snacks for children.
- Residents must be appropriately dressed during visiting hours.
- Adult guests are not permitted to join in meals.
- Appropriate conduct is expected at all times while guests are visiting.
- If it is suspected that a visitor has been drinking or using drugs, they will be asked to leave the property and their permission to visit again may be jeopardized. Any guest that creates a disturbance during a visit will be asked to leave.

PASSES

- Passes are a privilege. Privileges are determined by your level in the program. All passes must be properly filled out and must include a phone number where you can be reached should an emergency occur. They must also include detailed information of where you will be and who you will be with. Photo identification is required by those picking up residents for passes and must match the information listed on the pass.
- If your plans change while you are out of the house you must telephone and obtain permission to go elsewhere. If a situation occurs when you are on a pass where you feel unsafe or in danger of relapse, call immediately and speak to staff on duty.
- You may obtain a permanent pass for regularly scheduled activities such as work, school, and meetings. This eliminates the need to write a pass on each occasion of leaving the house. Permanent passes should be given to a clinical staff person and will be kept in a permanent pass book in the lobby. It is your responsibility to update the information on your permanent passes.
- You must sign out any time you leave the grounds, and sign in when you return. Plan to allow yourself enough time to be sign in before the time you have written on the sign-in sheet. Lateness is a serious offense.
- Repeatedly forgetting to sign-in and out will result in a violation. If you know you have trouble remembering, ask another resident to help by reminding you.
- Thanksgiving and Christmas passes will be reviewed and approved by clinical staff.
- Residents must have a detailed sober plan in place. Please notify clinical staff if you observe any other religious holidays.

WHO IS ABLE TO SIGN YOUR PASS?				
Pass	Residential Staff	Clinical Staff	Registered Nurse	Program Director
Phone Ticket		■		
Chore Extension	■			
Outside Meetings		■		
Transportation	■			
6 & 8 Hour Pass		■		
Overnight Pass		■		
Children's Overnight Pass		■		
Lay Down Passes (severe illness only)			■	
Church Pass		■		

COMMUNITY MEETINGS

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

RESIDENT COMMITTEE

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

HOUSEHOLD DUTIES

- Be sure to sign on the chore sheet when you complete your chores.
- Residents are not permitted to pay another resident to do their chores.

- All household cleaning chores must be completed by 8:30 a.m., Monday through Friday, and by 12:00 p.m. on weekends and holidays.
- Kitchen and bathroom chores may require ongoing attention. For example, the paper towels may need to be replenished.
- Employed residents have until 11:00 PM to complete chores on days of employment.
- Chores will be checked nightly by the Chore Checker.
- You will be assigned one (1) laundry slot per week. If more time is required, see residential staff.
- All mothers with children at Chrysalis House will be expected to help with childcare.

ROOM EXPECTATIONS

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

PERSONAL BELONGINGS

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

Clothing List					
Item	# Allowed	Actual #	Item	# Allowed	Actual #
Pants/Shorts/Skirts	14		Hat	2	
Shirts/Sweaters/T-Shirts	14		Scarves	2	
Shoes	2		Gloves	2	
Slippers	1		Robe	1	
Socks	14		Blankets	2	
Underwear	14		Purses	2	
Bras	14		Blow dryer	1	
Pajamas	4		Curling or Flat Iron	1	
Coats	2				
Personal Hygiene Items					
Item	# Allowed	Actual #	Item	# Allowed	Actual #
Shampoo	1		Soap	3	
Conditioner	1		Body Wash	2	
Toothpaste	1		Towels	2	
Toothbrush	2		Wash Cloths	4	
Lotion	1		Razors	1	
Perfume	1				
Other Items					
Item	# Allowed	Actual #	Item	# Allowed	Actual #
Laundry Detergent	1		CD Player/Radio	1	
Fabric Softener	1		Alarm Clock	1	
Photo Frames	3		Books	3	

ADDITIONAL PERSONAL BELONGING INFORMATION

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

EMERGENCY PROCEDURES

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

Only absolutely necessary items are allowed.

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

FIRE EVACUATION

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

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

OTHER EMERGENCY PREPAREDNESS

In the event that an emergency such as flood, earthquake, terrorist attack or armed robbery occurs, the staff will give you procedures to follow. Drills will be held periodically. Be prepared.

THE CHRYSALIS HOUSE PROGRAM

BIG SISTER

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

The Big Sister is expected to:

- Model Chrysalis House behavior.
- Introduce self to new resident.
- Go over Resident Manual with Little Sister and help her prepare for quiz.
- Help Little Sister learn rules and routines.
- Show new resident through Chrysalis House building and grounds.
- Explain chore assignments and community meetings.

- Show new resident how to Sign in/Sign out and submit passes.
- Assist with meeting contacts at recovery meetings.
- Share information that helped Big Sister start at Chrysalis House.
- Assist with initial homework assignments and organization for groups.

TRANSPORTATION

Please notify staff of upcoming court and custody dates and appointments as soon as possible.

Staff will attend and transport residents for court appearances whenever possible. **If staff is not available, it may be necessary for residents to obtain their own transportation.** In those cases, residents are encouraged to contact sponsors, networks, Chrysalis House graduates and/or family members for transportation and support once they have been preapproved by your clinical team.

COMPLETIONS/GRADUATIONS

Residents who meet the criteria for successful completion of the 3 to 5 month-program will be celebrated with a Rock Ceremony.

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

LITTLE CATERPILLAR DAY CARE CENTER

Please see Little Caterpillar Daycare Handbook for specific guidelines regarding children in residence especially for bonding bed time and television policy.

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

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

CASE MANAGEMENT

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

TREATMENT AT CHRYSALIS HOUSE

MEETINGS

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

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

NETWORKING

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

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

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

SPONSOR

- When choosing a sponsor, it is important to select an individual who you believe has a strong recovery and will offer you guidance and support in your recovery. Sponsors must be approved by the clinical team.
- All sponsors must attend a meeting to become familiar with the Chrysalis House program and rules. The meetings are held monthly.

TREATMENT PRINCIPLES

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

1. Keep all appointments with your counselor.
2. Arrive at all individual and group sessions on time.
3. Attend and participate actively in all sessions.
4. Treat other residents and staff with proper respect and dignity.
5. Attend required recovery meetings.
6. Complete necessary DSS forms and return by the deadline to prevent a delay in benefits.
7. Remain awake in all group sessions.
8. Do not use excessive profanity.
9. Be honest with staff.

TREATMENT LEVELS

The responsibilities and privileges of each resident are determined by the individual's level. The following are the requirements and privileges of each level. Transition to another level will not happen automatically, residents must apply for level changes.

To apply for a change in level you must:

1. Submit in writing to clinical staff why you believe you are ready to move to the next level.
2. The clinical team determines if you qualify to move to the next level based on the criteria listed below.
3. If application is approved for level 4 an interview will be scheduled. Interviews are conducted weekly. You should dress as you would for a job interview.

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

LEVEL 1: INTEGRATION

- Upon admittance to the Chrysalis House the first 30 days will be an integration period. This integration period will give you an opportunity to integrate into the Chrysalis House community and get used to the rules and regulations of the program. THIS IS TIME TO FOCUS ON YOU!

- In the first 30 days, you will ONLY be allowed to leave the building if you have an urgent medical appointment.
- In the first 30 days, you will be allowed to go to Department of Social Service (DSS) appointments.
- In the first 30 days, you will be assisted in getting state of Maryland identification as needed.

Requirements

- Read and learn manual
- Schedule a full physical to address any medical concerns
- Attend all groups
- Attend meetings each day with the house
- Work on gratitude list daily
- Apply for benefits and housing with case manager
- Pass Resident Manual Quiz
- Pass 12-step Etiquette Quiz
- Identify strengths
- Complete the resident self-assessment for orientation level.

Privileges

During this time, you will not be allowed to have a cell phone, use the payphone or have any outside adult visitors or any recreational passes. Visitations with children may be allowed on a case by case basis and be approved by the clinical team.

LEVEL 2

Requirements

- You must have been in treatment for at least 30 days
- You must have completed your introductory packet
- You must have written and turned in your gratitude list and Goodbye Letter to AOD to your counselor
- Have the Case Manager and Lead Residential Coach sign your Level 1 Request Form
- Complete the self-assessment for Level 1
- Request and attend a level change interview
- Be prepared to answer questions about the Residential Manual and take a quiz on 12-step Etiquette
- Have several phone numbers of people in your network to call to arrange for outside meetings

Privileges

- Network rides to 12 step meetings
- Two 15-minute phone calls per week on the pay phone on your phone day
- One 5-hour visit per weekend, subject to Program Director and clinical approval
- One 4-hour recreational pass per month, subject to Program Director and clinical approval

LEVEL 3

Requirements

- You must have been in treatment at least 45 days
- Demonstrate leadership and responsibility in the Chrysalis House community
- Complete the self-assessment for 2
- Request and attend a level change interview

Privileges

- Network rides to 12 step meetings
- Two 15-minute phone calls per week using the pay phone on your phone day
- One 5-hour visit per weekend, subject to Program Director and clinical approval
- Two 5 hour passes per month – one must be recovery-related

LEVEL 4

Requirements

- You must have been in treatment for a minimum of 60 days
- Demonstrate consistent leadership and responsibility in the Chrysalis House community
- Complete the self-assessment for Level 3

Privileges

- Network rides to 12 step meetings
- Two 15-minute phone calls per week on the pay phone on your phone day
- Use of your cell phone under strict adherence to cell phone rules
- One 5-hour visit per weekend, subject to Program Director and clinical approval
- Three 5-hour passes per month – one must be recovery related

LEVEL 5

Requirements

- You must have been in treatment for at least 90 days
- Complete the self-assessment for Level 4

Privileges

- Network rides to 12 step meetings
- Two 15 minute phone calls per week on the payphone on your phone day
- Use of your cell phone under strict adherence to cell phone rules
- One 5 hour visit per weekend
- Three 6 hour passes per month. One must be recovery-related.
- One overnight pass per month

LEVEL 6

Requirements

- You must have been in treatment at least 120 days
- Complete the self-assessment for Level 5
- Request and attend a level change interview with all staff

Privileges

- Network rides to 12 step meetings, no pass required
- Cell phone privileges
- One 5-hour visit per weekend
- Three 8 hour recreational passes per month. One must be recovery related
- Two weekend passes per month

LEVEL DIAGRAM

Privileges at each level	Integration (Level 1)	2	3	4	5	6
Payphone		√	√	√	√	√
Cell Phone				√	√	√
Approved Visitors		√	√	√	√	√
Meeting with Sponsor		√	√	√	√	√
Meeting with Networks		√	√	√	√	√
Extra hour with Sponsor for step work		√	√	√	√	√
Church Pass	√	√	√	√	√	√
1- 4 hr. passes per month		√				
2- 5 hr. passes per month (1-recovery related)			√			
3 – 5 hr. passes per month (1-recovery related)				√		
1 overnight (Sat. to Sun.) pass per month plus 3 -6 hour passes per month (1-recovery related)					√	
1 weekend pass (Fri. night to Sun.) per month plus 3-8 hour passes (1-						√

TIPS FOR SUCCESS

Don't Quit Until the Miracle Happens!

If you don't know... Ask

If it hurts... Say so

If you are confused... Share it

If you disagree... Talk about it

If you need help... Tell us!

THE VALUE OF JOURNALING

Along with receiving the AA or NA text book you also have a notebook. This notebook is for your private thoughts, daily experiences, and new insights. You can express yourself in many ways such as poems, drawings, free form writing, and recording dreams; there is no wrong way to use this journal. Many clients find it useful to carry their journals with them to groups so insights can be recorded as they come up.

Journal writing is an effective growing and learning tool. The process of journaling stimulates new ideas and conversations with yourself or others. It is a record of your personal growth in recovery. You will find that when you re-read what you have written that there is a shift in your perceptions. Initially, journal writing may feel uncomfortable, but once you get started you will find endless opportunities for exploration. Some of the benefits of journal writing include:

- **Personal growth and development.** You will experience this as your old ideas merge with new information. You will also experience less inhibition in group settings.
- **Problem solving.** Identifying a problem and imagining your way to a solution by utilizing your life experience and new insights is a powerful tool. Often an answer will come that might not present itself without the power of journaling.
- **Stress reduction.** Thoughtfully writing about trauma and emotionally charged experiences can improve your physical health. It can also enhance psychological healing and growth.

THE VALUE OF ART THERAPY

Creative Art Therapy can be very helpful in the process of recovery from addiction. The arts offer the opportunity to get in touch with the inner-self and with the higher power, and can provide a form of expression for feelings that cannot be easily identified or put into words.

The goal of art therapy is for the client to expand her forms of communication in order to better convey her experiences. Art therapy can include: painting, drawing, sculpting, dancing, acting, music and poetry.

Chrysalis House Crownsville is renovating the basement to include an art studio space for guided art therapy activities. The schedule of art activities will be posted on the bulletin board, and will be open to all clients.

THE VALUE OF EXERCISE

Exercise is also greatly beneficial to the treatment of addiction. Exercise, in a variety of forms **not only fills time, but can help you:**

- **Experience the physical and psychological benefits of meditation—often described as**
Relieve and reduce physical and psychological stress

- **“meditation in motion”**
- **Sleep more soundly and help you return to a normal sleep cycle**
- **Provide an outlet for any anger**
- **Improve your outlook by helping you to feel more self-confident and optimistic and can also help increase feelings of accomplishment, pride and self-worth.**

The physical practice of yoga, in particular, can help to calm the mind, improve concentration and promote patience, while also building core strength and flexibility.

Chrysalis House offers a weekly yoga class on Friday mornings with a dedicated volunteer and certified yoga instructor.

Chrysalis House also offers the opportunity for clients to join walks and is working to renovate an exercise space in the basement to include free weights, stationary bicycle, elliptical machine as well as room for calisthenics and aerobic exercise. The exercise room will be available to all clients with hours of operation posted on the client bulletin board.

DISCHARGE - WHEN A RESIDENT LEAVES

When a resident leaves Chrysalis House, regardless of reason, it can feel like a family member has walked out on you – or stomped out during the middle of an argument. You may be angry with them. You may feel hurt or abandoned. You may worry about them, thinking you could have done something to change things. At Chrysalis House, relationships are complex. We may not at times feel like a family. For some, the Chrysalis House family is the only functioning family they may have right now. That’s why we feel it when somebody leaves.

When a resident leaves without completing treatment, it’s a life lesson in acceptance for those left behind. As recovering people and people on this spiritual journey called life, we have to accept the fact that sometimes (in fact most times) we cannot make things turn out the way we want them to.

Staff never terminates a resident until we believe and can agree it’s the best decision for everyone. When a Chrysalis House sister terminates her program on her own, there is nothing more the residents or staff can do. Many times, in fact, there is nothing more we should do except wish her well and keep praying for her. The rest is not up to us. Acceptance is about meeting life on life’s terms. It is knowing that in the final analysis each person must travel her own path. It’s about accepting your own limitations and recognizing your strengths. Most of all, it’s about faith that you, the other residents, or staff can’t do, the Higher Power can. It is knowing when to let go and let God.

AFTERCARE

Aftercare counseling and recovery support services are a service that is provided to those who have completed the Chrysalis House program. The purpose of these services is to help you transition from resident status to outside community living and resources.

You will work with your treatment team to determine your aftercare needs and prepare an Aftercare Plan.

DISCIPLINE

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

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

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

INFRACTIONS AND CONSEQUENCES

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

- Unauthorized opening of an exterior door
- Unauthorized use of an office/staff phone
- Unauthorized entry to any locked or restricted area
- Failure to keep room clean
- Food in room/purse/bag, etc. other than unopened baby food and baby formula
- Smoking in the facility
- Opening doors/being outside/smoking after curfew and before 6:00am
- Smoking around children
- Pregnant women smoking
- Inappropriate communication with peers (bullying/threatening, use of profanity)

- Inappropriate communication with staff (verbal abuse, disregarding instructions/directions, being argumentative, use of profanity, etc.)
- Any inappropriate verbal, emotional, or physical maltreatment of or toward a child/children
- Failure to have child prepared for daycare
- Lateness to meals/groups, other
- Inappropriate behavior during a group/meeting on or off-site
- Returning late from a pass
- Stealing
- Failure to be in approved location on outing pass or while out of Chrysalis House
- Sleeping with child in your bed
- Destruction of or damage to Chrysalis House property
- Inappropriate behavior with visitors/guests/facilitators
- Keeping secrets, cosigning the wrong behaviors of others
- Cell phone violations including having an unauthorized cell phone or allowing others to use your cell phone
- Breach of confidentiality of any past or present client of Chrysalis House
- Ongoing/continued offenses

As a reminder:

CHRYSALIS HOUSE IS:

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

A SAFE ENVIRONMENT FOR ALL OF OUR CLIENTS AND STAFF

No physical violence or threats will be tolerated.

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

OUR HOME.

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

Disregarding any of these rules may be grounds for immediate discharge

INTRODUCTION TO TWELVE STEP PROGRAM

You have been given either an Alcoholics Anonymous or a Narcotics Anonymous text book. Both of these books are used to help individuals who are addicted to alcohol and/or drugs. The information within these books is descriptions and directions for a life that is free from active addiction.

While you are a part of Chrysalis House you will be attending Twelve Step meetings and you will begin the process of learning and applying these steps into your life. These steps have assisted millions of people throughout the world to live happy and productive lives.

The first Twelve Step program was Alcoholics Anonymous. The original text book was published in 1939. In 1953 Narcotics Anonymous was founded and was originally called AA/NA. Since the early days of AA and NA there have developed many other Twelve Step programs that help individuals recover from gambling, sex, food, money, co-dependency, shopping, and specific drug addiction such as cocaine with CA meetings.

Celebrate Recovery is a Christian Twelve Step program that is all inclusive and uses biblical instructions for individuals dealing with many forms of addiction and life issues. You will have the opportunity to attend these meetings as part of your introduction to the Twelve Step Programs.

12 STEPS

1. We admitted we were powerless over our addiction - that our lives had become unmanageable.
2. Came to believe that a power greater than ourselves could restore us to sanity.
3. Made a decision to turn our will and our lives over to the care of God as we understood Him.
4. Made a searching and fearless moral inventory of ourselves.
5. Admitted to God, to ourselves, and to another human being the exact nature of our wrongs.
6. Were entirely ready to have God remove all these defects of character.
7. Humbly asked him to remove our shortcomings.
8. Made a list of all persons we had harmed and became willing to make amends to them all.
9. Made direct amends to such people wherever possible, except when to do so would injure them or others.
10. Continued to take personal inventory, and when we were wrong, promptly admitted it.
11. Sought through prayer and meditation to improve our conscious contact with God as we understood him, praying only for knowledge of His will for us and the power to carry that out.
12. Having had a spiritual awakening as the result of these steps, we tried to carry this message to other addicts and to practice these principles in all our affairs.

12 TRADITIONS

1. Our common welfare should come first; personal recovery depends upon unity.
2. For our group purpose there is but one ultimate authority - a loving God as He may express Himself in our group conscience. Our leaders are but trusted servants; they do not govern.
3. The only requirement for membership is a desire to stop using.
4. Each group should be autonomous except in matters affecting other groups as a whole.
5. Each group has but one primary purpose - to carry its message to the still suffering addict.
6. A group ought never endorse, finance, or lend its name to any related facility or outside enterprise, lest problems of money, property, and prestige divert us from our primary purpose.
7. Every group ought to be fully self-supporting, declining outside contributions.
8. Each group should remain forever non-professional, but our service centers may employ special workers.
9. Each group ought never to be organized; but we may create service boards or committees directly responsible to those they serve.
10. Each group has no opinion on outside issues; hence it may never be drawn into public controversy.
11. Our public relations policy is based on attraction rather than promotion; we need always maintain personal anonymity at the level of press, radio, and films.
12. Anonymity is the spiritual foundation of all our traditions, ever reminding us to place principles before personalities.

PROFESSIONAL CODE OF ETHICS AND STANDARDS OF CONDUCT FOR CHRYSALIS HOUSE EMPLOYEES

Each employee at Chrysalis House is trained in Ethics and Professionalism. Below are standards that all Chrysalis House employees are required to uphold. The information below is a copy of the standards of conduct that each employee receives upon new hire orientation.

1. I agree not to enter into any personal business relationship with clients or their families and/or staff members of Chrysalis House, Inc. client of (e.g. selling, buying, or trading personal property).
2. In performance of our duty, I will not discriminate because of race, color, religion, age, sex, handicap, sexual preference, or national ancestry.
3. I will hold myself responsible for the quality and extent of services I perform.
4. I agree not to have any outside contact, other than incidental contact with any present or past client or their family, except for those activities which are an approved, integral part of the facility program and a part of the employee's job description.
5. I agree not to engage in any conduct which is criminal in nature or which would bring discredit of Chrysalis House, Inc. We will ensure that the conduct of all employees is above reproach. Not only must employees avoid misconduct, but the appearance of misconduct as well.
6. I agree to respect and to protect the confidence of the people we serve.
7. I agree to treat with respect the findings, views, and actions of colleagues and use only appropriate channels to express judgments on these matters.
8. I agree to respect the confidentiality of all records, materials and communications concerning clients.
9. I agree to have a commitment to assess our own personal strengths, limitations, biases and effectiveness on a continuing basis and I have a personal responsibility for professional growth through further education and/or training.
10. I agree that out of respect for those we serve, to have a responsibility for my own conduct in all areas, including the use of alcohol and other mood-altering drugs.
11. I agree to have a responsibility to myself, clients, and other associates to maintain my physical and mental wellbeing.

12. I agree that I understand that while an employee of Chrysalis House, Inc. that I am not permitted to have any pre-existing or continuous relationships between Chrysalis House, Inc. Sexual conduct, not limited to sexual intercourse, between staff and clients is specifically in violation of this Code of Ethics. Staff members who have knowledge of this conduct have a responsibility to notify the Executive Director.
13. I agree to accept our responsibility to Chrysalis House, Inc. and to the community and especially to the clients we serve to conduct myself at all times in a manner which is in compliance with the accepted moral and ethical standards expected in our field of employment and the community.
14. As an employee of Chrysalis House, Inc., I agree to only deal with clients in the professional manner that will support provided goals of Chrysalis House, Inc. Specifically, as a staff member, I will never accept myself or any member of my family, any personal (tangible or intangible), gift, favor, or service from a client or staff member or from any client or staff member's family or close associate unless authorized by the Executive Director and deemed appropriate.

All staff are required to report to the Executive Director any violation or attempted violation of these restrictions.

CHRYSALIS HOUSE, INC. CLIENT RIGHTS

(A signed version of this form will be retained in your records)

As a resident of Chrysalis House, you have the following rights:

1. The right to be treated with consideration and respect for personal dignity, autonomy, and privacy;
2. The right to service in a humane setting (including a sober and violence-free environment) which is the least restrictive feasible as defined in the treatment plan;
3. The right to be informed of one's own condition, of proposed or current services, treatment or therapies, and of the alternatives;
4. The right to consent to or refuse any service, treatment, or therapy upon full explanation of the expected consequences of such consent or refusal;
5. The right to a current, written, individualized service plan that addresses one's own mental health, physical health, social and economic needs, and that specifies the provision of appropriate and adequate services, as available, either directly or by referral;
6. The right to active and informed participation in the establishment, periodic review, and reassessment of the service plan;
7. The right to be free from intellectual, emotional and/or physical abuse.
8. The right to be free from abuse, financial or other exploitation, retaliation, humiliation, and neglect;
9. The right to access to information pertinent to the Client in sufficient time to facilitate his/her decision making;
10. The right to informed consent, refusal or expression of choice regarding service delivery, release of information, concurrent services, and composition of service delivery team;
11. The right to access or referral to legal entities for appropriate representation, self-help support services, and advocacy services;
12. The right to freedom from unnecessary or excessive medication;
13. The right to freedom from unnecessary restraint or seclusion;
14. The right to participate in any appropriate and available agency service, regardless of refusal of one or more other services, treatments, or therapies, or regardless of relapse from earlier treatment in that or another service, unless there is a valid and specific necessity which precludes and/or requires the Client's participation in other services. This necessity shall be explained to the Client and written in the Client's current service plan;
15. The right to be informed of and refuse any unusual or hazardous treatment procedures;
16. The right to be advised of and refuse observation by techniques such as one-way vision mirrors, tape recorders, televisions, movies, or photographs;
17. The right to have the opportunity to consult with independent treatment specialists or legal counsel, at one's own expense;
18. The right to confidentiality of communications and of all personally identifying information within the limitations and requirements for disclosure of various funding and/or certifying sources, state or federal statutes, unless release of information is specifically authorized by the Client or parent or legal guardian of a minor Client or court-appointed guardian of the person of an adult Client;

19. The right to communicate, associate and meet with persons of your choice, unless to do so would infringe upon the rights and/or safety of yourself and others, including access to the telephone to make and receive calls within the confines of the program, and to send and receive mail within the confines of the program.
20. The right to have access to one's own psychiatric, medical or other treatment records, unless access to particular identified items of information is specifically restricted for that individual Client for clear treatment reasons in the Client's treatment plan. "Clear treatment reasons" shall be understood to mean only severe emotional damage to the Client such that dangerous or self-injurious behavior is an imminent risk. The person restricting the information shall explain to the Client and other persons authorized by the Client the factual information about the individual Client that necessitates the restriction. The restriction must be renewed at least annually to retain validity. Any person authorized by the Client has unrestricted access to all information. Clients shall be informed in writing of agency policies and procedures for viewing or obtaining copies of personal records;
21. The right to be informed in advance of the reason(s) for discontinuance of service provision, and to be involved in planning for the consequences of that event;
22. The right to receive an explanation of the reasons for denial of service;
23. The right not to be discriminated against in the provision of service on the basis of religion, race, color, creed, sex, national origin, age, lifestyle, physical or mental handicap, developmental disability, or inability to pay;
24. The right to know the cost of services;
25. The right to be fully informed of all rights;
26. The right to exercise any and all rights without reprisal in any form including continued and uncompromised access to service;
27. The right to file a grievance;
28. The right to have oral and written instructions for filing a grievance, and
29. The right to investigation and resolution of alleged infringement of rights.
30. The right not to participate in any experimental research unless fully informed and with written consent by you.
31. The right to obtain gainful employment of your choice, within the confines of your program.
32. The right to be allowed access to the local 12 Step Community, within the confines of your program.
33. The right to personal possessions, within the confines of your program.
34. The right to manage your own financial affairs.
35. The right to religious worship of your choice.
36. The right to receive visitors within the confines of program rules.
37. The right to participate in recreational activities as permitted by the Chrysalis House schedule.
38. The right to terminate your own residence when you so choose. You are encouraged to discuss your plans with staff prior to departure and be formally discharged.

Should you feel that any of these rights have been violated you may at any time request an interview with the Executive Director of Chrysalis House for the purpose of discussing a grievance. Should the decision of the Executive Director prove not satisfactory or should the grievance concern behavior of the Executive Director, you may request, in writing, a review of the _____ Board _____ of _____ Directors.

I, _____, certify that I have read my rights.
A copy of these rights are posted in this facility and are in the facility handbook.

Signature of Resident

Date



CHRYSLIS HOUSE INC.

Supporting Women and Their Children Through Recovery Since 1986

RESIDENTS AGREEMENT

(A signed version of this form will be retained in your records)

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

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

Resident Signature

Counselor Signature

Date

Date



CHRYSALIS HOUSE INC.

Supporting Women and Their Children Through Recovery Since 1986

HOUSE RULES AGREEMENT

(A signed version of this form will be retained in your records)

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

Client Signature

Counselor/Witness Signature

Date

Date



CHRYsalis HOUSE INC.

Supporting Women and Their Children Through Recovery Since 1986

A copy of this signed form will be kept in your clinical records.

CLIENT EXPECTATIONS

As a client, you may expect the following from Chrysalis House staff:

- To maintain confidentiality regarding your and your files at all times, in compliance with Federal & State Regulations.
- To provide you with access to the local AA/NA/CDA community.
- To develop an individual treatment plan with your counselor.
- To provide you ongoing progress evaluations.
- To require a urine sample if suspicious drug-related behavior is displayed.
- To give you a sober and violence-free environment.
- To make every effort to address grievances.
- To provide you appropriate treatment and environment OR to discharge you with alternate referrals.

Resident Signature

Date

STAFF EXPECTATIONS

Chrysalis House expects the following from you:

- To maintain confidentiality of all other residents, with anyone who is not a resident or member of the Staff of Chrysalis House.
- To participate in all program activities.
- To support other residents and confront them if necessary.
- To use no mood-altering chemicals, including alcohol.
- To participate in urinalysis screening if deemed necessary.
- To check with staff before filling any prescriptions; to keep all medicines in locked staff cabinet.
- To refrain from all physical violence.
- To inform the staff before leaving the house permanently.

Counselor Signature

Date



CHRYSALIS HOUSE INC.

Supporting Women and Their Children Through Recovery Since 1986

CLIENT HANDBOOK AGREEMENT

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

MEDICATION POLICY

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

CARDINAL RULES

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

Client Signature

Date

Staff Witness Signature

Date

A copy of this signed form will be kept in your clinical records.



CHRYSALIS HOUSE INC.

Supporting Women and Their Children Through Recovery Since 1986

BACKGROUND

The US Surgeon General's 2016 report highlights the drug crisis in our country with an estimated 20.8 million people living with a substance use disorder. This is similar to the number of people who have diabetes, and 1.5 times the number of people who have all cancers combined. Particular to the opioid epidemic: 78 Americans die every day from an opioid overdose; In 2014, more than 10 million people in the United States reported using prescription opioids for nonmedical reasons, and close to 2 million people older than 12 years met diagnostic criteria for a substance use disorder involving prescription opioids. There has been quadrupling of prescriptions for opioids since 1999, but there has not been an overall change in the amount of pain that Americans report; and as many as one in four patients receiving long-term opioid therapy in a primary care setting struggles with addiction.

In Maryland, overdose deaths follow the same trends with significant increases in heroin and fentanyl deaths since 2013. The State and Counties are expanding funding for addiction treatment and prevention as part of a multi-prong approach to address addiction recovery in our communities.

PROGRAM OVERVIEW

Chrysalis House Inc. (CHI) provides treatment for women 18 years of age and older with substance use and mental health disorders, while providing a safe and nurturing home for their children during their mother's program of recovery. Chrysalis House offers a continuum of services for women with addictions, including, 24/7 onsite Residential program at Crownsville, Maryland, three separate Intensive Outpatient Program sessions (two in Crownsville, and one in Baltimore) for women seeking ongoing outpatient treatment support, transitional services in Baltimore City for women with children diverted from local correctional facilities, and after care in four Supportive Homes in central Maryland. Nearly 75% of our residential clients identify having an opioid addiction. (FY2015 data).

Chrysalis House is a recognized statewide leader in offering enhanced, gender-specific long-term residential treatment services in therapeutic family-like setting. We have 30 years of proven success in administering, supervising, and staffing treatment programs for women. Chrysalis

House receives referrals from local county health departments, intermediate care facilities/detoxification programs, outpatient programs, child protective services, social services agencies, jails and drug courts, hospitals and from centralized referral designees within the Maryland Behavioral Health Administration and Behavioral Health Systems Baltimore Systems. All Chrysalis House clinical programs have been certified by the state of Maryland Office of Health Care Quality and are operated in accordance with applicable COMAR (Code of Maryland Regulations).

Chrysalis House accepts payments from third party payers, and has had limited self-pay clients. Depending on program funding sources, fees are based on daily rates and/or are fee for service.

Chrysalis House shares information about its programs and services in a number of ways, including public presentations, meetings with service clubs, and sharing written material with clients, family members and client support systems, referral sources, payers and interested current and potential stakeholders. Using input from all of these sources, CHI reviews the scope of its services and updates them, as appropriate, annually.

CHRYSALIS HOUSE MISSION STATEMENT

The mission of Chrysalis House, Inc. is to transform the lives of women and children by providing comprehensive recovery programs and services that support the development of their inherent strengths, talents, and potential. Since 1986, Chrysalis House has maintained faith to this mission, more simply described by our byline “Serving Women and Their Children Through Recovery.

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THE WOMEN WE SERVE

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

Priority Populations:	How their specific needs are addressed:
Aging and older women	Utilize and follow standards for reasonable accommodation. Appropriate staff to manage issues of aging and older adults.
Women with educational or literacy issues	Care is taken to ensure materials used are explained at a level that clients can understand and special training for staff treating developmentally challenged clients.
Women with HIV/AIDS	Use of universal precautions is standard for all clients. Staff will make referrals to appropriate medical provider and support agencies.
IV drug users	Appropriate medical referrals are made immediately, as needed.
Women who have witnessed or experienced, including sexual trauma and violence	Special attention is paid to the unique needs of this group with regard to treatment planning, service delivery, assignment of therapists, and behavioral intervention techniques such as de-escalation.
Priority Homeless	Placed at the top of the priority list. Appropriate staff to manage issues of housing and work referrals.
Alternative Sentencing – Chronically Incarcerated	Appropriate staff to manage issues. Focus on reintegrating into society.
Dually-Diagnosed (Substance Use Disorder and Mental Health)	Specialized group therapy addressing mental health issues frequently experienced by clients with both substance abuse and mental health diagnoses.

GUIDING PRINCIPLES

Chrysalis Houses' program services, residential, outpatient and transitional housing services, are guided by the following principles:

- The principles and philosophies of Alcoholics Anonymous, Narcotics Anonymous, and other 12-step self-help programs for chemical dependency.
- Health care for clients and their children in residence, including in-house health care education for women and children.
- In-house individual and group counseling designed to address women-specific issues, including parenting and family treatment.
- Assessment and treatment for co-occurring mental disorders, including posttraumatic stress disorder
- Medication monitoring by a licensed psychiatrist educated in addiction
- Extensive program structure to provide an environment in which learning and development can occur within appropriate limits and boundaries.
- An interactive peer group with designated responsibilities for each member
- Extensive use of community resources to meet the specific needs of individual women while in treatment
- Use of Evidenced-Based Practices
- Cultural Competence
- Individualized treatment planning designed to support the recovery, health and well-being of the clients and families served, reduce symptoms, build resilience, restore or improve functioning and support the integration of the client into their communities

CHRYSALIS HOUSE RESIDENTIAL PROGRAM ***CROWNSVILLE, MARYLAND***

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

On any given day at our Crownsville location, approximately 50 women and their children call Chrysalis House home 24/7. The length of stay for clients ranges 4 months/12 months, with periodic mandated reauthorizations on a case by case basis. Length of stay is determined by referral recommendation, assessment, and the client's individual treatment plan.

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

Chrysalis House Crownsville provides a safe, sober, structured environment with the goal of helping residents to develop, strengthen and maintain their recovery skills to achieve Long-Term Sobriety; Self-Discipline; Self-Respect; and Cooperation with and Consideration for Others.

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

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

Chrysalis House Day Care in Crownsville can accommodate up to 22 infants and children and has 5 full-time staff.

THE RESIDENTIAL PROGRAM INCLUDES THE FOLLOWING SERVICES:

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

ADMISSION PROGRAM ELIGIBILITY AND REFERRAL:

Admissions Information Referrals for our program can be made by addictions treatment program, social workers, courts, legal or other service provider advocating for the women seeking services, and State Behavioral Health offices.

ELIGIBLE WOMEN SHOULD:

1. Be 18 years or older with up to two children not exceeding the age of 10 years old (depending on program).
2. Have a history of excessive substance abuse or dependence according to nationally-recognized behavioral health criteria.
3. Not have a complicating condition (e.g., psychiatric disorder, developmental delay, or mental retardation) that will prevent her from participating in and benefiting from treatment services.
4. Not currently expressing any suicidal or homicidal thoughts or behaviors. Recent occurrences of these will be assessed on a case-by-case basis.
5. Not in an agitated state that requires the use of chemical or physical restraints. The individual is not manifesting withdrawal symptoms from alcohol or any other mood altering substance. Five days sober from alcohol/drugs.
6. Not subject to a current arrest warrant, and is not a fugitive of any jurisdiction.
7. Not exhibiting acts of violence. Individuals with historical or current acts of violence against themselves or others will be assessed on a case-by-case basis
8. Have no medical complications that will interfere with participation in treatment
9. Not have been convicted of arson (based on the severity of the offense and the danger to the community depending on the history and conviction of any criminal charges.)

CONTACT INFORMATION:

Celeste Boykins

Clinical Director

Phone: 410-974-6829

cboykins@chrysalishouses.org

1570 Crownsville Road

Crownsville, Maryland 21032

Todd Poorman

Director of Program Support Services

Phone: 410-881-0211

tpoorman@chrysalishouses.org

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

WOMEN'S ADDICTION TREATMENT AT CHRYSALIS HOUSE (W.A.T.C.H.) INTENSIVE OUTPATIENT PROGRAM

CROWNSVILLE, MARYLAND

W.A.T.C.H. Intensive Outpatient Program (IOP) supports the overall mission of Chrysalis House to enhance treatment opportunities and outcomes for women with the disease of alcoholism and other drug dependence.

The Chrysalis House outpatient program provides outpatient assessment, on-going evaluation, treatment and recovery programming to women who require these services. Treatment encompasses a holistic approach that focuses on the physical, psychological, and spiritual aspects of substance use disorders and recovery for women. This approach is practiced within individual and therapeutic group sessions. As a gender-specific program designed to address topics pertinent to women, sessions dealing with issues such as prenatal drug use, fetal alcohol syndrome, physical and sexual abuse, domestic violence, trauma, guilt and shame, sexuality, anger, attachments, parenting, relationships, eating disorders and nutrition are integrated into the treatment.

The Intensive Outpatient Program consists of a scheduled series of sessions appropriate to the person-centered plan of the person served. The program can function as a step-down program from partial hospitalization, detoxification, or residential services. It may be used to prevent or minimize the need for more intensive or restrictive level of treatment and is considered to be more intensive and integrated than traditional outpatient services.

IOP at Chrysalis House offers the following services:

- 26-week Substance Abuse Group Counseling Sessions
- Assessments and Referrals
- Individual Counseling as it relates to substance abuse
- Relapse Prevention
- Random Drug Screening
- Introduction to support meetings and other self-help options
- Mental Health onsite

These services are guided by the following operating procedures:

1. Based on the needs of the person served, the outpatient treatment program may provide the services of group counseling/therapy, individual counseling/therapy and family consultations with referrals to outside resources for family therapy and support groups.
2. The outpatient treatment program offers services that correlate to its gender-specific approach and when needed refers the client to outside resources.

3. The outpatient treatment program provides women's wellness and recoveries services using group and individual sessions through presentations, literature, videos or online resources.
4. When appropriate and with the consent of the person served, the program coordinates treatment with other services to include: family therapy, couples counseling, health care, medication management, vocational services, social services, and recovery support groups.
5. The intensive outpatient treatment program provides each woman with a minimum of nine direct contact hours per week.
6. All assessments for the appropriate level of care are determined/reviewed by a licensed or certified clinical practitioner. We also offer mental health services for those women dual-diagnosed.

ELIGIBLE WOMEN MUST:

1. Be 18 years or older.
2. Have a history of excessive substance abuse or dependence that meets nationally-recognized behavioral health criteria.
3. Not have a complicating condition (e.g., psychiatric disorder, developmental delay, or mental retardation) that will prevent the individual from participating in and benefiting from treatment services.
4. Not currently express any suicidal or homicidal thoughts or behaviors. Recent occurrences of these will be assessed on a case-by-case basis.
5. Not be in an agitated state that requires the use of chemical or physical restraints. The individual is not manifesting withdrawal symptoms from alcohol or any other mood altering substance. Five days sober from alcohol/drugs.
6. Not be subject to a current arrest warrant, is not awaiting sentencing, and is not a fugitive of any jurisdiction.
7. Not be exhibiting acts of violence. Individuals with historical or current acts of violence against themselves or others will be assessed on a case-by-case basis.
8. Have no medical complications that will interfere with participation in treatment.
9. Not be a sex offender. Individuals with historical or current acts of sex offenses will be considered on a case-by-case basis.

Currently two IOP group sessions are offered weekly in Crownsville:

1. Monday, Wednesday and Friday from 9am-12pm (with individual sessions as scheduled)
2. Tuesday, Wednesday and Thursday evenings, 5pm-8pm (with individual sessions as scheduled)

CONTACT INFORMATION:

Caressa Christian, W.A.T.C.H./Outpatient Program Director
410.974.6829 ext.1040

Email: Carressa Christian *cchristian@chrysalishouses.org*

All after-hours inquiries are directed to voicemail, and callers are instructed to leave a message. Calls will be returned within 24 hours. Emergency callers are referred to 911.

CHRYSALIS HOUSE AT IRVINGTON MY BROTHERS KEEPER

BALTIMORE, MARYLAND

Since November 2016, we have expanded our intensive outpatient substance abuse treatment services into Baltimore City through a partnership with My Brother's Keeper.

The program is modeled after our W.A.T.C.H. program in Crownsville and also includes: outpatient assessment, on-going evaluation, treatment and recovery programming to women who require these services. Treatment encompasses a holistic approach that focuses on the physical, psychological, and spiritual aspects of substance use disorders and recovery for women. This approach is practiced within individual and therapeutic group sessions. As a gender-specific program designed to address topics pertinent to women, sessions dealing with issues such as prenatal drug use, fetal alcohol syndrome, physical and sexual abuse, domestic violence, trauma, guilt and shame, sexuality, anger, attachments, parenting, relationships, eating disorders and nutrition are integrated into the treatment.

The Intensive Outpatient Program consists of a scheduled series of sessions appropriate to the person-centered plan of the person served. The program can function as a step-down program from partial hospitalization, detoxification, or residential services. It may be used to prevent or minimize the need for more intensive or restrictive level of treatment and is considered to be more intensive and integrated than traditional outpatient services.

Chrysalis House Intensive Outpatient Program at My Brother's Keeper offers the following services:

- 26-week Substance Abuse Group Counseling Sessions;
- Assessments and Referrals
- Individual Counseling as it relates to substance abuse
- Relapse Prevention; Random Drug Screenings
- Introduction to support meetings and other self-help options; and
- limited onsite childcare for mothers in treatment.

These services are guided by the following operating procedures:

1. Based on the needs of the person served, the outpatient treatment program may provide the services of group counseling/therapy, individual counseling/therapy and family consultations with referrals to outside resources for family therapy and support groups.
2. The outpatient treatment program offers services that correlate to its gender-specific approach and when needed refers the client to outside resources.
3. The outpatient treatment program provides women's wellness and recoveries services using group and individual sessions through presentations, literature, videos or online resources.

4. When appropriate and with the consent of the person served, the program coordinates treatment with other services to include: family therapy, couples counseling, health care, medication management, vocational services, social services, and recovery support groups.
5. The intensive outpatient treatment program provides each woman with a minimum of nine direct contact hours per week.
6. All assessments for the appropriate level of care are determined/reviewed by a licensed or certified clinical practitioner. We also offer mental health services for those women dual-diagnosed.

ELIGIBLE WOMEN MUST:

1. Be 18 years or older.
2. Have a history of excessive substance abuse or dependence that meets nationally-recognized behavioral health criteria.
3. Not have a complicating condition (e.g., psychiatric disorder, developmental delay, or mental retardation) that will prevent the individual from participating in and benefiting from treatment services.
4. Not currently express any suicidal or homicidal thoughts or behaviors. Recent occurrences of these will be assessed on a case-by-case basis.
5. Not be in an agitated state that requires the use of chemical or physical restraints. The individual is not manifesting withdrawal symptoms from alcohol or any other mood altering substance. Five days sober from alcohol/drugs.
6. Not be subject to a current arrest warrant, is not awaiting sentencing, and is not a fugitive of any jurisdiction.
7. Not be exhibiting acts of violence. Individuals with historical or current acts of violence against themselves or others will be assessed on a case-by-case basis.
8. Have no medical complications that will interfere with participation in treatment.
9. Not be a sex offender. Individuals with historical or current acts of sex offenses will be considered on a case-by-case basis.

Currently one IOP group session is offered weekly at My Brother's Keeper/J.P. Blase Cooke Center, Baltimore at 1-4 pm Tuesday, Wednesday and Thursday afternoons (with individual sessions as scheduled).

CONTACT INFORMATION:

Caressa Christian, W.A.T.C.H/Outpatient Care Director

410.974.6829 ext.1040 Email: Carressa.Christian@chrysalishouses.org

All after-hours inquiries are directed to voicemail, and callers are instructed to leave a message.

Calls will be returned within 24 hours. Emergency callers are referred to 911.

CHRYSALIS HOUSE TRANSITIONAL HOUSING ***ANNAPOLIS, BROOKLYN AND PASADENA (ANNE ARUNDEL COUNTY) AND BALTIMORE CITY***

Transitional housing, also known as supportive housing, serves a critical need for persons who are successfully leaving a treatment program, but need safe and peer reinforcement for their ongoing recovery. Chrysalis House is committed to doing our part to help each woman successfully make their transition and go on to develop a strong program of recovery for themselves and their loved ones.

Chrysalis House's goal is to provide a safe, sober, structured and sharing environment in which a woman can realize herself as a worthwhile and capable individual, and can achieve self-sufficiency through maintaining their recover, finding and maintaining stable employment, building financial savings, and finding permanent independent housing upon completion. Women will generally stay in supported living from 3-12 months, with monthly reviews of their progress.

Presently, Chrysalis House manages four transitional housing units that can accommodate a total of 14 women and their children. These homes are located in Annapolis, Brooklyn and Pasadena (in Anne Arundel County) and Baltimore City. Each house has a live-in resident house manager to supervise the women in this program.

SERVICES:

- 24/7 Housing
- Daily living skills education
- Job Readiness
- Transportation

ADMISSIONS CRITERIA:

- Must be at least 18 years of age or older
- Must have recently completed a 111.7 program and be detoxed
- Must be approved for admission for funding by the Women and Children's Recovery Housing Program
- Must be able to live independently with minimal supervision
- Must be enrolled in an aftercare program
- Attend 12 step meetings regularly
- Diagnosed with substance abuse as a primary condition

CONTACT INFORMATION:

Caressa Christian, W.A.T.C.H./Outpatient Care and Transitional Housing

410.974.6829 ext. 40

Email: Carressa Christian cchristian@chrysalishouses.org

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

CHRYSALIS HOUSE HEALTHY START (CHHS) ***BALTIMORE, MARYLAND***

Chrysalis House Healthy Start is a statewide diagnostic and transitional program for non-violent pregnant offenders created in cooperation with the Maryland State Department of Health and Mental Hygiene, the Department of Public Safety and Correctional Services and the Archdiocese of Baltimore. Chrysalis House Healthy Start is a highly structured program aimed at providing comprehensive diagnostic, treatment and transitional services for pregnant offenders. This is not a locked facility. Our aim is to prevent recidivism to multiple high cost service systems.

The goals of this program are to help our residents/clients: decrease their involvement and exposure to crime and violence; reduce/eliminate drug and alcohol use; improve their mental and physical health; have a safe and healthy pregnancy; prevent the inter-generational cycle of addiction and abuse, and achieve a healthy lifestyle, sober living and successful parenting.

Chrysalis House Healthy Start Little Caterpillar Day Care in Baltimore provides care for the newborn infants of our clients with full-day daycare so that mothers can focus on their program sessions while also remaining engaged in parenting their children.

The Little Caterpillar Day Care is open 8:00 am – 4:00 pm, Monday – Friday, and can accommodate up to 16 infants and has 2 dedicated staff.

SERVICES:

- Comprehensive Diagnostic Assessment
- Addiction and Mental Health Assessment and Treatment
- Prenatal Care
- Parenting Skills
- Life Skills Education and Training
- Employment/Vocational Training Referrals
- Nursing Services with referrals to Medical Services
- Health Education
- On-site infant care
- Referrals for pediatric care and access to WIC
- Support with applying for identification documentation (birth certificates and social security cards)
- Referrals to age-appropriate services for child-related behavioral and/or developmental issues (*Baltimore Infants and Toddlers, Kennedy Krieger Institute and University of Maryland*)

ADMISSION PROGRAM ELIGIBILITY AND REFERRAL:

Judges, state's attorney, defense attorneys, parole and probation officers, jail and corrections case managers and other service provider advocates may refer women to the Chrysalis House Healthy Start program. However, the presiding judge must approve all referrals.

PARTICIPANTS MUST MEET THE FOLLOWING CRITERIA:

- Pregnant and planning to keep the baby
- 18 years or Older
- Agreement from the state to nolle pros, offer a stet or release on parole or probation
- Not charged or serving sentence for crime of violence
- Free from detainers, outstanding warrants or consecutive sentences to impede admission
- Agree to sign Consent for Treatment and Release of Confidential Information forms
- Amenable to treatment and services at level of supervision required by the program
- Willing to participate in aftercare research and follow-up to evaluate program's effectiveness

CONTACT INFORMATION:

Debra Tribble, Director or Tammy Roberts, Intake Coordinator

4500 Park Heights Avenue

Baltimore, MD 21215

phone: 410-483-8870

Email: Debra Tribble or Tammy Roberts dtribble@chrysalishouses.org,
troberts@chrysalishouses.org

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