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Client Handbook

SYNERGY RECOVERY MANAGEMENT TEAM

- **CARL SPAKE** CEO
- **DR. STEPHEN KIRLEY** MEDICAL DIRECTOR
- **VERENA MILLER** DIRECTOR OF CRISIS STABILIZATION UNIT
- **MARY SPAKE** ACCOUNTS PAYABLE/PURCHASING AGENT
- **BILLIE SHAVER** MEDICAL RECORDS/BILLING MANAGER
- **CARRIE NICHOLS** EXECUTIVE ASSISTANT
- **ALICIA JENKINS** HUMAN RESOURCES MANAGER & MEDICAL RECORDS
- **PARIS DENNY** UNIT MANAGER
- **MISTY BOLAND** INTAKE MANAGER

WELCOME TO SYNERGY RECOVERY:

Synergy Recovery is a private Behavioral Healthcare provider serving various regions in North Carolina. Synergy Recovery provides facility-based crisis. Synergy Recovery is committed to making every reasonable attempt to provide you, the consumer, with the most compassionate, ethical, efficient and cost-effective care possible.

Synergy Recovery believes in and utilizes a multidisciplinary team approach to the care of every client who comes to us for services; therefore, a team of well-trained, compassionate professionals and paraprofessionals will be involved in your care. While many clients do not require compiled or multifaceted care, many do. Some clients will be seen and evaluated by the Psychiatrist and/or Medical Director; some clients will not need this level of intervention. However, in order to provide the most efficient and individualized care, not all clients are seen by Physician. All clients, however, will be seen and evaluated by a staff Counselor. Basic daily care needs are carried out by trained and supervised Acute Care Technicians. Although not all clients are seen by a Physician, as stated above, all client care is monitored by the Medical Director. If you have questions or concerns about your care, at any time during your stay with Synergy Recovery, please do not hesitate to advise a member of the Management Team. Our primary goal is to serve you well and we are, therefore, interested in your input and concerns.

As stated, Synergy Recovery is primarily a crisis stabilization program and is, thus, focused on the resolution of acute situations. Because of this, SR does not provide a great deal of group activities. There are some group activities designed to help you begin to identify and address the factors that brought you to Synergy Recovery at this time. We strongly suggest that you attend as many activities as possible while you are here and that you participate to the best of your abilities. Involving yourself in your care is essential to improving your overall health and well-being. As a client receiving treatment at this facility, you are entitled to ethical and appropriate treatment and are possessive of certain rights and privileges.

Client Rights Summary:

All Clients have the Right to:

1. First, be informed of your Rights at admission, to have these Rights reviewed with and explained to you, and to ask questions if you need to for clarification.
2. Receive appropriate, competent, and respectful care to be provided by properly trained professionals, associate professionals, and/or paraprofessionals.
3. Notification of names, credentials, and functions of all staff attending to your care and to be informed of the specific aspects of your care.
4. Have an individual Treatment Plan, to have this plan explained to you, to ask questions, and to participate in the development of this plan as well as your overall treatment.
5. Notification of the rules and regulations that apply to your conduct while in treatment and your daily schedule (see your Client Handbook for details);
6. Privacy and confidentiality regarding your overall care, your treatment plan, examinations and assessment, necessary medical care, case consultation, etc. and your participation in this program.
7. Provide necessary consent for treatment except in the case of a medical or psychiatric emergency in which care needs to be delivered and you are unable to consent.
8. Information in laymen's terms regarding your diagnosis, treatment plan(s), and continuing care recommendations (all of which are discussed/reviewed with you during the formation of your treatment plan);
9. Information regarding any appropriate treatment alternatives.
10. Respectful delivery of services without discrimination regarding ethnicity/race, color, religion, gender, sexual preference/orientation, national origin, education, socioeconomic status, or payment source.
11. Make decisions regarding your care and to refuse treatment if you wish (there may be natural consequences for refusing treatment).
12. Access to your records upon request and to the completion of any required consents to release such information.
13. The least restrictive alternative, when needed for your and/or other's safety, regarding the limitations of any freedoms and to be involved in decisions regarding such restrictions.
14. Preservation of your basic legal rights while in the program, such as access to attorneys/legal representation, the right to vote, marry or make a will etc.
15. The provision of a safe and secure treatment environment that is managed and staffed by professionally trained, credentialed, and supervised employees.

In addition to these basic Rights, you also have the following specific Rights as a client receiving services at our Level of Care designation (GS 122C-62):

1. The right to send and receive mail, have access to materials needed to write and mail letters and assistance doing so if you need it; additionally, you have the right to make one phone call at admission and one phone call at discharge to family. You are also able to make phone calls regarding aftercare placement, which your counselor will explain.
2. To contact and/or consult with, at your own expense, legal counsel, private physicians and/or private mental health or substance abuse professionals.
3. To contact and consult with the Executive Director (Carl Spake) and to contact, if need to, the Division of Health Service Regulations – 1-800-624-3004 or the Office of Advocacy and Customer Service of the Division of MI/DD/SA – 919-715-3197.
4. To practice your own religious/spiritual beliefs, as much as possible, on the unit.
5. To have access to and spend your own money, within reason (although spending opportunities on the unit are limited to vending machines).
6. To have access to individual storage space for your private use while on the unit.

Protecting and ensuring your client rights are the responsibilities of Synergy Recovery. As stated above, one of those responsibilities is the provision of a treatment environment which is safe and supportive of individual efforts toward recovery. In order to provide such an environment, SR has put into place certain policies that govern client behavior while in the facility.

Adherence to these rules and regulations is the way that you assist us in keeping the environment safe, supportive, and healthy for everyone. Failure to follow these guidelines may, in the worst case, result in administrative discharge from the program. The following is a list of guidelines for conduct and the Unit Rules.

Guidelines for Safety and Conduct:

1. Ensuring a Drug and Alcohol-Free Environment:

For any form of treatment, in a setting such as this, to be effective, alcohol and drugs need to be removed from the environment. As you know, it is virtually impossible to stop using substances in the presence of those who are still using, and other disorders/conditions are only complicated by substance use.

To provide an environment that encourages healing we **CANNOT** permit or condone the use of mind/mood-altering chemicals in the program. Therefore, we ask your cooperation with the following:

- a. inspection of your belongings by staff upon admission.
- b. inspection of any belonging or other items brought to you.
- c. compliance with Medication policies which require that we keep any medications you have in the proper place and administer them to you.

2. Protecting Confidentiality:

Federal confidentiality laws governing treatment and rehabilitation require that we make every reasonable effort and take every reasonable precaution to protect the privacy and anonymity of each client in this facility. Thus, we do not disclose your presence here to anyone without your express written permission. Any time that we might need to communicate with other people in the course of your treatment, we will have you sign the proper consent forms to release that information. We ask that you do your part to assist us in the protection of privacy by not divulging anyone the names or other identifying information of any other person in the program.

3. Smoking and Fire Safety:

In compliance with Fire Safety Codes, smoking is allowed ONLY in designated area. The designated smoking area is the outdoor fenced in patio area only. We ask that you place used cigarettes in the proper receptacles. Fire Escape Routes are posted in the walls of the facility and lighted Exit Signs are also displayed. Occasionally, we will perform the required fire safety drill in order to comply with regulations. At such times, staff members will instruct you regarding the procedure for these drills. Finally, the burning of candles, incense, or other open flames is prohibited.

4. Violence and Aggressive Behavior:

In order to provide the greatest good for the individual and the group as a whole, we cannot allow or condone violence of any kind against other clients and/or staff. In general terms, we regard violent behavior as any act of physical harm or threat of such harm to another person and/or objects or property, as well as any language that violates another person or threatens another person. Violence is not simply a physical act and verbal aggression can be just as damaging to others as physical assault. No act or form of violence will be tolerated.

5. Sexual Behavior and Romantic Relationships:

Again, it is our responsibility to provide a safe environment. We are not concerned only with physical safety; emotional and psychological safety are also important – perhaps more so. Thus, we cannot allow sexual interaction between clients, nor can we allow or foster romantic, emotional involvements between clients. Finally, no form of sexual harassment will be tolerated. Sexually suggestive or aggressive language is included in this prohibition. If you are unclear about these rules in any way, please feel free to discuss any questions with a member of the staff. We understand that often many illnesses can cause the lines between appropriate and inappropriate behavior to blur. We would rather answer your questions before problems occur.

UNIT RULES:

1. Clients are not allowed to use or to possess legal or illegal mind/mood-altering substances which includes over-the-counter cough prevention or sleep-inducing medications that contain alcohol and/or other addictive chemicals. Further, clients are prohibited from attempting to save and/or to share any medication they receive in the course of their treatment.
2. A search of all belongings will be conducted at admission in the presence of the client.
3. Clients are to wear scrubs and shoes provided by Synergy Recovery. **Clients may bring in 2 long sleeves (which can include long sleeve shirt, hoodie, jacket), 3 pair of underwear, 3 bras, 3 pairs of Socks. All clothing items will be placed in the bug zapper. Clients may also bring in Shampoo, Conditioner, Bodywash/Soap, Deodorant (no aerosol cans), toothbrush, toothpaste, hairbrush/comb, hair tie, hat/scarf/hair covering, Money for vending machines, Home-meds, Unopened packs of cigarettes.**
4. Clients are expected to help us maintain the neatness of the unit, by cleaning up after themselves. Food and Drinks are not allowed outside the Dining Area. If a Client wants to help Staff with any other Cleaning Chores (Folding Laundry, Sweeping, Mopping, wiping down Tables, Dusting) they may do so on a voluntary basis if they agreed and signed for it upon admission (Client Orientation). There will be no reimbursement or favors granted to the Volunteers.
5. Gambling is not permitted on the unit.
6. Watching Television is NOT permitted during group times or after curfews. Clients may use the T.V. during free time and before curfew. Curfew is at 11:00 PM during the weekdays, and Midnight on the weekends.
7. Clients are strongly discouraged from spending too much time with one or two clients to the exclusion of others. It is usually not healthy to form close personal relationships with persons one meets while in treatment. Further, exclusion of others is harmful to those being excluded.
8. Sexual activity and/or sexual relationships of any kind are NOT permitted on the unit or on the grounds. Clients are not allowed to enter the rooms of other clients for any reason.
9. It is not appropriate, nor is it permissible, to engage in any form of sexual dialogue or sexual advances toward staff as well as other clients. No form of sexual harassment will be tolerated. Sexually inappropriate behavior will result in expulsion from the program and may involve legal charges.

10. No form of verbal, physical, or sexual abuse toward staff or other clients will be tolerated. Again, such behavior may result in expulsion and/or legal charges.
11. As previously stated, no violence or threats of violence toward staff and/or clients will be tolerated at any level. This, too, may result in legal charges.
12. No graffiti or any other form of property damage or destruction is allowed. Costs for repairs will be passed on to the person engaging in such behavior; and, in cases of significant property damage, legal charges may also be a consequence.
13. No personal linens (including stuffed animals, pillows, pillowcases, blankets, towels etc.) are allowed on the unit due to health regulations and clients' safety!
14. Clients are not allowed to have any bedding items outside of their rooms e.g., in the dayroom or outside.
15. Clients are not allowed to sleep in the communal areas. If you are sleeping in the communal areas, you will be asked by staff to return to your bedroom.
16. Synergy Recovery opens the patio area at 5:30 AM and closes around 11:00. This patio area is for outdoor leisure time and is also the designated smoking area. While Synergy Recovery does allow smoking cigarettes at this time, vapes, smokeless tobacco, etc are not allowed.
17. The following items are not allowed on the unit
 - Weapons of any kind - Outside videos/movies/CD's
 - Personal electronics of any kind - Personal bed linens
 - Pornographic materials of any kind - Outside food or drinks
 - Drug paraphernalia or sexual paraphernalia of any kind
 - Shaving/Electric Razors
18. Clients must wear crocs provided by Synergy Recovery when out on the unit or in common areas to help prevent slips, falls, or other injuries.
19. Milk is served only with breakfast. Coffee is served at 5:30am with breakfast, lunch, and dinner. No coffee is served after 7pm unless a self-help group (e.g., AA, NA) is conducted.
20. Smoking in areas other than the designated smoking area will not be tolerated. Smoking in non-designated areas is a violation of fire codes.
21. All Clients are expected to attend all offered Groups and Meetings offered. If you are feeling too sick to attend Groups/Meetings you are asked to stay in your bedroom.
- 22. No phone calls after 7pm.**

As we have stated, our primary purposes are to provide you with the best, most effective, and compassionate care that we possibly can. Synergy Recovery as a whole, hopes that your stay here is beneficial to you and that you are pleased with the services you receive.

We truly are committed to your care and your satisfaction is important to us. Again, we want to assure you that any concerns or questions you have will be given our full attention. Following are certain addendums for your information and reference. You will find a reference of the handouts you receive in Spiritual Awakening. In addition, the SR Privacy Statement is attached. Other information is also included for your reference and to answer, in advance, basic questions you may have.

We wish you well in your healing and in your future.

Understanding Your Rights and Confidentiality

1. As a client under our care, you have the following rights regarding your care:

- You have the right to be treated with dignity, respect, and humane consideration; you are entitled to care that is appropriate and is free from physical punishment, abuse, neglect, discrimination and/or exploitation. You have the right to informed consent regarding your treatment and to know the names and credentials of those persons serving you.
- You have the right to receive care based upon a treatment plan appropriate to your needs and the right to participate in the development of that plan. This plan will be communicated to you in terms you can understand. Additionally, you have the right to refuse treatment. However, if you consistently refuse treatment and the treatment team believes this refusal is dangerous to you, the team will have to make other decisions and arrangements. You have the right to the least restrictive methods of care.
- In most cases, you may not be treated without your consent. Exceptions to this rule are as follows:
 1. In the event that you require emergency care.
 2. Where treatment is required by law due to public safety.
 3. Or, when under the age of 18, a parent or guardian may sign consent for treatment.

2. In general, under both federal and state laws, it is illegal for ANYONE to share information about your care WITHOUT your express written consent. Even when we have your consent to release information, we are obligated to consider your best interests prior to the release of any information. If the treatment team believes a release request to be harmful to your best interest, we do not have to release the information. The same laws that protect your confidentiality also allow us to release information under the following conditions:

- Your next of kin may be notified only that you are a client without written consent for release; however, by practice, this is not done unless it is in your best interest to do so.
- With your consent, persons you name specifically may be given information about your care; you have the right to choose what is and is not released.
- If you have a Client Advocate, that person may review your chart.
- If we are ordered by the court through an actual bench order, we may release the information requested; however, your best interests are also considered in such cases, and we may refuse to release information.
- Our attorney may have access to your file because of a lawsuit, commitment proceeding, or guardianship proceeding.
- If we transfer your care to another area program or state treatment facility because you need another level of care, we may share information as part of that referral.
- If you are here on Involuntary Commitment, we may share information about your care with the Court for administration of your treatment.
- If you become imprisoned, we may share information with law enforcement; usually, an appropriate search warrant is required.
- In the event of an emergency, as we stated before, we may share information with the other professionals caring for you.
- We may share information with the referral of your arrival, and to arrange aftercare for you.
- Finally, under laws governing duty to warn and/or report, we may share information in the following situations:
 - a. In the event that you have or are likely to commit a serious crime.
 - b. In the event that you have been abused or are the perpetrator of abuse.
 - c. In the event that you have threatened harm to yourself or to someone else and we believe that you may actually commit such an act.

3. After your release, or while you are here, if you wish for us to release copies of information in your chart regarding your care to you or a concerned party, we cannot release that information without a signed written consent. We would be in violation of several laws if we did so. Therefore, it is important that you request any release of information in the proper way. If you need information after your discharge, you may call Synergy Recovery and request that a blank consent for release be mailed or faxed to you. Once we receive the signed release, we have up to 30 days, under the law, to release the requested information. If you need information released while you are still with us, simply ask staff to assist you in completing and signing a consent for release. Again, we have 30 days to comply with your request; however, release usually can be done fairly quickly.

AMA DISCHARGE AND NON-COMPLIANT DISCHARGE POLICIES

1. Against Medical Advice (AMA) Discharges:

All Clients have the right to self-determination, to make their own choices regarding their treatment and to participate in their treatment to the degree they are willing and/or able. You may request to leave treatment prior to your scheduled date of discharge – which constitutes leaving against medical advice.

However, because we are responsible for you and your care while you are here, we have put certain policies into place for your and our protection. Under North Carolina State Law (GS122C-211) after your request to leave AMA, **we have the right to hold you for evaluation of your safety to discharge. We are allowed a period of up to 72 hours after your request to perform our evaluation.** In most cases, we are able to evaluate the medical and/or psychiatric factors related to safety within 48 hours of your request.

GS122C-211. (b) In 24 hour facilities the application shall acknowledge that the applicant may be held by the facility for a period of 72 hours after any written request for release that the applicant may make and shall acknowledge that the 24 hour facility may have the legal right to petition for Involuntary commitment of the applicant during that period.

2. Non-compliant Discharges:

Synergy Recovery is responsible for the safety and proper treatment of every individual in the program; we are also responsible for the environment as a whole. Behavior that puts other clients, staff, or the group as a whole at risk cannot be tolerated. Upon your admission, the non-compliant (and AMA) discharge policy was explained to you. To summarize, non-compliance is defined as the commission of one or more of the following behaviors:

- Inappropriate sexual and/or emotional relations with another client.
- Use of alcohol and/or drugs while in treatment.
- Offering and/or supplying a peer with mind/mood altering substances.
- Threats of harm and/or acts of violence toward peers or staff.
- Resistance to treatment which is continual and/or unresponsive to intervention/redirection.
- Clients that refuse to wear protective face-coverings.

We will always attempt to intervene and redirect or correct problematic behavior. Willingness to comply with treatment and appropriate response to redirection are ways to avoid a non-compliant discharge from treatment.

**** Synergy Recovery does not provide transportation for clients who leave AMA or Non-Compliantly. However, client will be given a chance to make phone calls to arrange their own transportation.**

MEDICATION INFORMATION

All clients have the right to be informed of the following:

- What specific condition is being treated with the medication
- How the medication will help
- What might happen if you refuse the medication
- Any significant side effects and risks you may have if you take the medication
- Any alternatives to taking the medication and why the doctor thinks they will not work as well for you
- How long and how often you will be taking the medication
- If you decide to take medication, you can change your mind at any time and refuse the medication later, if you decide you do not like how it makes you feel.

A list of the most common medications we use, what they are used for and any significant side effects:

Phenobarbital: is used to control seizures. Phenobarbital is also used to relieve anxiety. It is also used to prevent withdrawal symptoms in people who are dependent ('addicted'; feel a need to continue taking the medication) on another barbiturate medication and are going to stop taking the medication. Phenobarbital is in a class of medications called barbiturates. It works by slowing activity in the brain.

Clonidine: is an anti-hypertensive drug that has multiple uses. In regard to CNS hyperactivity and hypertension, Clonidine lowers and helps regulate BP. However, it also acts on the brain and body systems in such a way as to lessen and assist with Opioid withdrawal. Thus, it is an excellent alternative to other opioids or methadone for narcotic withdrawal. Dizziness, lightheadedness, drowsiness, dry mouth or constipation may occur as your body adjusts to the medication. Remember that the doctor has prescribed this medication because the benefit to you is greater than the risk of side effects. Many people using this medication do not have serious side effects.

Vistaril: is an antihistamine drug which assists with controlling and lessening anxiety. It is effective for anxiety reduction but is less addictive and less likely to be abused than traditional anti-anxiety (anxiolytic) drugs. Thus, it is a desirable choice for us in the treatment of addicted persons. Drowsiness, dizziness, blurred vision, dry mouth, or headache may occur with taking this medication. Remember that the doctor has prescribed this medication because the benefit to you is greater than the risk of side effects. Many people using this medication do not have serious side effects.

Phenergan: (Promethazine) belongs to a group of drugs called phenothiazines. It works by changing the actions of chemicals in your brain. Phenergan also acts as an antihistamine. It blocks the effects of the naturally occurring chemical histamine in your body. Phenergan also treats nausea and vomiting (it is used for this purpose at our facility). Typically, Phenergan is used as an alternative to Zofran for clients with severe nausea, or that have an allergy to Zofran.

Bentyl: Dicyclomine belongs to a class of drugs known as anticholinergics/antispasmodics. It helps to reduce the symptoms of [stomach](#) and intestinal cramping. This [medication](#) works by slowing the natural movements of the gut and by relaxing the muscles in the [stomach](#) and [intestines](#). This it is used for gastrointestinal distress associated with diarrhea, nausea and/or vomiting during the narcotic withdrawal.

Hyoscyamine: is drug that is used for abdominal cramping due to gastrointestinal distress associated with diarrhea, nausea and/or vomiting. Thus, it is useful for narcotic withdrawal. This medication may cause dizziness, flushing, problems sleeping, headache, blurred vision, drowsiness, constipation, dry mouth, dry eyes or thirst. Remember that the doctor has prescribed this medication because the benefit to you is greater than the risk of side effects. Many people using this medication do not have serious side effects.

Antidepressants: these are medications which assist with the resolution of depression. There are different classes of these based upon their activity on brain chemicals. Common drugs used on the unit are: Paxil, Celexa, Effexor, Prozac, etc. Wellbutrin is also an antidepressant. It assists with stimulant cravings; thus, it is used for stimulant withdrawal. If you are started on any Antidepressants the Doctor will discuss possible side effects with you before you take the medication. If you have any further questions please feel free to ask the Staff/Doctor; a information leaflet on the specific medication is also available for you upon request.

Anticonvulsant/Mood Regulators: these are drugs that have a primary effect on brain systems involved with seizures; thus, they assist in the prevention of seizures. However, many of these drugs have a secondary effect of regulating mood. Therefore, they are also used frequently in the treatment of Bipolar Spectrum and like Disorders. Examples are: Depakote, Carbitrol, etc. If you are started on any Anticonvulsants/Mood Regulators the Doctor will discuss possible side effects with you before you take the medication. If you have any further questions please feel free to ask the Staff/Doctor; a information leaflet on the specific medication is also available for you upon request.

Antipsychotics: these are medications that reduce the delusions and hallucinations associated with psychotic states. They often have side effects which are treated with Cogentin (Benztropine). Common examples are: Haldol, Zyprexa, Risperdal, Seroquel, etc. These drugs are also often classified as Major Tranquilizers. If you are started on any Antipsychotics the Doctor will discuss possible side effects with you before you take the medication. If you have any further questions please feel free to ask the Staff/Doctor; a information leaflet on the specific medication is also available for you upon request.

How often and how long you will take each individual medication depends on your Diagnosis and your treatment process.
For any questions please feel free to ask any member of Staff and/or the Doctor.

Weekly Menu:	Breakfast	Lunch	Dinner	Snack
Monday	Waffles, Oatmeal, Cereal, Muffin	Hamburger Steak w/ Fries, Cole Slaw, Texas Toast	Domino's Pizza (3 slices per Client)	Popcorn [½ bag per person] & Granola Bar
Tuesday	Bagel & Cream Cheese, Oatmeal, Cereal, Muffin	Baked Ham, Corn, Green Beans, Roll	Hotdogs (2), Chili, Slaw, Baked Beans, Fruit	Ramen (1 pack Per client) and Crackers and/or Cookies
Wednesday	Pancakes, Oatmeal, Cereal, Muffin	Grilled Chicken, w/ Baked Potato, Peas, Texas Toast	Sloppy Joes, fries/chips, Banana Pudding	Totino's Pizza (1/2) per client & Fruit
Thursday	French Toast, Oatmeal, Cereal, Muffin	Baked Spaghetti w/ Side Salad, Garlic Toast	Soup, Grilled Ham/Cheese, Pickles in Soufflé Cup, Fruit	Popcorn [½ bag per person] & Granola Bar
Friday	Waffles, Oatmeal, Cereal, Muffin	Chicken Tenders, Potato Salad, Baked Beans, Texas Toast	Barbecue Sandwiches [2], Cole Slaw, Chips, Fruit	Ice Cream & Chips
Saturday	Bagel & Cream Cheese, Oatmeal, Cereal, Muffin	Burritos (2), Tortilla Chips, Salsa/Cheese, Cookies	Complete Meal, Corn, Roll, Fruit	Popcorn [½ bag per person] & Granola Bar
Sunday	Biscuits & Gravy, Oatmeal, Cereal	Sub Sandwich, Pickles, Chips, Cookies	Lasagna, Breadsticks, Salad, Pudding	Ramen [1 pack per client] & Crackers

*Synergy Recovery reserves the right to change the menu at any time depending on availability of items.

SYNERGY RECOVERY GROUPS

Synergy Recovery currently offers 2 Groups during the day. Spiritual Awakening is held at 10:00 am, Psycho Educational/Process Group is held at 1:00pm.

During Spiritual Awakening you will be asked to sign a Daily Contract and complete a Daily Self Report – Examples are attached.

All Groups start with an Introduction of all attendees and the presentation of Group Rules which are listed below for you to be able to get familiarized with.

All Clients are expected to attend all Groups , this includes the Self-help Groups in the evening – if you are feeling too sick to attend Group/Self-help Group we ask you to remain in your bedroom during those times. The use of Payphones and/or Televisions is not permitted during any Groups/Self-help Groups.

Group Rules:

1. Confidentiality – “What is said stays here”;
2. Mutual Respect;
3. Introduce Self – “Hi, my name is _____ and I am an Addict or Alcoholic”(12-step introduction) signaling you have the floor; If you do not feel you are an alcoholic or addict just introduce yourself using your first name;
4. No talking over each other, one speaker at a time;
5. Participation is required;
6. No war stories; do not mention your specific drug of choice, say “when I was using my drug of choice...”, minimizing details of use;
7. Minimize cursing;
8. Focus on your feelings, “how does that make you feel...”
9. No eating during group, beverages are allowed;
10. Close with the Serenity Prayer –

JUST FOR TODAY

1. Just For Today, I will be mindful of my language; I will attempt to be truthful and will try to avoid harsh or hurtful words with myself and others.

2. Just For Today, I will be mindful of healthy boundaries; I will respect:
 The property of others,
 The personal space of others,
 The feelings, thought, opinions of others,
 And, the rules of the program.

3. Just For Today, I will focus on abstinence as the foundation of recovery and means to healthy living.

4. Just For Today, I will avoid sexual misconduct both in my language and in my behavior; I will respect my commitment and the commitments of others.

5. Just For Today, I will take responsibility for my own thoughts, opinions and behavior. I realize that recovery depends upon taking personal responsibility for myself and my recovery.

I understand that while this is a contract I enter into with myself, it is also expected that I will follow the rules and guidelines of Synergy Recovery while I am in treatment. I understand that this contract refers me back to the conduct outlined for me in my Client Handbook.

Client Signature Date

CLIENT DAILY SELF REPORT

1. How are you sleeping (circle one) POOR FAIR GOOD
2. How many hours a night are you sleeping?
3. How is your appetite? (circle one) POOR FAIR GOOD
4. On a scale from 0 – 10, rank your feeling of Depression!
(0 being no depression and 10 being extremely depressed)
5. On a scale from 0 – 10, rank your feeling of Anxiety!
(0 being no anxiety and 10 being extremely anxious)
6. On a scale from 0 – 10, rank your level of physical pain!
(0 being no pain and 10 being the worst pain in your life)
7. Are you having thoughts of hurting yourself? YES NO
If yes, please be specific as to any plans?
8. Are you having any thoughts of hurting others? YES NO
If yes, please be specific as to who and why!
9. Have you had any thoughts/urges/cravings to use alcohol/drugs? YES NO
If yes, what relapse prevention techniques did you utilize?
10. Are you experiencing any symptoms listed below? (Check all that apply)
 Hallucinations Mood Swings Sweats Vomiting
 Stomach Cramps Tremors Diarrhea Confusion
 Muscle Cramps Paranoia Headaches Shakes

Patient
Signature: _____ Date: _____
—

Review: _____

Synergy Recovery Vitals & Scale Schedule & Procedure

At the time of vitals, staff will ask you questions about your withdrawal symptoms. Your answers will be recorded on a scale. All vitals and scales must be completed in the Vitals Room. This means clients must get up and go to the vitals room each time they are scheduled for vitals/scales. Each client will be required to have their vitals taken every 4 hours for the first 24 hours after admission. This means you will be woken up throughout the night for vitals and scales. After the first 24 hours, vitals and scales will be completed at 6am, 3pm, & 10:30pm. If you do not wish to answer questions regarding your withdrawal, you may refuse to do so, However you must allow staff to get your vitals. This is for client's wellbeing. Vitals are not optional. If a client refuses to allow staff to get their vitals, they will be discharged non-compliantly.

SYNERGY RECOVERY DAILY SCHEDULE

- 5:30am – Outdoor Patio Opens
- 6:00am - Vital signs/medication
- 8:00am - Breakfast
- 10:00am - Spiritual Awakening
- 12:00pm - Lunch
- 1:00pm - Psycho Educational/Process Group
- 3:00pm -Vital signs/medication
- 5:00 pm – Dinner
- 8:00 pm – Snack
- 10:30pm -Vital signs/medications
- 11:00 pm – Outdoor Patio Closed