



COMPASSIONATE TREATMENT FOR
ALCOHOLISM AND DRUG DEPENDENCY

Short-Term
Residential Programs



Long-Term
Residential Programs

NEW CLIENT HANDBOOK

Welcome to Turning Point,

Turning Point is a private, non-profit corporation, which, since 1975, has been dedicated to the treatment of substance dependence and related disorders.

The entire staff is here to assist you during your recovery. Our goal is to teach clients the life skills they need to remain abstinent from alcohol and other drugs and manage co-occurring disorders. We provide a structured environment for you to learn and grow. We are steeped in the successful philosophy of 12-step programming.

The Withdrawal Management and Residential Services have a variable length of stay determined by the needs of the individual client.

While at Turning Point, you will discover the effects of your addiction in physical, mental, emotional, social, and spiritual terms; how and why this disease has brought you here today. Our goal is for you to understand the impact of the disease of addiction on your life goals, self-worth, overall health and wellness. You will discover the effects of your addiction on other major life areas, such as education, vocation, legal involvement, medical complications and interpersonal relationships. Your dignity and hope will return as you discover the various components of the disease known as addiction. With hard work and a growing ability to share, you may regain your self-worth. As your ability to keep commitments grows, you will discover that you can truly like yourself. You will be proud of your recovery.

Many like you have achieved their **TURNING POINT** here. They have found happiness and a life of continuous recovery by learning and accepting the same principles and practices you are about to learn. The staff wants it to work for you, your family, and your loved ones.

Our Mission Statement

Our mission is to provide compassionate treatment for substance use and their co-occurring disorders. We seek to reduce the stigma associated with addiction and mental illness. Our priority is to treat all those who seek our help.

We are so glad that you are here!

Sincerely,





Client Code of Conduct

- I understand that as a participant in the Turning Point program I am responsible for my behavior.
- I will follow all established rules and guidelines of the organization.
- I will respect the confidentiality of my fellow peers in treatment.
- I will act in ways that bring respect to my family, friends, other participants within the program, and myself.
- I will participate actively in the residential program, attending all scheduled activities.
- I will try new activities and learn new skills to the best of my ability.
- I will be on time for all program activities.
- I will let the organization know if I feel I am unable to participate in a scheduled activity.
- I will not use foul language, swear, insult, or fight with other people. I will refrain from any form of personal abuse towards others, including verbal, physical and emotional abuse.
- I will refrain from making verbal threats of harm or engaging in violent actions including physical altercations.
- I will not engage in any inappropriate contact or relationships with any other participants in the organization's programs.
- If a problem develops, I will immediately talk to a staff member or representative from the organization accordingly.
- If a problem develops within my family or other circumstances occur that affects my participation in the program, I will contact the organization accordingly.

Fundamental Rules

1. Possession of contraband in your room or on your person.
2. Use of alcohol or mood-altering substances.
3. Defacing and/or destruction of Turning Point property.
4. Fraternalization, including welcome and unwelcome advances, with other clients.
5. Smoking anywhere other than specific smoking areas and outside of permitted smoking times.
6. Physical and/or verbal abuse.
7. Verbal or physical threats and/or violent actions towards another client or a staff member.
8. Entering into unauthorized areas including other peer's rooms, and staff offices/areas.
9. There are to be no unescorted absences from the unit or building. Any violations can result in termination from treatment. Collaborative care providers, legal entities, etc. will be alerted to client's statuses.

Violations of any of fundamental rules may result in immediate discharge for all involved



Program Guidelines

Basics:

- Attend all assigned psychoeducational didactic sessions, process groups, recovery/NA/AA/12 step/SMART recovery meetings, and individual therapy sessions along with any additional activities including medical or mental health related appointments unless medically excused.
- Participation in random drug screenings.
- Both client common areas and rooms may be searched to ensure safety.
- Weekly calendars for short and long-term programs are posted on the unit bulletin boards accordingly.
- Daily group lists are posted on the residential unit bulletin board each day.
- Residential counselor schedules are posted on the unit bulletin board each week.
- Information regarding medication times, mealtimes, smoke breaks, and store orders/money transfers are posted on the bulletin boards.

Restrictions:

- No cell phones.
- No MP-3 players, iPods, iPads, or computers.
- No rolled cigarettes, chewing tobacco, Black and Mild's, or cigars.
- No lighters, matches or other methods of creating a fire.
- No weapons of any kind.
- No mood-altering substances or associated contraband.
- No food or condiments are to be kept in client bedrooms – only individually wrapped hard candy.
- No money will be kept in your possession.
- No unpermitted medications.
- No products with alcohol or any aerosol cans (i.e., hairspray, certain mouthwashes, cologne/perfume, or deodorants).
- No battery-operated self-care appliances
- No sharp instruments like scissors, knives, or double-edged razors. Personal grooming razors will be kept in a locked box with access to this item via Counselor Aide staff during the appropriate times.
- No profanity and/or vulgar behavior.
- No verbal and/or physical threats or behaviors. Turning Point has a zero-tolerance policy for any violence or threats of violence.
- No smoking in the building.
- No fraternization among clients including speaking to and/or passing a note to another client outside of your assigned unit.
- Do not leave your assigned unit without being in the presence of a staff member.
- Do not enter an unassigned room or change your room without staff permission.



* Violation to the above restrictions may result in disciplinary action up to and including discharge from treatment. *

Phone Privileges:

All calls are processed through your assigned primary counselor and/or case manager and must be approved by your primary counselor.

Clothing:

Clients are allowed seven (7) outfits that are deemed appropriate for treatment. If you do not have any clothing with you upon admission or your clothing has been determined by staff to be inappropriate, you may be able to benefit from the many clothing donations that our supporters have provided. If your clothing has been deemed inappropriate, it will be placed in your property and provided to you or a designee of your choosing upon your discharge. Below are the clothing guidelines that are to be followed at all times:

- No clothing with negative language and/or substance, addictive lifestyle related messages
- No tank tops.
- No shorts or skirts that are more than 5" above the knee when sitting.
- No tight pants, including leggings.
- No head coverings are to be worn in the building except for coverings for religious purposes.
- No sunglasses are to be worn in the building.
- No revealing clothing.
- Sleep/Pajama clothing are to not be worn outside of your assigned bedroom.
- Pants must be worn appropriately; Undergarments should not be visible.
- Slippers/Slides are to be worn only for showering purposes, unless approved by medical staff.

Store Orders:

Counselor Aide staff will provide the client with a store order form. Once completed, client will provide it back to the Counselor Aide staff to submit to the financial department. The finance department will confirm if there are sufficient funds in the client's account to purchase the needed items.

- If there are sufficient funds, the client's account will be charged for the items requested.
- If there are insufficient funds, the client will be informed, and no items will be provided.

Family Visitation:

Visiting hours are only open to family members and significant others that you have previously identified with your counselor. Your loved ones will participate in an education program prior to being able to visit with you. All visitors must be on time. Each client may have up to four approved visitors. Visitors may bring money, cigarettes, and prescribed medications. These items will be processed before the visit begins and client will receive the items after the visit (prescribed medications will be given to Medical Department). Any barred items must be returned to car before visit can commence.



Medical Referral:

Client will obtain a Sick Call Slip from Counselor Aide. Client will complete the Sick Call Slip and turn it over the Counselor Aide staff for submission to medical staff. Medical will receive the following Slip and will formally respond and/or triage concerns as determined to be necessary.

Psychiatric Referral:

Your primary counselor will discuss with you any needs surrounding your co-occurring disorder including the potential for engagement with staff APN/Psychiatrist for a psychiatric evaluation and possible psychotropic medications. If you do not have insurance to cover recommended medications, your primary counselor will discuss financial obligations with you.

Unscheduled Discharges:

If you are an unscheduled or incomplete discharge outside the business hours of 8:00am to 4:00pm Monday through Friday or anytime over the weekend, you must call to make an appointment to retrieve your belongings. This appointment must occur during regular business hours. Please call (973) 239-9400. Turning Point policy states that upon discharge, Turning Point will not keep property beyond 30 days.

Property Drop-Off/Pick-Up and Package Procedures

If a Client Requires a Property Drop-Off or Pick-Up

1. Client is to be directed to speak with their Primary Counselor.
2. Director of Residential Operations or designee, in coordination with the Director of Clinical Services or designee, will determine if the need for a property drop-off meets one of the following criteria:
 - a. Client came directly from jail.
 - b. Client came into treatment with less than 7 days' worth of property.
 - c. Significant temperature/weather changes have occurred since Client's arrival.
 - d. Client has had a significant weight gain/loss during treatment.
 - e. Client's property is determined to be unacceptable (too revealing, tight etc.)
3. If Client already has 7 days' worth of property and is being approved for a property drop-off, the Counselor will inform the Operations staff to collect the property to be given to the family member in exchange for the property being dropped off.
4. Short-Term Residential clients will only be allowed one Drop-Off or Package through the mail in a 30-day period.
5. Long-Term Residential clients will be allowed one Drop-Off or Package through the mail once every 30 days.

Scheduling a property Drop-Off/Pick-Up

1. All property drop-offs and package mailings must be scheduled with the family by the Primary Counselor who will make or facilitate a phone call to the client's family to request a property drop-off. The message should include:
 - a. Hours for drop off property.
 - b. What property is requested and will be accepted.
 - c. Inform family that some property may be returned to them if client exceeds 7 days' worth of property.
 - d. Nothing other than the property listed will be accepted.
 - e. Property should arrive in a plastic bag. Suitcases or duffle bags will not be allowed into the facility.
 - f. For package delivery, the primary counselor will explain to the family or have client explain the guiding rules of the package mailing system at Turning Point, including from which carriers we accept packages.
2. Drop off times are Tuesday, Wednesday & Thursday 9:00am-12:00pm only. Property will not be accepted at times other than those listed.
3. Property will not be accepted unless an appointment has been pre-arranged with the family and approved by the Clinical Department.
4. Under no circumstances should a client's total available property exceed a 7-day supply.
5. Once an appointment day & time has been established with the family the primary Counselor will complete the property Drop-Off/Pick-Up form with the client in KIPU. The form is then e-mailed to property@turningpointnj.org, be reviewed by designee to determine if items are approved or denied, and placed onto the property calendar, if approved. Primary counselor will alert client of items that are denied and will allow contact with family to inform them of items not permitted.
6. On the day of the scheduled property drop-off, the Property Clerk is responsible for bringing any property that needs to be given to the family member (property being "swapped" out) to the 1st Floor.

Property Drop-Off Protocol

1. When the approved family member arrives for property drop off, the front desk will notify the Property Clerk.
2. Family member signs a three-part receipt of property form with the property clerk for approved drop off. One part goes to family, one part will go to the client when he/she receives their property and information is logged into the E-HR.
3. If the family member attempts to drop-off anything other than what is specified on the property Drop-Off/Pick-Up Form, the property clerk will contact the supervisor or designee.
4. Once property has been received by Property Clerk the following process:
 - a. Property will be searched for contraband.
 - b. Deliver the property to the client and have the 3-part receipt signed by the client upon receipt of the property.
 - c. Property will then go through PMP protocol (Pest Management Procedure) and searched.
5. Note that all property, footwear and outerwear must go through the PMP process, no matter where the property is coming from. Client has option to refuse PMP of any property and such property will be stored until discharge or until pick-up.

IMPORTANT

If a property drop-off is arranged by the Admissions' Staff, it is their responsibility to complete the "Property Drop-Off/Pick-Up Form" following all procedures listed above. A The form is then e-mailed to property@turningpointnj.org.

Any property that is dropped off on the DAY OF ADMISSION is the responsibility of the Admission's Staff. Property is not accepted during family visiting days or holiday visits.

Property will not be accepted for clients who are continuing to other residential facilities. Families should be informed that they will need to coordinate property deliveries to their loved one once they reach their destination.

Receipt of Packages Protocol (This protocol is to be used when an approved package is received through the mail.)

1. Client requests to family for packages sent through the mail must be facilitated by their primary counselor.
 - a. Counselor contacts or facilitates contact with family to detail what items are being requested.
 - b. Counselor should be mindful of allowable items and property limits when assisting clients with their requests. (7 outfits per person)
 - c. Counselor to provide information to family or to client to inform family about the requirement for a "signature required" on all packages.
 - d. Counselor to provide information to family or to client to inform family that no Amazon packages are accepted.
 - e. Excess clothing or items that are not allowed will be packed up and mailed to whomever client designates. Cost of shipment will be deducted from the client account.
2. When the package arrives:
 - a. The Operations Staff informs the client that the package has arrived.
 - b. The package with the client is taken and opened.
 - c. Items are then searched and placed in the dryer for processing or steamed.
 - d. Any wrappings or packaging materials are immediately put into a sealed plastic bag and placed in the trash receptacle.



- e. Items that are not subject to PMP process are searched and given to the client.
- f. Any items that the client is not allowed to keep with them on the unit are logged and taken to the storage room and placed in the client's bin.
- g. A copy of the property receipt form is given to the client, one placed in property bin, and info is logged into KIPU.

Filing a Grievance

Policy: Turning Point shall provide a process for clients and family members to express their concerns effectively and provide a resolution to the issues in an organized and fair manner.

Purpose: To be responsive to the needs and concerns of both clients and family members. To provide an effective and acceptable means to bring problems and complaints to the attention of Management.

Procedure: A grievance is the feeling or belief of an individual that he/she has not been treated according to established rules and regulations or that the agency has not lived up to expectations. Turning Point recognizes that complaints and grievances, in general, present opportunities for constructive and continued improvement.

Process:

1. A client may report a grievance to their Primary Counselor and/or the Assistant Director if comfortable, who shall attempt to help the client resolve the identified issue.
2. If the matter is not able to be resolved by the Primary Counselor and/or the Assistant Director, client can obtain a grievance form found next to the Counselor Aide Station.
3. Client is to follow instructions on grievance and to fill out the form as completely and detailed as possible. Upon completion of filling out the form, client is to submit the form into the black mailbox identified as the grievance box. The grievance box is found mounted to the wall next to the Counselor Aide station.
4. The Quality Improvement Coordinator checks the grievance box five days a week and escalates identified issues to the according department (i.e. operations, medical, clinical).
5. Upon department receipt of grievance form, staff will meet with client accordingly to best resolve identified issue. If identified issue can be resolved, the following resolution will be documented on the opposing side of the paper grievance form and signatures from both staff and client will be obtained.
6. If a grievance is unresolved, the matter will be escalated to Administration to be investigated with the client further.



7. A client and/or family member reserves the right to call the Division of Mental Health and Addiction Services if a grievance is not believed to have been properly addressed by the means outlined above.

The Division of Mental Health & Addiction Services at 1-(877)-712-1868