

GENESIS WEST: RESIDENTIAL TREATMENT SERVICES

- I. INTRODUCTION: The purpose of this policy is to establish treatment guidelines for the residential treatment program, Genesis West.
  
- II. PHILOSOPHY: The Genesis treatment philosophy is to incorporate personal choice through a client centered treatment approach, utilizing objective assessment and multi-modality therapies, as well as an introduction to community support groups and 12 step programs. It is the belief that the client and family seeking substance use/co-occurring services have the capacity and ability to change. Genesis believes that those seeking treatment should be treated with dignity and respect and given freedom of choice in treatment. Treatment modalities have been demonstrated to have successful outcomes in relation to development and maintenance of sobriety, increased feelings of self-esteem, self-efficacy and self-worth, and a healthy balanced lifestyle. Genesis treatment incorporates a combination of treatment strategies which provide a holistic approach to address the unique needs of each individual. This method allows us to better identify and directly address the many factors contributing to addiction, mental health issues and other self-destructive behaviors and to empower the individual to be able to live a successful, stable and drug free life. All services will be delivered in the least restrictive environment possible.
  
- III. MISSION STATEMENT: The mission of Genesis West residential treatment is to improve the quality of life for Kentucky residents by providing substance use and mental health treatment for those who have co-occurring disorders and are in need of mental/emotional support, residence and are at high risk for relapse.
  
- IV. GOALS: The main goals of residential treatment services provided at Genesis West are:
  - A. To increase the client's motivation for recovery.
  - B. To assist the client in identifying healthy coping strategies in recovery.
  - C. To assist the client in identifying/setting/maintaining healthy boundaries necessary to sustain long term recovery.
  - D. To stabilize mental health symptoms.
  
- V. OBJECTIVES: The primary objectives of residential treatment services provided at Genesis West:
  - A. To increase insight and understanding of addiction and recovery; education on addiction concepts and recovery options.
  - B. To increase insight into mental health symptoms, coping skills, and medication management options.
  - C. To learn relapse prevention skills and identify plans for recovery maintenance, to include health coping strategies and aftercare planning.

VI.

ASSESSMENT:

- A. A comprehensive biopsychosocial assessment of each client will be conducted to determine the appropriate level of care. The assessment will include but is not limited to:
  - a. Medical Status;
  - b. History of alcohol, tobacco, or other drug use, including any interventions;
  - c. Acute Intoxication and withdrawal potential;
  - d. Pregnancy status and test results if complete;
  - e. Any legal proceedings involving the client;
  - f. History of Domestic Violence;
  - g. History of mental health diagnosis/symptoms (see further explanation in Section VI. B.);
  - h. The client's current living situation and any housing needs;
  - i. Behavioral risk factors for human immunodeficiency virus (HIV) and Hepatitis, including the provision of information on HIV and AIDS to each client who shall also be offered testing for HIV infection;
  - j. Readiness to change;
  - k. Recreational interests;
  - l. Cultural, ethnic, and spiritual beliefs or practices; and
  - m. Employment and support, including assessment of the client's:
    - i. Employment status, current work or vocational skills, and potential for improving those skills or developing new ones;
    - ii. Educational status and skills;
    - iii. Aptitudes, interests, and motivation;
    - iv. Physical abilities, impairments, or disabilities;
    - v. Relationships with co-workers and supervisors; and
    - vi. Current and prior work or school related problems, including problems related to substance use disorder.
- B. To ensure that an individual is placed in the services appropriate to the level of care medically necessary, the individual shall be assessed for a level of care determination based upon the most recent version of the American Society of Addiction Medicine (ASAM) Criteria.
- C. A Urine Drug Screen (UDS) will be completed at the time of the admissions assessment.
  - a. If an individual tests positive for Benzodiazepines or has a registered blood alcohol level at the time of the admission, they will be sent for medical clearance at a hospital of their choice.
  - b. If an individual tests positive for any other substance and meets the additional criteria for admission, they will be admitted to treatment per psychiatrist's order. Withdrawal symptoms will be monitored and managed by the admitting psychiatrist.
- D. Once medical necessity is established for ASAM Residential Level of Care, the Admissions Manager/Therapist will notify the admitting provider for review of documentation for the order to admit the individual to treatment.
- E. If the client does not appear to meet the admission criteria, the client will be referred to the appropriate level of care.

VII. CO-OCCURRING ISSUES:

- A. The Genesis West residential treatment program will address clients presenting with alcohol or other drug use and psychiatric disorders, which are often characteristics of this population. Some of the major psychiatric and behavioral problems identified as co-existing with substance use include: Suicidal behavior; affective disorders, anxiety disorders, personality disorders, eating disorders, dissociative disorders, psychotic disorders, attention deficit disorders, post-traumatic stress disorders, and victimization of sexual use, physical use, or other traumatic experiences.
- B. As part of the thorough evaluation, specific to the person centered needs of the client, current history or psychological problems or psychiatric disorders and treatment will be assessed including:
  - a. Previous psychiatric admissions;
  - b. History of suicidal or homicidal ideation and attempts;
  - c. Outpatient psychiatric treatment; and
  - d. Psychotropic medications

VIII. TREATMENT PLANNING: A Recovery Oriented/Person Centered Treatment Plan will be established for each client upon admission into the treatment program. The treatment plan will be created in partnership with the client to identify their personal goal while in treatment. The treatment plan is to be entered into the client's record within seventy-two (72) hours following the client's admission. The treatment plan is to be reviewed every two (2) weeks.

IX. RESIDENTIAL TREATMENT PROTOCOL:

- A. Residential treatment provides an intensive level of care with 24 hour staff supervision. The length of each episode of care is based on individual need as per clinical assessment utilizing ASAM criteria. Clients admitted to this program will receive daily services including psychoeducational group, group therapy, individual therapy, family therapy, case management, 12 step or self-help group involvement, and recreational activities. Educational services will also be provided for their family members.
- B. The focus of treatment is to:
  - a. Educate the client and his/her family about substance use/dependency and co-occurring mental health issues, the effect on the individual's functioning (i.e., physical, mental, emotional, familial, social, occupational, financial, and spiritual) and coping strategies that may improve and sustain a more healthy level of functioning.
  - b. To introduce the client to the disease of addiction and mental illness as well as its implications in relation to an individual recovery plan.
  - c. To help the client identify self-destructive patterns including the process of addiction, mental/emotional health symptom exacerbation, and dysfunctional coping strategies.
  - d. To replace self-destructive patterns with alternative strategies that have more positive and functional outcomes.

- X. HEALTH AND PHYSICAL: Upon admission to Genesis West, a full physical examination will be completed within seventy-two (72) hours of admissions and will include:
- A. An appropriate health care provider and certify that the level of care needed by the client is available through the facility.
  - B. The results of the following laboratory tests and evaluations, subject to the clients written consent:
    - a. Blood work for chronic, incurable or communicable diseases or conditions as indicated by the client's medical history and the health care practitioner's evaluation
    - b. Serologic tests for syphilis, smears, and cultures for gonorrhea and other sexually transmitted disease, as medically indicated
    - c. Routine urinalysis, including pregnancy testing if medically indicated or requested
    - d. Each client receives HIV pre-test counseling and post-test counseling if the client elects to be tested
    - e. Testing for Hepatitis A, Hepatitis B and Hepatitis C as medically indicated
    - f. Tuberculosis screening, testing and treatment as medically indicated.

XI. STAFFING

- A. Clinical Services Supervisor:
  - a. Credentialing: A minimum of Master's degree in a human service related field. Must be independently licensed to provide mental health services in the state of Kentucky.
  - b. Supervision:
    - i. Administratively reports to the Director of Substance Use Services.
    - ii. Clinically reports to the Director of Substance Use Services.
  - c. Training: Must complete an initial 12 hours of specialized training in clinical supervision. To complete at least three hours of clinical supervision training annually. Must complete ten hours of substance use education annually to be credentialed as a Qualified Substance Use Professional. In addition, must complete an annual two-hour Domestic Violence training and a one-hour annual Bloodborne Pathogens, HIV and Psychotropic Medication Training.
  - d. Job Responsibilities: A detailed job description is kept on file in Human Resources.
- B. Program Manager:
  - a. Credentialing: A minimum of Master's degree in a human service related field. Must be licensed to provide mental health services in the state of Kentucky.
  - b. Supervision:
    - i. Administratively reports to the Program Manager.
    - ii. Clinically reports to clinical supervisor if not independently licensed (CSW or LPCA)

- c. Training: Must complete ten hours of substance use education annually to be credentialed as a Qualified Substance Use Professional. In addition, must complete an annual two-hour Domestic Violence training and a one-hour annual Bloodborne Pathogens, HIV and Psychotropic Medication Training.
  - d. Job Responsibilities: A detailed job description is kept on file in Human Resources.
- C. Primary Therapist: Each client will be assigned a primary therapist who will assist in developing your personalized program of treatment and recovery. A client will meet with their therapist a minimum of once weekly. The provision of counseling sessions will be conducted in a designated area to ensure privacy and confidentiality.
- a. Credentialing: A minimum of Master's degree in a human service related field. Must be licensed to provide mental health services in the state of Kentucky.
  - b. Supervision:
    - i. Administratively reports to the Program Manager.
    - ii. Clinically reports to clinical supervisor if not independently licensed (CSW or LPCA)
  - c. Training: Upon hire, the Therapist will complete two weeks of observation/shadowing of clinical services as well as community, educational classes, graduation, treatment team and a minimum of one family class. Must complete ten hours of substance use education annually to be credentialed as a Qualified Substance Use Professional. In addition, must complete an annual two-hour Domestic Violence training and a one-hour annual Bloodborne Pathogens, HIV and Psychotropic Medication Training.
  - d. Job Responsibilities: A detailed job description is kept on file in Human Resources.
- D. Substance Use Technicians: Substance Use Technicians will assist clients in maintaining the daily routine, escort to outside events, and provide peer support. Techs are in the building 24/7 and on the floor at all times for any assistance needed.
- a. Credentialing: High school diploma or equivalent.
  - b. Supervision: Will report directly to the Residential Associate
  - c. Training: Upon initial hire, the Technician will complete a Facilities Orientation to include review of the Handbook, checklist, scheduling, Health Insurance Portability and Accountability Act and ethics. The technician will then complete three days of training on each shift (shadowing). They will complete a checklist specific to procedures trained on during the shadowing process. Technicians will be required to complete Mental Health First Aid, Applied Suicide Intervention Skills Training (ASIST) as well as Crisis Prevention (CPI) training within six months of hire. Training will be provided ongoing throughout employment.

- d. Job Responsibilities: A detailed job description is kept on file in Human Resources.
- E. Peer Support Specialist: Peer support specialists function in the same capacity as the substance use techs. However, they are certified as peer support specialists with intensive and specific training in peer support recovery services.
  - a. Credentialing: High school diploma or equivalent. Must complete the Certified Peer Support Specialist training along with passing the exam to achieve Adult Peer Support Specialist (APSS) Certification.
  - b. Supervision:
    - i. Administratively - reports to the Program Manager.
    - ii. Clinically reports to clinical supervisor identified within the program.
  - c. Training: Must complete six hours of substance use education annually.
  - d. Job Responsibilities: A detailed job description is kept on file in Human Resources.
- F. Case Manager: The case manager will assist each client in building a transition plan back into the community. This may include addressing housing, legal, educational/vocational goals, building support and assisting in scheduling outgoing mental and physical health appointments. Each client will meet with the case manager a minimum of once weekly.
  - a. Credentialing: Minimum of a Bachelor's degree in social work, psychology, or related field. Must obtain Temporary Certified Alcohol Drug Counselor (T-CADC) within three months of employment.
  - b. Supervision:
    - i. Administratively- reports to the Program Manager.
    - ii. T-CADC- reports to clinical supervision identified within the program. Receives at least four (4) hours of face-to-face clinical supervision monthly.
  - c. Training: Upon hire, the CM will complete two weeks of observation/shadowing of clinical services as well as community, educational classes, graduation, treatment team and a minimum of one family class. Must attend both the Level I Case Manager and the Substance Use Case Management training within six months of employment. Must complete ten hours of substance use education annually to be credentialed as a Qualified Substance Use Professional. In addition, must complete an annual two-hour Domestic Violence training and a one-hour annual Bloodborne Pathogens, HIV and Psychotropic Medication Training.
  - d. Job Responsibilities: A detailed job description is kept on file in Human Resources.
- G. Nurse: The Genesis nurse assists the psychiatrist in the management of co-morbid clients. During the admission process the nurse completes a health history and assessment of the client to include but not limited to; history, current medication/drug usage/skin assessment and TB testing. While in residence the nurse prepares clients medication boxes for self-administration in direct relation to the psychiatrist orders, prepares MARS, monitors labs, provides HIV/Hepatitis education and provides for outside referrals when necessary. The nurse also

provides ongoing health education to individuals participating in residential treatment services. Yearly education of the staff is provided on psychotropic medication, Bloodborne Pathogens and HIV/ Hepatitis training.

- a. Credentialing: Prefer a Registered Nurse with Bachelor's degree, or an Associate's degree R.N. with at least three years' experience in a psychiatric/addictions setting.
- b. Supervision: Reports directly to the Lead Psychiatric Nurse.
- c. Training: Ongoing training as required for licensure maintenance.
- d. Job Responsibilities: A detailed job description is kept on file in Human Resources.

H. Psychiatrist: All clients are seen by the admitting doctor within 24 hours for a brief screening. Psychiatric evaluations are completed when necessary and appropriate. Determination of medication needs are completed and entered into the prescribing system with orders being facilitated by the nurse. If deemed necessary a referral to outside community resources is provided. The psychiatrist works in conjunction with the Genesis staff to determine appropriateness and effectiveness of medications.

- a. Credentialing: Board certification or Board eligibility; two years relevant post-degree experience; active Kentucky medical license.
- b. Job Responsibilities: A detailed job description is kept on file in Human Resources.

XII. TRAUMA INFORMED ENVIRONMENT: Genesis West promotes a trauma informed environment by creating a physical, psychological and emotional safety so that individuals can rebuild a sense of empowerment and control over their lives.

XIII. FAMILY PROGRAM: The Genesis West program provides a Family Program to educate family and/or significant others in each client's life. Family members/other visitors must participate in the family session in order to attend visitation with the client during the designated visitation time. Children 12 years old and up are also required to attend this class. Every client must attend the family program, whether or not their support people attend.

XIV. VISITATION: Visitation is limited to approved support individuals. The support person (12 years and older) must attend the family group held prior to the visitation time. Any exceptions (visitation request) must be presented to therapist prior to treatment team for approval. Visitation with children will be arranged as needed and appropriate.

- A. Visitors are asked to enter through the front entrance only and wait in the lobby until visitation begins.
- B. Visitors need to sign in and out, and adhere to the confidentiality statement.
- C. Visiting hours are held on Sundays, 2:30 p.m. – 5 p.m. following the Family Class beginning at 1:15 p.m.
- D. Any visitors who are under the influence of alcohol and/or drugs will be asked to leave the premises immediately.
- E. Visitors are prohibited from entering the women's sleeping area.
- F. Clients are not permitted to go near or get into a visitor's vehicle.

- G. Children brought for visitation are the responsibility of the individual who brought them.
- H. Visitors are not permitted to bring cell phones or cameras into Genesis.
- I. Clients and their visitors are expected to demonstrate appropriate communication (i.e., language, volume, content, etc.) as well as level of interaction that would normally be accepted in the general public and with respect to the children who are present.
- J. Visitors who do not follow the visitation policy will be asked to leave Genesis.
- K. Visitors are not permitted to smoke on Genesis.

XV. CONSUMPTION OF ALCOHOL/DRUGS WHILE IN TREATMENT: Genesis West provides services in a drug free and alcohol free environment. Use or possession of alcohol or other drugs or medication, except those approved or prescribed by our medical provider, will not be tolerated and may result in immediate discharge. This also applies to family members and visitors.

XVI. DRUG SCREENS: Each client will be asked to take a blood alcohol content (BAC) test and/or a urine drug screen during the admission process, as well as randomly throughout treatment at Genesis West. Testing is completed at staff's discretion and will not be at the client's expense.

- A. Any individual testing positive for any substance(s) previously absent on a drug screen will be required to have property restrictions and not allowed visitation. Property restrictions to include: not leaving the building for outside meetings, events. Clients will still be allowed to go to smoke breaks on facility grounds. Property and visitation restrictions will continue until results are confirmed by the outside drug testing company. At that time, if urine drug screen test comes back negative for previously positive substance(s), client will be reinstated with visitation and property restrictions will be dropped.
- B. If urine drug screen test comes back positive, the following may occur:
  - a. Further assessment
  - b. Modification of treatment approach
  - c. Transfer to a higher intensity level of treatment
  - d. Disciplinary action or discharge, after review and consideration of alternative interventions which shall be documented in the client's record with an explanation for any decision involving disciplinary action or discharge

XVII. SEARCH PROCEDURES: A client's personal belongings may be searched by a staff member at the time of admission, discharge, and randomly as deemed necessary through their stay at Genesis West. Procedures are as follows:

- A. Client's baggage, clothing, personal bed area, and other belongings will be examined by a staff member of the same gender in the presence of the client.
- B. Staff members are required to wear gloves during searches.
- C. Searches conducted in the client dorm area will require at least two staff members present.



- D. Clients will remain in common areas with another staff member and called back to the dorm no more than two at a time while their personal area/belongings are searched. They will not be allowed to leave common area for any reason unless accompanied by a staff member.
- E. Clients will be required to empty their pockets, take off shoes, and hand over wallets to be searched through in their presence.
- F. A hand-held metal detector will also be utilized to search client's body; however there will be no physical touching or removing of clothing outside of the client's shoes.
- G. Items brought in for clients outside of admission time will also be searched in the presence of the client, to include snacks, clothing, etc.
- H. Mail will be opened by the client in the presence of staff if anything can be felt through the envelope or in the event it is a package outside of a standard letter-sized envelope.
- I. If any prohibited item(s) are found during routine searches and family/visitor is not present to take the item(s) with them, they will be placed in a sealed envelope and locked up in a designated area that only administrative staff have access.

XVIII. RESIDENTIAL CLIENT RIGHTS: All residential clients have the following rights:

- A. To have consideration and respect by all members of our staff.
- B. To not be discriminated against on the basis of race, color, gender, national origin, religion, age, sexual orientation, marital status, handicap, or any other legally protected status.
- C. To request a review of your medical record. You have the responsibility to notify staff of your desire to review your record in advance. We have the responsibility to guarantee protection of confidentiality if information about others is involved. We will use our best professional judgment as we provide this information in order to protect your wellbeing.
- D. To give your informed consent prior to the start of any referral, procedure, and/or treatment. You will receive individualized treatment. No participation in research will be done without your informed written consent.
- E. To refuse treatment. However, if at any time you become dangerous to yourself or to others, we will work with the local court system to ensure safety.
- F. To privacy.
- G. To confidentiality in communications and records.
- H. To have input into your treatment plan and be informed of its contents.
- I. To obtain information as to any relationships this agency has with other health care and educational institutions that may assist us in providing your care.
- J. To examine and receive an explanation of your bill.
- K. To confidentiality of alcohol and other drug use records as protected by Federal law and regulations (42 CFR Part 2).
- L. To file a grievance, if necessary.
- M. To send and receive mail without hindrance unless clinically contraindicated.
- N. To receive and refuse visitors and phone calls unless clinically contraindicated.
- O. To conduct telephone conversations with family and friends unless clinically contraindicated.

- P. To manage the use of your money.
- Q. To receive treatment in the least restrictive environment. Treatment setting and methods will always be selected that will allow the most freedom, considering your particular situation.
- R. To exercise civil duties, such as voting, to the extent permitted by law.

XIX. GRIEVANCE PROCEDURE: Each individual has the right to file a grievance. An individual will suffer no repercussions in service delivery solely as a result of filing a grievance, complaint or giving suggestions. Formal grievance process steps are as follows:

- A. Discuss the grievance with the client's primary therapist or designee. If this is not successful, the client should proceed to the next step.
- B. Contact the Program Coordinator to help resolve your issue. If the problem is not resolved, a client can place the request in writing and submit it to the Director of Substance Use Services at 3999 Fort Campbell Blvd., Hopkinsville, KY 42240.
- C. If a suitable resolution is still not reached, the client may contact the Ombudsman at (270) 886-2205, or write to 3999 Fort Campbell Blvd., Hopkinsville, KY 42240.
- D. If at any time the individual needs assistance with a grievance, the client can contact the Pennyroyal Center Ombudsman at (270) 886-2205, or the Commissioner, Division of Behavioral Health and Developmental and Intellectual Disabilities at 100 Fair Oaks Avenue, Frankfort, KY 40621.