

The Retreat at Sheppard Pratt and Ruxton House Resident Handbook



410.938.3891
retreat.sheppardpratt.org



The Retreat
AT SHEPPARD PRATT

The Retreat at Sheppard Pratt Resident Handbook

This handbook contains information to assist during your stay at The Retreat at Sheppard Pratt and/or Ruxton House.

Please feel free to contact any member of the staff with questions.

6501 N. Charles Street
Baltimore, MD 21204

410.938.3891

retreat.sheppardpratt.org

Welcome to The Retreat at Sheppard Pratt and to Ruxton House. We are very glad to have you and look forward to getting to know you.

The Retreat is a residential, self-pay program with highly-individualized expert care that helps our residents overcome a variety of mental health disorders. Many of our residents find our intensive, all-inclusive program at The Retreat and our transitional living environment at Ruxton House to be a path to hope and healing.

As part of the Sheppard Pratt Health System, you'll benefit from the latest clinical research, a full range of mental health services and therapies, and access to the resources of the entire health system in order to assure that you are cared for with the highest level of attention and thoughtfulness.

By the end of your stay at The Retreat, or at both The Retreat and Ruxton House, the goal is for you to have improvement in your symptoms, but more importantly, a higher level of functioning and the expectation that you will be able to live a happier, more productive life.

Thank you for allowing us to be a part of your journey to wellness. Please do not hesitate to reach out should you need assistance in any way.

Sincerely,

Thomas Franklin, M.D.

Medical Director, The Retreat at Sheppard Pratt

Miles Quaytman, M.D.

Associate Director, The Retreat at Sheppard Pratt

Medical Director, Ruxton House

TABLE OF CONTENTS

Introduction	1
The Retreat Important Information	4
Safety Related Issues	5
Safety Agreement	5
Self-Destructive Behaviors	5
Co-Occurring Disorders Track – Drug and Alcohol Possession, Use, and Screening Policy	7
Administrative Actions	8
Smoking	9
Fire Drills	9
Privacy/Safety	9
Medications	10
Property Searches	10
Valuables	10
Escort Levels/Leaving the Unit	11
Visiting Hours	12
Housekeeping, Milieu, & Environmental Issues	13
General Housekeeping	13
Laundry	13
Television Viewing	13
Wake Up Calls	13
Sleep Hygiene	13
Damages	14
Nurses' Station	14
Resident Telephones	14
Internet Services	14
Exercise Services	15
Behavioral Expectations	15
Dress Code	15
Personal Hygiene	15
Personal Possessions	16
Gambling	16
Peer Relationships	16

TABLE OF CONTENTS (CONTINUED)

Group Attendance	16
Resident Bedrooms	17
Changing Therapists	17
Discharge	17
Discharge Procedures	17
Dietary	19
Meals	19
Personnel	19
Menu Requests	19
Leftovers	20
Dining Out	20
Expenses	21
Medical Expenses	21
Weekend Outings	21
Personal Entertainment	21
Transportation Services	22
The Retreat Vehicles	22
Personal Vehicles	22
Transportation Information	22
On Campus Support Services	24
Alcohol Education Lecture Series	24
Alcoholics Anonymous (AA)	24
Narcotics Anonymous (NA)	24
Overeaters Anonymous (OA)	24
Al-Anon	24
Appendix	25
Pastoral Services	25
Bargain Nook	25
Gatehouse Gift Shop	25

THE RETREAT IMPORTANT INFORMATION

Address to receive mail/packages:

"Resident Name", C/O The Retreat, 6501 North Charles St.,
P.O. Box 6815, Baltimore MD 21285

Computer access: Wireless Username: spguest;
Wireless Password: spguest2000

Medical Director: Thomas Franklin, MD, 410-938-4766

Program Director: Karen McGovern, RN, 410-938-3891

Nurse Manager: Beth Gylan, MSN, RN-BC, 410-938-4126

Nurses' Station: 410-938-4040

POST OFFICE

- Located on the ground floor, B016.
- Hours of operation are Monday through Friday, from 9:30 a.m. to 1 p.m. and 2 p.m. to 4 p.m.
- Outgoing mail may be dropped off, including packages, and stamps are available for purchase.
- A UPS drop box is located outside of the Post Office.
- Mail is brought to The Retreat after lunch and staff is notified of any packages that need to be picked up.

ATM

A Bank of America ATM machine is available on the first floor of the Central Building. A staff member can show residents to the ATM location if needed.

SAFETY RELATED ISSUES

SAFETY AGREEMENT

Our primary goal is to provide a safe and therapeutic environment so that all residents are able to utilize the program to the fullest extent. Violence to self or others and/or threats of violence are not tolerated, and are considered a justifiable reason to terminate a resident's stay. Because of the intensity of emotions that may be experienced during treatment, as well as the stress of adjusting to a new environment, it can feel overwhelming at times. We strongly encourage anyone feeling this way to express their feelings to a staff member as soon as possible so that our treatment team can work with you to find a solution. Please feel free to utilize 1:1 intervention with staff, quiet time in a bedroom, relaxation techniques, and other de-escalating tools to maintain emotional control.

Should an individual experience an acute psychiatric/emotional crisis during their stay at the Retreat, we will immediately evaluate whether they are a potential danger to themselves or others, and determine if it would be advisable to initiate admission to one of our inpatient units. Please work with us to openly communicate and solve any issues as they arise, so that we can avoid these types of difficult situations.

SELF-DESTRUCTIVE BEHAVIORS

Some mental health conditions are accompanied by destructive and self-destructive behaviors, which become a major focus of treatment. At times, these behaviors may require a more restrictive therapeutic environment than The Retreat, whether it be a locked inpatient unit, dedicated addiction unit, specialized eating disorder or trauma disorder program, or other focused unit. One of the benefits to receiving care at The Retreat is that we have access to any of the specialized units, programs, or providers that are also part of the Sheppard Pratt Health System (SPHS) and can ensure that our residents are able to move within our continuum and then return back to The Retreat when ready.

Prior to admission to The Retreat, the Program Director, Medical Director, Program Nurse Manager, Admissions Coordinator, and

Associate Medical Director will assess the presenting issues of each individual seeking admission to determine clinical appropriateness for The Retreat. If we believe a different therapeutic setting would be a better fit for an individual's treatment, we will do our best to determine that before recommending admission to The Retreat. However, at times we may not recognize this until after a resident has sought treatment here. Other times, we may be willing to work with a resident struggling with a self-destructive behavior as long as he/she is dedicated to working with us and understands the limits to what can be done on an open unit.

Some behaviors have such a destructive effect on the therapeutic environment of an open unit such as The Retreat that they cannot be tolerated. We are unable to continue to treat residents at The Retreat if they become actively suicidal, intoxicated (either alcohol or illicit drugs), physically attack another resident or staff member, or become sexually involved with another resident. Should any of these activities take place, the resident(s) will be transferred to a more restrictive setting, or administratively discharged. Certain self-destructive behaviors may be addressed through intensive therapy with the treatment team and the resident, including the practice of skills learned through dialectical behavior therapy (DBT), to focus on controlling the behavior. We also use the establishment of privileges and consequences, and have the flexibility to work collaboratively with a locked inpatient unit at SPHS as part of our treatment therapies. However, if such efforts prove unproductive or become too disruptive to the therapeutic environment at The Retreat, the resident may be discharged to a more appropriate facility.

CO-OCCURRING DISORDERS TRACK – DRUG AND ALCOHOL POSSESSION, USE, AND SCREENING POLICY

While The Retreat provides treatment for addictions that co-exist with a mental illness, we are not a dedicated alcohol or drug rehabilitation program and can only provide a certain level of structure and supervision in helping residents seek a clean and sober life. Our doors are not locked, residents have access to their cell phones, and visitors are allowed. In order for effective treatment to take place, residents must be willing to change and take responsibility for addiction-related behaviors. Many residents who are able to do this find The Retreat to be a truly healing environment that addresses their psychiatric problems and relationship issues, along with their struggle with addiction. We require ALL residents at both The Retreat and Ruxton House to abstain from drugs and alcohol during their stay. Residents may be subject to any combination of the following: observed urine drug screens, saliva swab tests, and/or breathalyzer assessments.

Residents who need addiction treatment will enter The Retreat as part of our co-occurring disorders track, which requires additional counseling sessions and groups. This treatment track is designed to allow for effective treatment for the individual, consistency among residents, and a safe and healing environment for all residents.

Programming: All residents in the co-occurring disorders treatment track agree to the following additional programming:

- Participate in an addiction assessment
- Attend all Addiction Groups on The Retreat
- Attend weekly Alcohol Education Lectures (Wednesdays from 7-9 p.m. in The Conference Center at Sheppard Pratt)
- Attend Alcoholics Anonymous (AA), Narcotics Anonymous (NA), and/or Smart Recovery groups at least three times per week

Kolmac Intensive Outpatient Program (IOP): Some residents are referred to the Kolmac IOP (3 hours per day in the evenings), which may require some modification to their schedule at The Retreat. Residents also participating in the Kolmac IOP will be required to attend all IOP sessions in addition to their schedule at The Retreat.

Testing: Residents in the co-occurring disorders treatment track are subject to urine screens three times per week (held at random and upon demand) as well as daily breathalyzer assessments according to the following guidelines:

- Routine urine samples must be collected **BEFORE** 12 p.m.
- Random urine samples must be collected within an hour of request.
- Breathalyzer assessments and saliva swab tests must be completed at the time of the request.
- Failure or refusal to comply is considered a positive test, and the resident will be placed on staff escort until a sample is provided.

Administrative Actions

- After the first positive urine or breathalyzer test, the treatment approach is reevaluated, the resident is returned to staff escort level, and we reserve the right to discharge the resident from the program if the behavior is determined to present a substantial risk to the health and safety of the resident, other residents, or staff. If the resident is not discharged, he/she will be required to sign a revised treatment contract that may include joining the Kolmac IOP.
- After a second positive test result, the team will implement treatment interventions that may include a move to a more contained treatment setting.
- Any distribution of drugs or alcohol from one resident to another will result in the automatic administrative discharge of both residents.
- Resident's rooms and belongings are subject to search for banned substances at staff discretion. Banned substances will be confiscated and destroyed, and possession of banned substances may result in discharge.
- All sign outs and advances to unescorted status are decided by the treatment team in a thoughtful manner with residents sobriety and mental health being the primary goal. The resident's degree of participation in the program is a factor in these decisions.

SMOKING

- Residents who choose to smoke may do so only in The Retreat's outdoor courtyard, located outside the first floor of the east stairwell. Smoking is not permitted in any other outdoor area of SPHS.
- Smoking in The Retreat's courtyard is permitted between the hours of 7 a.m. and 11 p.m. Absolutely no smoking is permitted after 11 p.m., as the exterior doors to the hospital are locked at that time.
- Vaping is not permitted at The Retreat.
- Smoking, including the use of electronic or e-cigarettes, is not allowed indoors or in any of the shared outdoor spaces on the SPHS campus.
- Matches are not permitted anywhere on SPHS grounds.

FIRE DRILLS

- Fire drills occur monthly in various locations throughout SPHS. They can occur at various times of the day, including evening hours.
- Please follow the instructions given by staff during a fire drill.

PRIVACY/SAFETY

- On occasion, staff may need to enter a resident's room; staff will always knock prior to entering a resident's room. If there is no response, staff will knock a second time before entering. If the door is locked and there is no response, staff will use their key to gain access and ensure that the resident is safe.
- Residents are to utilize common areas to visit with one another and are not permitted to enter another resident's bedroom, even with his or her permission.

MEDICATIONS

- Please notify nursing staff of any medication requests.
- All medications that are being currently taken, including over-the-counter medications, vitamins, and supplements, are to be kept locked in the Nurses' Station unless a doctor's order states otherwise.

- A resident's personal medications that are brought to the Retreat will be stored in the hospital pharmacy during a resident's stay, and will be returned at the time of discharge.
- Nursing staff will administer all medications.
- Routine times of dosing are 9 a.m., 1 p.m., 6 p.m., and 9 p.m., with occasional alternate times as prescribed by a doctor.
- Medications may be dispensed up to one hour before or after the prescribed times.
- In order to ensure that all medications are taken, they must be taken in the presence of a nurse.
- It is against policy to receive medications from visitors, or to purchase medications outside of the hospital without the staff's knowledge.

PROPERTY SEARCHES

- At the time of admission, we ask for cooperation in carrying out a routine check of all belongings in compliance with hospital safety regulations.
- Every effort is made to have the resident present during property searches.
- Should there be a concern that a weapon, drugs, or other potentially dangerous material is present, we will have two staff members conduct a search of the resident's property.

VALUABLES

- We encourage residents to leave valuable items at home.
- Each resident is responsible for all personal belongings, including money and/or other valuables they choose to bring to The Retreat.
- Each resident will receive a key to lock personal items in a drawer in his/her bedroom.
- The Retreat is not responsible for the loss of and/or damage to any valuables.

ESCORT LEVELS/LEAVING THE UNIT

Escort levels are designed to protect the safety of each resident while allowing for the greatest degree of freedom and responsibility. Decisions about escort levels are made by the attending physician in consultation with nursing staff, and take into account a resident's diagnosis, safety, responsibility, trust, communication, and participation in treatment. At any time, The Retreat staff may move someone to a more restrictive level due to safety concerns.

ESCORT LEVELS

Staff Escort with 30-Minute Checks: Residents who are medically unstable or whose safety concerns warrant intensive observation are placed in this category. Residents on 30-minute checks may not leave the hospital grounds for any reason except for urgently-needed medical care. Residents must be accompanied by a staff member when leaving the unit, including visiting the courtyard. Residents at this escort level may be recommended to a more structured level of care or discharged as appropriate.

Staff Escort: Residents who have been recently admitted, or who have ongoing safety concerns due to physical or psychiatric illness, will be assigned a staff escort. Residents on staff escort cannot go off the unit, including the courtyard, unless in the company of staff. Residents who do not meet the expectations of staff escort may be recommended to a more structured level of care or discharged as appropriate.

Staff Escort with Courtyard Privileges: Residents deemed able to safely exit the unit by themselves to the courtyard, but must be accompanied by staff elsewhere, will be placed in this category. These residents must verbally inform staff when they are going to the courtyard and when they return. The Retreat courtyard is under video surveillance for safety measures.

Unescorted on Grounds (Full Unescorted Status): Residents who have demonstrated a capacity to manage any remaining safety concerns and are fully participating in their treatment program are permitted to exit the unit unescorted. Generally, for residents to be allowed overnight passes or driving privileges, they must be on full unescorted status. Not all residents achieve unescorted status during their stay.

Unescorted off Grounds: Resident is permitted to leave grounds without being accompanied by staff during designated free time. The resident is expected to check in with their nurse upon leaving and again upon return. They will need to sign themselves out and back in on the form provided. Their belongings may be searched upon return.

Unescorted off grounds with driving privileges: Resident is permitted to leave grounds without being accompanied by staff using their personal vehicle during designated free time. They may not drive other residents. The resident is expected to check in with their nurse upon leaving and again upon return. They will need to sign themselves out and back in on the form provided. Their belongings may be searched upon return.

LEAVING THE UNIT

Sign Outs: At any point deemed therapeutically advantageous, the resident's doctor may write an order for the resident to leave the unit with family, friends, or other individuals for a specified period of time. This written order overrides the resident's observation level for the period of time of the sign out.

Communication Protocol: Whenever a resident leaves the unit (i.e. for a walk, a therapy session, a sign out, to smoke, or for any other reason), it is expected that the resident do two things so that nursing staff know where he/she is:

1. Sign the sign out sheet located on the table in the foyer by the front door.
2. Inform a member of the nursing staff just prior to departure.

In accordance with SPHS policy, **all residents must return to The Retreat by 10 p.m.** After this time, the exterior doors to the hospital will be locked.

VISITING HOURS

- To ensure the confidentiality of all residents, nursing staff must be notified prior to any visitor arriving on the unit.
- Visitors are allowed daily between 7 a.m. and 10 p.m., except during group sessions.
- In accordance with hospital policy, all visitors must leave The Retreat by 10 p.m.

HOUSEKEEPING, MILIEU, & GENERAL ENVIRONMENT

GENERAL HOUSEKEEPING

- Fresh towels are provided daily, Monday through Friday.
- Bed sheets are changed weekly.
- Housekeeping staff are not present on weekends. If housekeeping needs arise during this time, please speak with the nursing staff.

LAUNDRY

- Washing machines and dryers are located in the West Pantry, and at the far end of the East Hallway. Please ask a staff member for access in order to use the East Facilities.
- Detergent and dryer sheets are provided for convenience.
- Dry cleaning services are available at the resident's own expense; if interested in this service, please let a staff member know.

TELEVISION VIEWING

- Residents are asked to refrain from watching television during group times.
- While we do our best to accommodate everyone's needs, not all movies and shows are considered appropriate for viewing in the milieu, and are up to the staff discretion.

WAKE UP CALLS

- Residents are encouraged to awaken at a reasonable time in the morning to allow for personal responsibilities and breakfast with other residents.
- Breakfast begins at 8 a.m. and provides an opportunity to review the day's schedule and discuss any community-related concerns.

SLEEP HYGIENE

- Residents generally retire at their leisure, but are encouraged to observe sensible bed times so that they can begin the day rested.

- Sleeping takes place in the bedroom. Couch sleeping will be interrupted with a request to utilize the bedroom.
- Hourly rounds are conducted through the night hours with as little interruption to sleep as possible.

DAMAGES

Any damage occurring to The Retreat property, above and beyond normal use, is the resident's responsibility.

NURSES' STATION

- In compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) regulations, residents and their guests are not permitted in the Nurses' Station at any time.
- If in need of assistance, please knock on the Nurses' Station door.

RESIDENT TELEPHONES

- Each resident has a personal telephone in his/her bedroom.
- Calls made from these phones will appear on a caller ID as 410-938-3000, Sheppard Pratt Health System.
- To make a local call, dial nine and then the phone number.
- Resident phones include individual voicemail accounts from which messages can be retrieved. To review messages, dial 3190 and follow the prompts. The password is provided in the admission paperwork. Please ask staff for assistance accessing voicemail.
- Long distance phone calls cannot be made from these phones. We suggest that residents use a calling card or a personal cell phone to make long distance calls.
- Collect calls can be made from resident phones.

INTERNET SERVICES

- Each resident may access the internet from his/her bedroom and most common areas on their personal computers.
- Residents can connect to the internet using The Retreat's wireless connection. Username: spguest; Password: spguest2000.

- A computer with internet access is available in the living room for resident use.

EXERCISE SERVICES

- Residents may utilize the exercise room within The Retreat when therapeutic programming is not in session.
- The landscaped grounds of SPHS are also nice for walking or jogging.
- The Retreat maintains a membership to a local gym that provides a full array of exercise equipment, an indoor swimming pool, racquetball courts, and a variety of group fitness classes.
- Trips to the gym are scheduled in the evening as staffing allows. If interested in going to the gym outside of scheduled times, please ask a staff member if transportation can be arranged.

BEHAVIORAL EXPECTATIONS

DRESS CODE

- Comfortable, casual clothes should be worn at The Retreat.
- Residents may not leave the unit barefoot or in nightclothes.
- Residents are asked to wear a robe in common areas if they are not dressed for the day.
- Revealing clothing is not acceptable. Staff will discretely ask for a clothing change if necessary.
- Residents should bring athletic shoes and clothing so that they are able to participate in physical activities that are part of The Retreat's programming.

PERSONAL HYGIENE

- Each resident is to maintain his/her personal hygiene and living space.
- Residents are asked not to place their feet or shoes on the furniture.

- Residents should alert staff to any accidental spills.
- If necessary, staff will discretely request that greater attention be given to hygiene.

PERSONAL POSSESSIONS

- Borrowing or lending personal possessions and/or money is strongly discouraged.
- Giving of gifts is discouraged.
- Staff may not accept any gifts or tips from residents at The Retreat.

GAMBLING

Gambling between residents, either with real or fictional money and/or possessions, is not permitted.

PEER RELATIONSHIPS

Peer relationships at The Retreat and Ruxton House should support therapeutic goals and have clear boundaries and limits. Peer relationships that are intimate and exclusive are therapy-interfering behavior. We strongly discourage residents from developing relationships or living arrangements with each other beyond the natural friendships and camaraderie that might develop as part of their relationship within the therapeutic setting itself.

GROUP ATTENDANCE

- Residents are encouraged to attend all groups that are part of The Retreat programming.
- Residents may attend one or more sessions of DBT outpatient group if appropriate and agreed to by the treatment team.
- If a resident is already a member of the DBT outpatient and/or psychodynamics outpatient group, he/she may continue to attend while at The Retreat at no additional charge, if clinically appropriate.

RESIDENT BEDROOMS

- A resident's bedroom is restricted to the private use of the assigned resident. The bedroom is a space for private rest and reflection. Social activities or one-on-one conversations between residents are best conducted in the common spaces on the unit.
- Family and outside friends may visit in the resident's bedroom if the resident so desires.
- Residents of The Retreat and Ruxton House are not allowed to visit each other in their bedrooms.

CHANGING THERAPISTS

There are times when a resident may feel dissatisfied about his or her assigned therapist (primary doctor, family therapist, social worker, recreational therapist, art therapist, etc.). If this occurs, please discuss the issue with The Retreat's medical director. We strongly recommend working with the therapist to understand the nature of the dissatisfaction. In our experience, simply switching therapists slows down treatment, while working through the difficulty often provides a valuable therapeutic experience for the resident. Sometimes these conflicts or dissatisfactions are related to transference, or the experiencing of feelings towards this person that reflect earlier feelings from a past relationship. At other times, the conflict may represent a "raw" area of emotional life that could benefit from mutual exploration.

DISCHARGE

DISCHARGE PROCEDURES

After completing a stay at The Retreat, individuals will be discharged with a plan for outpatient treatment that includes an appropriate psychiatrist, therapist(s), and doctor(s) in the home community.

- We require 24-hour notice prior to discharge in order to avoid payment for the day of discharge and ensure that discharge medications and/or prescriptions can be prepared.

- Individuals must vacate their bedroom on the day of discharge by 11 a.m. in order to allow housekeeping enough time to clean the room prior to the arrival of the next resident. However, discharging residents are welcome to participate in the full day of programming on the day of discharge.
- We are dedicated to developing discharge plans that enable individuals to continue treatment once they have returned home and will make every effort to facilitate the transfer of care. To this end, we will provide the following to relevant medical and mental health professionals with permission:
 - A copy of the diagnostic evaluation.
 - A copy of the discharge summary.
 - A copy of any relevant consultations.

We will also provide the following to the discharging resident, with permission:

- A three-day supply of medications.
- A thirty-day supply of medications in the form of a written prescription (unless a different amount is determined to be best by the treating doctor).
- Telephone consultation with psychiatrist and/or therapist at home.
- Telephone consultation with individuals and/or family once home if concerned the discharge plan is not working.

We encourage individuals to stay in touch with us after discharge so that we know how they are doing. If at some point an individual or their family believes they may benefit from returning to The Retreat, we would be happy to assist with this, but require that it is discussed with the home therapist and psychiatrist prior to contacting The Retreat to review further. Please be aware that after discharge, the home psychiatrist, therapist, or doctor must be the primary medical advisor at home. The Retreat cannot serve in that capacity after discharge.

SPECIFICALLY, UPON DISCHARGE, WE CANNOT:

- Serve as an individual's psychiatrist, therapist, or doctor.
- Serve as back-up to an individual's therapist or doctor.
- Provide medication adjustments, additional refills, or prescriptions.
- Serve as a crisis hotline.

We hope these guidelines are helpful during transition to regular life, work, relationships, and the home treatment team. If at any time there are questions about this information, please discuss them with The Retreat's medical director.

DIETARY

MEALS

- Residents are expected to eat all meals in the common living area.
- In order to comply with hospital health regulations, meals are not to be consumed in resident bedrooms.
- Two pantries are stocked with common snack items, and remain open for residents' convenience.
- Residents may bring preferred food items or purchase them locally. These foods are to be stored in pantries in the common areas, labeled with the resident's name and the date of purchase to ensure they are not consumed by others.

PERSONNEL

- A registered dietician is available to residents throughout their stay.
- Nutritional assessments and counseling are ordered by the doctor or can be requested by a resident.

MENU REQUESTS

- A dining services staff member will review the menu with residents daily.
- Menu selections are made daily Monday through Friday. Menu selections for the weekend are made on Friday.

- Residents are able to indicate menu preferences and alert staff to any food allergies or dietary restrictions. Gluten-free selections are available.

LEFTOVERS

- Residents may save food for up to 24 hours in the refrigerator by labeling it with their name and the date. After 24 hours, the food will be discarded in accordance with SPHS policies.
- Refrigerated foods that have not been labeled with a resident's name and date will be discarded.

DINING OUT

- The Nurses' Station is equipped with a folder containing information about local restaurants and carryout sources.
- Residents are responsible for purchasing food ordered out or on therapeutic outings unless other arrangements have been made.

EXPENSES

MEDICAL EXPENSES

- The Retreat does not cover the cost of medical appointments outside of SPHS. Any expenses for medical care are the responsibility of the resident.
- A copy of each resident's health insurance card is obtained upon admission. We will do our best to utilize health insurance for any outside medical procedures.
- The Retreat will cover the cost of psychiatric medications.
- Medications not carried in the SPHS pharmacy will be refilled at the expense of the resident. This out-of-pocket expense includes cost of supplements which are not carried by the SPHS pharmacy. Residents are encouraged to bring their medications with them upon admission.

- The Retreat fee does **not** include the cost of physical therapy, transcranial magnetic stimulation (TMS), electroconvulsive therapy (ECT), or non-psychiatric medications or supplements. Should these therapies be needed during a resident's stay, they will be paid for out-of-pocket or through the use of health insurance when applicable.
- Medical equipment such as assistance devices and air purifiers are obtained at the resident's expense.

WEEKEND OUTINGS

- Weekend group outings are planned by the wellness coordinator, and generally take place in the afternoon.
- One weekly therapeutic outing is included in the programming.
- The Retreat will cover expenses for the outing, including admission tickets and transportation if necessary.
- The Retreat does not cover the cost of food purchased on outings.
- Individual sign-outs for therapeutic purposes should be arranged with the primary therapist. This requires a doctor's order, and all expenses are paid by the individual resident.

PERSONAL ENTERTAINMENT

- Residents are encouraged to enjoy the Towson and Baltimore City area attractions.
- Any expenses incurred for personal entertainment are the responsibility of the resident, including all meals.

TRANSPORTATION SERVICES

The Retreat Vehicles

- The Retreat has a fleet of vehicles operated by licensed staff and will provide transportation for admission and discharge free of charge.
- Transportation is also provided to official outings and medical appointments. If a vehicle is not available at the time of the appointment, we may instead provide cab service.
- Transportation can be arranged for errands and impromptu events, but this is at staff discretion and is dependent upon staff availability and weather conditions. Cab or Uber service will not be provided by The Retreat in these situations, though residents may utilize cab/Uber service independently (and at their own expense) if their escort status is "unescorted off grounds."
- Guests of residents may not be transported in The Retreat vehicles.

Personal Vehicles

- Residents are allowed vehicles on grounds, but must register them with nursing staff so that security is made aware.
- Residents must have doctor's orders from The Retreat indicating that they may drive.
- Residents' vehicle keys are stored in the Nurses' Station at all times.
- Residents are not permitted to ride in vehicles operated by other residents.

TRANSPORTATION INFORMATION

Jimmy's Cab Service

- 410-823-7598
- Cab "pick up" location is the B entrance.
- Cab vouchers will be provided in the event that a vehicle is not available for treatment-related appointments.

American Sedan and Limo Services, Inc.

- 24-hour service to all nearby locations.
- 410-654-4090
- americansedanlimo.com

BWI Airport

- 410-859-7027 or 1-800-872-7254
- bwiairport.com

MTA (Mass Transit)

- There is a bus stop located in front of the main entrance of the central building on campus.
- Schedules are available online or on the ground floor outside of the Post Office.
- mtamaryland.com

Baltimore Airport Shuttle

- Ground transportation to and from BWI, Dulles, and Reagan National Airports.
- 410-821-5387
- baltimoreairportshuttle.com

AMTRAK

- National Rail Passenger Service.
- 1-800-872-7245
- amtrak.com

ON CAMPUS SUPPORT SERVICES

Alcohol Education with Dick Prodey

Every Wednesday evening from 7 p.m. to 9 p.m. at The Conference Center at Sheppard Pratt.

Alcoholics Anonymous (AA)

Meetings are held Monday-Sunday at 7 a.m., 12 p.m., 5:30 p.m., and 7 p.m. in the Gibson Building, Rooms 386 and 388.

Narcotics Anonymous (NA)

Meetings are held Sundays at 8:15 p.m., and Mondays at 7:30 p.m., in the Central Building, Room 305.

Overeaters Anonymous (OA)

Sundays at 5:15 p.m. in The Conference Center at Sheppard Pratt.

Al-Anon

There are no meetings on campus. Meetings are available nearby, please ask staff for more information.

APPENDIX

Pastoral Services

- Pastoral services are available on campus for all denominations. Please ask staff to contact pastoral services if desired.
- Staff has information on the names and locations of various religious services in the area. We will make every effort to accommodate each resident's spiritual needs.
- A meditation room, brick labyrinth, and garden are located in the lobby of the Weinberg Building.

Sheppard Pratt Bargain Nook

- A thrift and consignment shop located on the first floor of the Central Building, just outside of the cafeteria.
- Open Tuesday, Wednesday, and Friday, from 10 a.m. to 3:30 p.m.

Sheppard Pratt Gatehouse Gift Shop

- Located in the lobby of the Weinberg building.
- Open Monday through Friday, 8:30 a.m. to 3:30 p.m.; Saturday, 12:30 p.m. to 3:30 p.m. 410-938-4853



Ruxton House
AT SHEPPARD PRATT

Ruxton House Resident Handbook

This handbook contains information to assist during
your stay at Ruxton House.

Please feel free to contact any
member of the staff with questions.

1506 LaBelle Avenue
Towson, MD 21204
443.895.4441
retreat.sheppardpratt.org

TABLE OF CONTENTS

Important Information	29
Resident Responsibilities	30
Residents' Rights	31
Confidential Information	33
Ruxton House Co-Occurring Policy	35
Program Rules	36-41
Group Attendance	36
Sleep Hygiene	36
Visiting Hours and Policy	37
Self-Care and Personal Belongings	37
Drug and Alcohol Use	38
Relationships	38
Aggression	38
Smoking	39
Medications	39
Pets	39
Personal Space and Safety	39
Community Space	40
Transportation	40
House Meeting	40
Important Contacts	41

RUXTON HOUSE IMPORTANT INFORMATION

Address to receive mail/packages:

"Resident Name", 1506 LaBelle Avenue, Towson, MD 21204

Nearest Intersection:

Bellona Avenue and LaBelle Avenue

Computer access: Wireless password: 1506ruxton

On Duty Staff Cell Phone Numbers

Staff Office Phone Number: 443-895-4451

Resident Ruxton House Landlines: 443-895-4441

Ruxton House Medical Director: Miles Quaytman, M.D.
410-938-4832

Ruxton House Program Manager: Lane Hicks, 443-895-4455

RESIDENT RESPONSIBILITIES

Ruxton House residents have a responsibility to participate in their personal treatment and the therapeutic milieu, to preserve their safety and the safety of others, and to respect the rights of other residents and staff.

Residents will be held responsible for the following:

- Provide, to the best of one's knowledge, accurate and complete information about matters related to one's health and treatment.
- Work with staff to set personal goals, plan for success in meeting those goals, and determine how to actively carry out those plans.
- Discuss progress with and update staff as necessary. Residents should communicate any desire to change personal goals or alter treatment plans to a staff member.
- Discuss any differences of opinion concerning treatment with a provider.
- Participate in daily groups at Ruxton House and keep appointments with clinicians. If unable to do so, please notify the appropriate staff and reschedule the appointment.
- Discuss any change in the details of financial status that might affect stay and treatment at Ruxton House with appropriate staff.
- Discuss with staff any decision to permanently leave Ruxton House and give a minimum of 24 hours notice.
- Treat everyone in the program with respect regardless of gender, age, ethnicity, creed, religion, political affiliation, disability, or national origin.
- Refrain from abusive language or behavior toward staff or other residents.
- Help keep Ruxton House spaces clean and orderly. This includes participating in weekly chores with other residents. It also includes cleaning up after oneself following activities.

- Refrain from using alcohol, drugs, or other hazardous materials; bringing illicit substances to Ruxton House may result in discharge.
- Do not share drugs, prescribed or otherwise.
- Ruxton House will report illegal activity to the proper authorities.
- Ruxton House has the right to decline to work with residents who do not carry out their responsibilities, or who do not respect the rights of others.

RESIDENT RIGHTS

As residents of Ruxton House, individuals have a right to:

- Be treated with consideration, respect, and full recognition of human dignity and individuality.
- Receive treatment, care, and services that are adequate, appropriate, and in compliance with relevant state, local, and federal laws and regulations.
- Privacy, including the right to have a staff member knock on the door before entering.
- Be free from mental, verbal, sexual and physical abuse, neglect, involuntary seclusion, and exploitation.
- Be free from physical and chemical restraints.
- Confidentiality.
- Manage personal financial affairs.
- Maintain legal counsel.
- Attend or not attend religious services as one chooses, and receive visits from members of the clergy if requested.
- Possess and use one's own clothing and other personal effects to a reasonable extent, and have reasonable security for those effects in accordance with Ruxton House policy.
- Determine one's dress, hairstyle, or other personal effects that do not promote violence, substance abuse, or racial slurs.

- Meet or visit privately with any individual, subject to reasonable restrictions on visiting hours and places, which shall be posted by a Ruxton House manager.
- Make suggestions, complaints, or present grievances on behalf of oneself or others to the Ruxton House manager, governmental agencies, or other persons without threat or fear of retaliation.
- Receive a prompt response, through an established complaint or grievance procedure, to any complaints, suggestions, or grievances voiced.
- Receive access to the procedures for making complaints to:
 - The Ombudsman Program of the Office on Aging as set forth in the Code of Maryland Regulations (COMAR) 14.11.05.
 - The Adult Protective Services of the local Department of Social Services.
 - The Licensing and Certification Administration of the Department of Health and Mental Hygiene.
 - The protection and advocacy agencies.
- Access to writing instruments, stationery, and postage.
- Receive a reasonable response from the Ruxton House program manager or staff to a personal request.
- Receive and send correspondence without delay, and without the correspondence being opened, censored, controlled, or restricted, except on one's request, or written request of one's representative.
- Reasonable access to the private use of a telephone within the facility.
- Participate in planning one's medical treatment.
- Refuse treatment after the possible consequences of refusing treatment are fully explained.
- Retain personal clothing and possessions as space permits with the understanding that Ruxton House may limit the number of personal possessions retained at the facility for the health and safety of other residents.

- Be provided with translations of the Rights and Responsibilities into other languages and media as necessary.
- Refuse to be photographed by an employee, visitor, volunteer, or other resident.
- Know the name, title, and role of any staff member involved in helping to carry out one's treatment plan.
- Obtain access to one's records, or to a written summary of one's treatment in a reasonable time, depending on the particular situation.
- Consultation through the SPHS Ethics Committee about ethical issues pertaining to decisions about one's care.
- Vote in any public election.
- A resident may not be assigned to do any work for the group home without the resident's consent.

The Ruxton House program manager shall place a copy of the resident's rights in a conspicuous location, plainly visible.

CONFIDENTIAL INFORMATION

Any case discussion, consultation, examination, or treatment of a resident is:

- Confidential and discreet.
- Not open to an individual who is not directly involved in the care of the resident, unless the resident or resident's representative permits the individual to be present.
- Except as necessary for the transfer of a resident from Ruxton House to another facility, or as otherwise required by law, the personal and medical records of a resident are confidential and may not be released without the consent of the resident or resident's representative, to any individual who is:
 - Not associated with Ruxton House or The Retreat.
 - Associated with Ruxton House or The Retreat, but does not have a demonstrated need for the information.

The Ruxton House program manager shall share resident information with the Department of Health and Mental Hygiene as necessary to administer this regulation.

RUXTON HOUSE CO-OCCURRING DISORDERS PROGRAM

As residents transition from the safety of The Retreat environment to community living at Ruxton House, it is imperative that we offer a continued sense of accountability and clear expectations. For many residents, more freedom and less structure is exciting and offers hope that a full life is awaiting them outside of treatment. However, with this increased freedom, residents will be presented with real life scenarios that may test their commitment to sobriety or trigger their psychiatric symptoms. By offering the following guidelines, it is our intention to give residents an appropriate amount of support while also continuing to challenge them to take ownership of their recovery. **Ruxton House is a sober house and requires ALL residents to remain alcohol- and drug-free throughout the duration of their stay. All residents participate in breathalyzer and urine testing as described in the "Testing" section below.**

Programming:

All residents in the Co-occurring Disorders Program agree to the following programming:

1. Attend all of the weekly Co-occurring Groups at The Retreat.
2. Attend AA, NA, and/or SMART Recovery meetings at least three times per week.
3. Individual sessions with the Addiction Counselor are voluntary but may be required for some residents.
4. Some residents may be referred to the Kolmac Intensive Outpatient Program. Residents in the Kolmac IOP will be required to attend all IOP sessions. Due to the flexibility of scheduling at Ruxton House, minimal modification to Ruxton House programming will be required.

Testing:

For all residents, random breathalyzer and urine testing may be done at any time.

Residents who are not in the Co-occurring Disorders Program will be asked to take a breathalyzer test and urine tests upon return from overnight stays away from Ruxton House.

All residents in the Co-occurring Disorders Program will be subject to breathalyzer and urine testing as follows:

1. Breathalyzer testing once per day.
2. Breathalyzer assessments must be done at the time of the request.
3. Two urine screens per week.
4. Urine samples must be submitted within three hours of the request.
5. Both breathalyzer and urine tests will be required upon return from overnight stays away from Ruxton House.
6. Failure or refusal to comply is considered a positive test.

Administrative Issues:

Relapses and positives will be reviewed on a case-by-case basis and addressed from the dual perspective of 1) maintaining safety and sobriety for all residents in the House and 2) supporting the individual in their personal recovery journey.

1. A first positive breathalyzer test or urine test will result in a treatment team meeting. The action taken to address the relapse/positive will target the individual and the nature of the relapse and action, and may include, but is not limited to, things such as increased breathalyzer and urine testing, increased attendance at sobriety meetings, or referral to a higher level of care.
2. A second positive test will result in additional treatment interventions being implemented.
3. A third positive test may result in discharge from the program. Recommendations for a more appropriate level

of care will be provided.

4. Any incident of bringing drugs or alcohol to Ruxton House may result in automatic discharge from the program. Ruxton House is part of a larger community and the safety and well-being of all residents and community members is of utmost concern.
5. Individualized changes to the programming and testing can be made by your attending physician.

PROGRAM RULES

The following rules have been established to maintain environmental and personal safety, as well as protection, for all residents of Ruxton House.

1. Group Attendance

While at Ruxton House, residents:

- a. Must attend all groups that are specifically part of the Ruxton House programming.
- b. May attend appropriate groups at The Retreat residential program (no additional charge).
- c. May attend DBT outpatient group and/or psychodynamics outpatient group if part of the treatment plan (additional charges apply).
- d. Must attend additional community support groups if indicated by the individual treatment plan.

2. Sleep Hygiene

- a. Residents are expected to return to Ruxton House by 11 p.m. and may retire at their own leisure.
- b. Residents should allow themselves sufficient time in the morning to prepare breakfast prior to the start of groups.

3. Leaving Ruxton House

- a. When leaving the premises, residents are asked to bring their cell phone with them and to sign out on the white board, indicating the time of departure,

anticipated time of return, and destination.

- b. Overnight leave details should be planned in advance, and staff should be notified prior to departure.

4. Visiting Hours and Policy

- a. House visitation hours are held daily between 11 a.m. and 10 p.m.
- b. Guests are not allowed to socialize inside the private bedrooms of residents.
- c. Guests are expected to follow all established program rules.
- d. Any gifts brought by guests may be checked by staff.
- e. Residents are asked to give a courtesy notice to all residents and the mental health worker (MHW) on shift with the visitor's name, relationship to the person being visited, and time of visit. Residents are also asked to verbally give notice as needed to any resident that may be affected by the presence of a guest in Ruxton House.
- f. Guests may not arrive unannounced or enter Ruxton House without a resident escort.
- g. Alumni of Ruxton House are considered guests and are encouraged to attend the Thursday night dinner/activity. Alumni should notify the MHW on shift by Wednesday evening (24 hour notice) that they would like to attend the Thursday night dinner/activity.

5. Personal Hygiene and Personal Possessions

- a. Each resident is to maintain his/her personal hygiene and living space.
- b. Care of personal possessions is the responsibility of the resident. Borrowing or lending personal possessions and/or money is strongly discouraged, and is the responsibility of the resident.
- c. Valuables should be kept in the safe provided in each private bedroom. Ruxton House is not responsible for

the loss/damage of personal belongings or valuables.

- d. Stealing, borrowing without permission, or damaging others' possessions, including Ruxton House property, is prohibited and could result in dismissal.
- e. Giving of gifts is discouraged.
- f. Staff may not accept any gifts or tips from residents at Ruxton House.

6. Drug and Alcohol Use

- a. Possession of alcohol or illicit drugs on the Ruxton House premises by residents or visitors is prohibited. Possession of alcohol or illicit drugs, or episodes of inebriation, will be grounds for transfer to a more appropriate level of care.
- b. Residents with a history of substance abuse will be asked to participate in regular testing to aid in their continued sobriety.

7. Relationships

- a. Intense personal relationships can occur between residents as a result of the treatment that is coordinated through Ruxton House. Physical intimacy between residents is prohibited and is cause for dismissal. Residents are expected to actively avoid sexual relationships with other residents. Residents are encouraged to honestly discuss any developing feelings immediately with their attending physician.

8. Aggression

- a. All forms of aggression, either verbal or physical, are prohibited.
- b. A resident who participates or acts in any way that jeopardizes the safety of Ruxton House staff or residents may be required to terminate his/her stay until safety can be re-established.
- c. Any damages occurring to Ruxton House property, either the residence itself or furniture, over and above normal use by any resident, is the responsibility of that resident,

and he/she will be charged for the cost of repair or replacement.

9. Smoking

- a. Ruxton House residents may smoke in designated smoking areas only. Smoking is NOT permitted in any other area of the home, on the grounds of the home (including other porches), or in the Ruxton House vehicle.
- b. In compliance with fire regulation, smoking or burning incense, candles, or any other material within Ruxton House is not permitted.

10. Medications

- a. All medications are to be locked in the safe provided in the resident's room and should be marked with the resident's name.
- b. Residents are responsible for their own medication management. Taking medications as prescribed and on time is an important part of this process. Staff are available to assist in organizing the process.
- c. All medications are to be self-administered. Medications are not to be shared with other residents.
- d. If it is determined that it is not safe or prudent for a resident to keep their medications in their room for a period of time, alternative arrangements may be made in consultation with the attending physician and the Ruxton House program manager.

11. Pets

- a. In compliance with health regulations, pets are unable to visit inside Ruxton House. At staff discretion, pets may visit on the grounds of the home for short periods of time.

12. Personal Space and Safety

- a. Residents should not use permanent adhesive material on walls or hang pictures with nails.
- b. Residents are not allowed in each other's rooms.
- c. Room and storage area searches may be conducted at

staff discretion due to safety. Searches will be conducted with the resident present whenever possible.

13. Community Space

- a. Each resident will participate in weekly chore rotations (i.e. emptying the dishwasher, wiping the counters, taking out the trash) to aid in preparation for living successfully and independently after leaving Ruxton House.
- a. The refrigerator in the kitchen is used to prepare community meals and store leftovers from these meals; residents may store individual food items as space allows. A refrigerator located in the garage is provided for residents' individual food items. All individual food items should be marked with the resident's name and the date that the food was opened. Opened items should be discarded 3 days after opening or according to the expiration date given in the food product label.
- a. Ruxton House rooms will be cleaned by a cleaning service once a week. It is the expectation that each resident launder his/her own linens and clothing. It is also the expectation that each resident make his/her bed daily.

14. Transportation

- a. Ruxton House has a vehicle and staff are available to assist in transporting residents to appointments and activities. However, ALL transportation request forms for the week must be submitted by Sunday evening.
- b. Residents may have their own vehicles.

15. House Meeting

All residents are expected to participate in our House Meeting. Held weekly, the House Meeting is used to address physical house issues, scheduling, and other administrative and operational issues related to Ruxton House. Discussion topics for this meeting often include weekly house responsibilities,

weekend plans, and upcoming events. Residents take an active role in the development of policies and the operation of Ruxton House.

16. Confidentiality

We expect residents to keep personal information regarding other residents confidential, whether it was communicated to you personally or within group therapy.

Please note that violations of Ruxton House rules are considered grounds for dismissal from the program.

IMPORTANT CONTACTS

IN CASE OF EMERGENCY, PLEASE CALL 911 OR GO TO YOUR LOCAL EMERGENCY ROOM:

MENTAL HEALTH RESOURCES AND SERVICES

- Sheppard Pratt Therapy Referral Service..... 410-938-5000
- Grassroots Crisis Hotline 410-531-6677
- Maryland Crisis Hotline 1-800-422-0009
- National Suicide Prevention Life Line
(for Spanish, press 2)..... 1-800-273-8255
- National Veterans Crisis Line (press 1) 1-800-273-8255
- On Our Own (Central Office)..... 410-444-4500
- National Alliance on Mental..... 1-877-878-2371
Illness of Maryland (NAMI)
- Mental Health Association of Maryland 410-235-1178

SUPPORT GROUPS/ORGANIZATIONS

- Alcoholics Anonymous World Services..... 212-870-3400
www.alcoholics-anonymous.org
- Alzheimers Association..... 410-561-9099
www.alz.org/maryland/
- Anxiety Disorders Association..... 240-485-1001
www.adaa.org

Depression and Bipolar Support Alliance.....1-800-826-3632
www.dbsalliance.org

COMMUNITY RESOURCES

Family Stress Line 1-800-243-7337
www.familytreemd.org

House of Ruth (domestic violence) 410-889-7884
www.hruth.org

Maryland Department of Aging 1-800-243-3425
www.aging.maryland.gov

Meals on Wheels..... 410-588-0827
www.mealsonwheelsmd.org

Naranon Family Group..... 1-800-477-6291

National Eating Disorders Association 1-800-931-2237
www.nationaleatingdisorders.org

Nicotine Addiction Treatment 1-800-784-8669
www.smokingstopshere.com

Parents Anonymous..... 1-855-427-2736
www.parentsanonymous.org

Survivors of Incest Anonymous..... 410-893-3322
www.siaawso.org

Turnaround (domestic violence)..... 410-828-6390

410.938.3891
retreat.sheppardpratt.org