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|  | **Crozier House**  10 Hammond Street  Worcester, MA 01610  *“A program of Catholic Charities”* |

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**Resident Manual**

Crozier House is a voluntary 3-to-6-month adult men’s residential recovery home for the treatment for substance use and co-occurring capable disorders. We are licensed by the Massachusetts Bureau of Substance Abuse Services (BSAS), and we are open 24 hours a day, 7 days a week.

MAIN OFFICE: **508-860-2216**

FAX: **413-351-9075**

Visit us at: https://www.ccworc.org/

Find us on Facebook: <https://www.facebook.com/ccworc>

CLIENT TELEPHONE NUMBER: **508-860-2217**

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| **Interim Program Director:  Clinical Supervisor:**  **FAX:** | Meghan McLeod Michael Ruble  413-351-9075 |

Your decision to enter Crozier House, and our decision to admit you,

constitutes an agreement with rights and responsibilities for each of us.

##### **STATEMENT OF MUTUAL RIGHTS AND RESPONSIBILITIES**

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| You have the right to: |
| 1. To expect freedom from physical and psychological abuse. 2. To expect freedom from strip searches and body cavity searches. 3. To have control over his/her bodily appearance, provided, however, on program premises that the Crozier House may prohibit attire and personal decoration which may interfere with an individual’s treatment. 4. To have access to his/her client record in the presence of the administrator (or designee) unless there is a determination that access to parts of such record could cause harm to you as a client. 5. The right to challenge information in his/her client record by inserting a statement of clarification or letter of correction signed by both the clinician and the client. 6. The right to obtain a copy of the client's records or portions of it. (105 CMR 164.083: Client Records) 7. The right to have the confidentiality of his/her records secured as required by Confidentiality Laws. 8. The right to terminate treatment at any time. 9. To have freedom from coercion. 10. The rights to treatment without regard for disability, race, gender, gender identity, creed, ethnic origin, sexual orientation, religion, age, or ability to speak English. 11. To treatment in a manner sensitive to individual needs and which promotes dignity and self-respect. 12. To have full disclosure regarding any fee(s) charged in accordance to our residential rehabilitation programs, and that of any client benefits to be contributed. 13. The right to grievance actions or decisions of the licensee regarding the client's treatment; (\*See Grievance Policy on pg. 11) 14. To freedom in practicing his or her religion and/or faith. 15. The right to request referral to a facility which provides treatment in a manner to which the client has no religious objection. 16. To have drug screening conducted in a manner which preserves the client's dignity and, when the drug screen is by urine sample, accommodates any medically confirmed inability to give urine by providing for an alternate effective means of screening such as oral swab, 17. The right to contact the **Bureau of Substance Addiction Services Complaint Line at 617-624-5171**. |
| We have a right to: |
| 1. Determine the nature of our services and establish the rules and regulations that apply to residents. 2. Keep a record of your activities as a resident and include an appraisal of your progress in our records. 3. Release your record or portions of it with your informed consent or as otherwise directed by law and destroy your record in accordance with agency policies. 4. Review your activities and evaluate your progress at staff conferences, and to expect you to participate in those conferences whenever appropriate. 5. Expect that suggestions and complaints will be made directly to the staff prior to discussion outside of the Crozier House Program. (See Grievance Policy pg.11) 6. Modify our policies and procedures to improve the quality and continuity of your care. 7. Terminate your residency at the end of your contract period, or at any time during that period for cause. |

Crozier House does not refuse admission to any qualified applicants because of age (18+), race, creed, sexual preferences, disability, or inability to pay. To be eligible for admission, potential candidates must meet the minimum standard requirements.

**ADMISSION POLICY AND PROCEDURES**

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| 1. Be at least 18 years of age and a legal resident within the Commonwealth of Massachusetts while presenting with both a substance use disorder and co-occurring capable disorder as determined by an interview screening.   (ASAM 3.1 Level of Care)   1. Have abstained from alcohol and other illicit, mind-altering substances for at least 7-10 days prior to admission as is medically necessary in avoiding withdrawal risk factors. 2. Be capable of self‑preservation as determined through the interviewing process. 3. Indicate willingness to participate in the rehabilitation program of Crozier House by signing an agreement to treatment contract and review of the programs Resident Manual through a full program orientation by staff within the first two weeks of admission. 4. Agree to a two-week orientation/restriction period upon date of admission and agree to meet with assigned Counselor within the first 7-days from admission to develop an initial individual assessment as appropriate. 5. At the end of this two-week period, clients must be willing to begin Career Search Status to seek gainful employment on either a first shift or night shift schedule only. Any clients with SSI/SSDI benefits would be required to volunteer in the community in place of gainful employment or seek other activities as approved by the Program Director. |
| **Applicants are admitted according to the following procedures:** |
| 1. Applicants are required to participate in an on‑site face to face or virtual interview with the Program Director or Clinical Supervisor. Appointments for screening interviews should be made by the referring agency’s staff and may be made by phone at 508-797-6732. Interviews are scheduled between the hours of 9am and 4pm, Monday through Friday. Interviews are completed by either the Program Director or Clinical Supervisor of Crozier House as openings become available. Phone interviews are only scheduled at the discretion of either the Program Director or Clinical Supervisor when necessary. 2. After such an interview, eligible candidates who indicate their desire to enter Crozier are placed on a waiting list and given an anticipated date of admission according to bed availability. If a candidate is without his own safety resources during the interim waiting list period, referral arrangements will be made to outside resources while awaiting placement into Crozier House. These arrangements can be local shelters and/or a CSS/TSS. Priority will be given to individuals who are injection opioid substance users, HIV/AIDS status and at risk of ongoing homelessness. 3. While awaiting admission, applicants are required to maintain abstinence from all substance use. If candidates decline to be placed in an interim holding facility, they will be required to contact Crozier at least twice a week to personally confirm their ongoing abstinence and intention of entering the program. These candidates are also subject to a drug‑screening test at the time of admission, or in some cases, while awaiting placement. 4. Priority for admission is determined by the applicant's interview date or according to a scheduled release date in the case of incarcerated candidates. As beds become available, waiting applicants are contacted in order of wait list and offered admission. Applicants who fail to appear for a scheduled admission are either removed from the waiting list or given a new interview date and placed back on the waiting list if appropriate. 5. Applicants who do not meet the criteria for admission are so informed and are referred to a more appropriate level of care based on the initial screening. 6. The waiting list is reviewed and updated each week. The names of those applicants who have not maintained their agreements with Crozier House are removed from the waiting list or referred elsewhere for cause. |

All residents, regardless of their status, are required to:

**GENERAL RULES**

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| 1. Develop and implement a personal short and long‑term treatment plan to maintain a sober lifestyle. 2. Submit to the Counselor/Case Manager on duty, by noon every Saturday, weekly reports of their individual program requirements, such as in-house and outside self-help meetings, home group, sponsor, work schedule and any other issues requested by their Counselor/Case Manager. 3. Meet with their assigned Counselor/Case Manager weekly with no exception. The day for each meeting is posted every Monday on the weekly program schedule sheet. Residents are required to take the first available meeting slot open for their staff members, and to complete the sessions before dinner which is at 6:00PM.   (If on kitchen duty, report to kitchen at 5:30PM M-F)   1. Show weekly work schedules to Counselor/Case Manager. All employment schedules should only be on first and third shifts and be reviewed by assigned Counselor. 2. Residents must be up and have breakfast between 5:30 -7:30AM on weekdays, and 5:30 - 8:30AM on weekends. NO LATER ! 3. Rooms must be clean and orderly, residents showered and ready to go about the day before the mandatory 8:00AM meeting. The 8:00AM morning meeting applies to Orientation/Restriction and Career Search clients and any client on work status who is currently in the house. 4. All Residents are to return to housing at 5:00PM and present for dinner at 6:00PM Monday through Friday. 5. All Residents are to be in the house for curfew by 9:00PM each night. Any Resident late for curfew will be subject to a disciplinary process up to and including Administrative Discharge for curfew violation.All Residents are to silence their cell phones at lights-out curfew, observe quiet and lights out upstairs beginning at 11:00PM lights-out curfew. 6. State Law prevents any tobacco use by including vapes in all parts of the building including the loading dock with no exceptions. Any tobacco use in the building is cause for immediate dismissal. In addition, no use of smokeless tobacco to include chew and vaping is ever permitted in the building. Smoking is only allowed in designated smoking areas. Stay in designated smoking areas when smoking, do not wander anywhere near the building. 7. Attend nightly AA/NA, self-help meetings, except for Tuesdays, Wednesdays, and Thursdays when there are in­-house meetings. All residents are required to remain in‑house when these meetings are over regardless of what time they end. Mondays may include an in-house group followed by an outside meeting if time allows. |
| **Alcohol and Drug Screening** |
| In order to ensure a safe, healthy, drug‑free environment, Crozier House reserves the right to administer alcohol and drug‑screening tests for just cause. Staff members may request these tests from any resident at any time. Any resident who refuses to comply with such a request is subject to discharge for non-compliance. Also, if unable to produce such a requested drug-screen within a two-hour time limit is also cause for an Administrative Discharge from the program. Arrangements and referrals will be made by staff on duty if this occurs. |
| **Medication and Prescription Protocol** |
| All medications are to be checked in with staff immediately upon receipt and upon entry into Crozier House where such medications will be kept locked in a medication locker in Crozier’s Medication Room. The Program Director will determine if certain medications are appropriate while a resident at Crozier House. If determined to be appropriate they will be kept locked in the medication cart and never in a resident’s room. Any refusal to take such prescribed medications must be signed off by the resident at the time of refusal. Residents are to always sign off on any refusal on the Medication Sheet. All medication not being taken or left behind upon exiting the program will be properly disposed of as noted in the program’s medication disposal protocol. All staff and residents are to properly initial daily medication intake on all medications and MAT/Medication sheets. |

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| **PROGRAM STATUS** | |
| Successful residency at Crozier House requires progress through various stages of the program:  **Orientation/Restriction - Career Search - Working Resident**  Each stage is described in this booklet as follows. The rules that apply to you will vary with your status and your individual treatment plan. You are expected to be aware of the requirements that apply to you. When in doubt, you should seek clarification, in advance, from a staff member. | |
| **Orientation/Restriction** | |
| 1. All new residents at Crozier House are expected to contract with the staff for an initial two‑week orientation/restriction period. This may be extended, if the treatment team deems such an extension is necessary to a resident’s needs. While on orientation/restriction, residents must be accompanied by a full‑time working resident when leaving the property on weekday evenings and on weekends. Exceptions to this may be made by the RS Supervisor only. All residents are expected to follow sign-in/out procedures regardless of status. Residents on orientation/restriction are not permitted to have their cell phone or to make or receive personal phone calls from the resident’s phone line, other than one call on arrival, to notify family or loved ones of their arrival to Crozier House. Confidentiality laws prevent staff from taking any messages on any office phones or emails. Mail may be received and sent during this initial restriction phase. 2. Any resident on orientation/restriction who has a vehicle cannot bring it to Crozier House property until he has completed the orientation/restriction period and has had approval from the Program Director. To have a vehicle on the premise, it must be registered and insured in the resident’s name, and resident must have a valid Massachusetts driver’s license. This includes any motorcycles and mopeds. 3. Residents on orientation/restriction must be present for all weekend dinners and attend both morning and night meetings on weekends. (See page 12 for restriction schedule.). Residents on orientation/restriction must return to the house within a reasonable time after the end of the any outside meetings. A reasonable time would be a half-hour to forty-five minutes-depending on meeting times and distance. | |
| **Career Search** | |
| 1. After successfully completing orientation/restriction, residents who are ready to seek employment must enter the career search status or volunteer search status. While on career search status, residents may make and receive phone calls from resident phone: (508) 860-2217 and make use of their personal cell phone upon first signing and agreeing to the programs Cell Phone Policy Contract. When leaving the grounds, career search status clients need not be accompanied, but they must observe sign-in/out procedures. 2. Residents on career search are to be out seeking gainful employment directly after morning chores until 2:30pm Monday through Friday and return to the house before the mandatory 3:00 p.m. meeting for all non-working residents. All other appointments, not related to job search, must first be cleared through their counselor/case manager, prior to leaving in the mornings. 3. Residents on career search must attend all weekend dinners and attend both a morning and evening meeting on weekends. This includes during the Residents first week of employment which will be a transitional week until your status becomes that of a Working Resident status. | |
| **Working Resident** | |
| 1. A working resident is defined as one working 35-or more hours per week, unless otherwise approved by the Program Director. Working residents agree to continue to observe the general rules of the program. 2. Working residents will agree to prepare themselves for independent living by placing money into a personal savings account and documented or through the agency’s accounting department here at Catholic Charities (see p. 17) 3. Working residents do not have to attend weekend meals or a Saturday morning meeting and are allowed approved late‑nights on Saturdays only if their status with the house is satisfactory. Exception to this requirement is when a working resident is on kitchen duty or has been placed on a disciplinary restriction, which entails the working resident being present at the weekend dinners and loss of such privileges. 4. Residents are only allowed to work first and third shifts only, and must clear any hours over 40 a week, or 10 hours a day, with the Program Director. Residents who choose to accept a Job on second shift will have to plan to leave Crozier House immediately as these hours will interfere with the required program schedule. | |
| **Non-working Resident** | |
| Crozier House recognizes that some residents, for reasons of medical condition or disability, will be unable to follow the regular working schedule. These residents, along with staff, will arrange an alternate, structured schedule appropriate for a resident in early recovery. Staff will work with such residents to help them overcome any difficulties that personal inability may pose to their sobriety and daily schedule. In most cases, volunteer work may be substituted for paid employment or as the director deems appropriate. Our mutual goal is to seek a productive and active recovery lifestyle and we are here to assist with that. | |
| **DISCIPLENARY PROCEDURES** | |
| Crozier House has an obligation to provide a safe, therapeutic environment for all residents always. To meet that requirement, it is understood that all residents are subject to disciplinary actions under the conditions described below:   * Written Warning: A resident is subject to a written warning if he fails to comply with program requirements without good reason, **or** if he is absent from a scheduled activity without prior approval from a staff member, or as decided at the weekly staff meeting by the full-time clinical staff and director. * Disciplinary Restriction: Residents are subject to disciplinary restrictions for lack of focus, and non-compliance reasons as determined by clinical staff. During such a disciplinary restriction, the resident must follow the normal restriction schedule as outlined earlier by only leaving for meetings, attending two meetings on Sat. and Sun. (a.m. & p.m. mtg.) and needs to be present for the weekend dinners at 5:00pm. Clients are to continue following their job search or work schedules as regularly scheduled while on restriction. Such residents are to leave for and return from self-help meetings at reasonable times while on Disciplinary Restriction. * Dismissal with notice: A resident may be dismissed with a 24 to 48-hour period for the willful or repeated disregard of program requirements. In most cases, failure to adhere to the program requirements after two written warnings during the course of residency may constitute grounds for dismissal with notice. All third warnings will be evaluated by the Program Director as appropriate prior to any discharge. * Dismissal With Out Notice: A resident may be dismissed **without** notice for any of the following reasons: | |
| * + - * 1. Use of any alcohol, marijuana, spice, K2, kratom, or any illicit mood‑altering substance that is not prescribed and approved by Crozier House. Also, knowing another resident is using or in possession of illicit substances or paraphernalia without informing staff of such substance use and/or known possession of substance.         2. Refusal of an alcohol/drug screening testing is considered a positive test. There is also a two-hour time limit to comply with such a request.         3. Stealing items from either individuals and/or from both the program and/or agency.         4. Allowing visitors other than current residents with permission upstairs into any resident’s room or entry into areas of the building reserved for Catholic Charities Diocese of Worcester, our sponsoring agency.         5. Physical violence or such threats may cause harm against any resident or staff. Racial slurs and/or graphic propaganda will also not be tolerated. In the case of verbal disputes between residents and or between staff members and residents, a staff meeting will be held to determine the cause for discharge and/or disciplinary action that is to be taken.         6. Signing in or out for another resident and opening the door for another resident after curfew are all causes for Administrative Discharge.   In all disciplinary cases, the gravity of the offense, the status of the resident, and the resident’s past performance in the programare all taken into consideration. In a case of dismissal for the use of alcohol or other drug use, Crozier House will attempt to aid with placement to any resident prior to the resident leaving the program, if the resident is available and willing to do so. | |
| **PROGRAM COMPLETION** | |
| All Residents who are about to complete the Crozier House 3-to-6-month voluntary program can apply for the Crozier ¾ House graduate program. This opportunity will be discussed with the resident and his assigned Counselor during the residents second treatment plan and work on their aftercare planning. When a resident does not wish to enter the ¾ program or is found to be inappropriate, they are given a discharge date of completion within a 30-day notice to seek appropriate living arrangements after treatment. All referrals for any sober housing options will be to MASH certified housing and any other options are solely up to the resident. | |
| **READMISSION TO CROZIER HOUSE** | |
| Any Residents who elope or self-discharges or who has been discharged for disciplinary reasons are not eligible for  re-admission into Crozier House for up to six-months from prior date of discharge. The Program Director will decide on such requests on a case-by-case basis and no other staff member. This decision will be based on the nature of such prior discharges for former residents. Before reevaluating any former resident, Crozier House believes in allowing individuals that have not yet had the opportunity to experience treatment and recovery should first be given this opportunity within Crozier House. We have a history of men that have returned to Crozier House and succeeded while here, but most of these men tend to be less challenged in their recovery having prior knowledge of our recovery schedule and treatment environment. All situations will be considered on a case-by-case basis and brought to the team for input. There has been occasions when an individual or group has been banned from Crozier house, therefore the following policy must be followed. | |
| **BANNING POLICY** | |
| Any and all persons will be banned from the building and grounds of Crozier House who:   * Continues to use illicit / mind‑altering substance or is intoxicated as abstinence is required at all times while on Crozier House/Catholic Charities property. * Publicly uses profane, derogatory, or abusive language toward anyone at Crozier House/Catholic Charities. * Uses, or threatens to use any form of physical violence toward anyone at Crozier House/Catholic Charities. * Proceeds to damage any personal belongings and/or property associated to and within Crozier House and/or Catholic Charities or another resident.   At Crozier House, anyone who publicly voices opinions that are at a serious variance or of disregard with any aspect of our treatment program requirements for its residents is unacceptable. The Program Director will implement such a policy upon staff discussion and review of the facts as appropriate. All such banned individuals will be notified in writing, if appropriate, and able to do so. Such individuals will be noted within both Crozier House and Catholic Charities at 10 Hammond Street, Worcester, MA. Also, banned individuals’ names may be posted in compliance with the Crozier House Workplace Violence policy when necessary to do so. | |
| **ABSENCES** | |
| Any resident who is planning or assumes to be absent from any program activities must first seek authorization, in advance, from a staff member on duty or have it logged in to the RS office prior to such absence if possible. In the event of traffic or other reasons, a call to the RS office noting you will be late is requested. | |
| **FINANCIAL CONTRIBUTIONS** | |
| There are no fees associated with a client’s stay at Crozier House. | |
| **VISITORS** | |
| Safety is first in foremost when it does come to visitors coming to Crozier House. Working and Career Search Residents may receive visitors on Saturday and Sunday between the hours of 1PM and 5PM only if staff on duty has been notified prior to the visit. Such residents assume all responsibility for all visitors while they are on the premises. Residents on both Orientation/Restriction and Disciplinary Restriction are not permitted to have visitors. If there is any visitor on Crozier House property, staff on duty should be notified immediately. There will be no visitors to the property outside these posted visiting hours. All drop offs should be cleared with the staff member on duty and logged by that staff member who approves such requests prior to receiving any drop offs by family, friends and/or acquaintances. | |
| **FAMILY SESSIONS/GROUPS** | |
| Crozier House welcomes family members, guardians, and significant others to attend a scheduled Family Education Session on Addiction and Recovery to be held monthly at Catholic Charities for times and dates to be posted beforehand. Any client may also request a meeting with their assigned Counselor to meet with their family members to resolve any questions or concerns a family member may have regarding the client’s treatment process in Crozier House. These meetings will be scheduled beforehand. | |
| **GAMBELING** | |
| Like alcohol and drugs, gambling can be addictive, and it is a potentially destructive activity for newly‑sober individuals. Since Crozier House has a responsibility to discourage any activities which maybe harmful to rehabilitation, gambling for money of any kind is not allowed in Crozier House and is grounds for a written warning. This includes scratch tickets and card playing with money. | |
| **OFF-PROPERTY COUNSELING/THERAPY** | |
| Outside counseling/therapy needs may be arranged for a resident if Crozier staff feels it appropriate to the resident's current condition and personal needs. Crozier House does provide its residents with an assigned counselor and weekly substance use counseling, we will assist residents with referral for other co-occurring disorders and behavioral needs as appropriate to client’s treatment. All outside counseling/therapy will be arranged and monitored by the Clinical Supervisor and arranged by the assigned Counselor of the resident. | |
| **DISCHARGE** | |
| The total rehabilitation program at Crozier House through BSAS is designed for residents who wish to remain in treatment for a minimum of 90 days and up to six-months if clinically appropriate. Residents who are about to complete their 90 days or who choose to leave prior to completing 90 days are expected to give notice and to participate in an exit interview. This includes elopements and self-discharges. If a resident leaves without giving notice belongings will be packed and stored for 30 days and all mail will be returned to the post office as undeliverable. These personal belongings will be locked up for a total time of 30 days, and if not claimed within this period, they will be donated to local agencies or discarded. Provisions of this policy are under the Risk Release form signed upon entering treatment to Crozier House. | |
| **GRIEVENCE PROCEDURE** | |
| This process addresses situations in which a resident may have an issue regarding actions or decisions made by the Crozier House Staff and in some cases by other residents themselves. Any resident who has a grievance first needs to make the Staff member on duty aware of his issue. The staff person would then direct him to see the Program Director in his office if the concern cannot be addressed by such Staff on duty. In lieu of the Director not immediately available, the resident has the option to address this with the Clinical Supervisor understanding that no decision is to be made without the directors’ knowledge. Residents are encouraged to fill out a Grievance Form when there are concerns that need the Program Administrators immediate attention rather than the Program Director***.*** Grievance forms are located on the Residents Information Board next to resident mailboxes and washing machines. The Program Director would respond to the resident by scheduling a meeting to discuss the grievance. The director would listen to the grievance and upon the assertion of the facts, contact the parties involved to attempt to resolve the issue of such grievance.  If this process and/or decision is not acceptable to the resident, then an appeal could be made to the Administrator of the Residential Rehabilitation Department. If the resident is still not satisfied, then the grievance will go to the Executive Director of Catholic Charities. The Administrator of Crozier House would send a written report of the grievance with the Directors response to the Executive Director who would decide on this appeal. If appeal is granted by the Executive Director of Catholic Charities, then he/she would follow up with the parties involved to seek a resolution.  In all the years that Crozier House has been in existence, most of the grievances brought to the Director’s attention have been resolved in the first procedure without further action or disputes occurring. | |
| **ADMINISTRATION** | |
| Crozier House is licensed by the Bureau of Substance Addiction Services and is administered in conformity with the department’s standards and guidelines for recovery homes. The program is administered by Catholic Charities, Diocese of Worcester Inc., which is the sponsoring agency. In addition to fulfilling their specific shift responsibilities, staff members participate in weekly meetings, at which the effectiveness of the program is reviewed, and the progress of individual residents and the program is evaluated. All-important decisions affecting residents, either individually or as a group, are reached through staff consensus as a multi-disciplinary team. Treatment Team meetings are held every Wednesday at noon. All other Crozier House employees meet monthly and as needed for cause and for other required in-service trainings. Residents are provided with an opportunity to assist in the daily structure of the Crozier House Program at their weekly, Tuesday night in-house meeting. A staff member will always be present to answer any questions or concerns a resident may have and the staff member will also communicate any program changes or concerns that may need to be addressed to all residents as a group at such weekly in-house meetings. | |
| **CROZIER STAFF FUNCTIONS** | |
| **Recovery Support Specialist** ‑ The Direct Care Workeris primarily responsible for the daily health, safety and well‑being of all residents. This staff member is expected to monitor the progress of each resident daily. Any questions or concerns relating to the daily schedule, room assignments, food service, chores or absences should be addressed directly to this staff member. Direct Care workers also provide guidance to residents who request assistance in their affiliations with Alcoholics Anonymous and/or Narcotics Anonymous and are available to refer potential residents who contact the house by phone or in person to the appropriate level of care when in need.  **Overnight RS** ‑ This is an awake shift. The night manager is responsible for the safety and well‑being of the residents between the hours of 11 p.m. and 7 a.m. They are to be available to the residents during this time. Clients are to keep doors slightly open for night shift to check in on residents during the night hours.  **Counselors**/**Case Manager** - Performs multiple responsibilities while also being assigned a Case Load of clients for weekly scheduled one-on-one meetings. The role of the Counselor/Case Manager is to assist the clients in implementation of their daily structured schedule within Crozier House and to assist clients in achieving individual treatment plans and goals, assess and assist with medical needs, and assist with the job/volunteer search process. The counselors plan and implement individual and group sessions designed to assist residents in their personal recovery. Joint sessions with significant others are also available, either in-house or with referral sources. Counselors function as independent professionals, and counseling activities are conducted under the strictest confidentiality. All residents are assigned to weekly sessions with their assigned Counselor and these meetings are mandatory.  **Clinical Supervisor** - The Clinical Supervisor is responsible for the overall Supervision the Counselor/Case Managers, and any Volunteers/Interns on-site. The Clinical Supervisor is in charge of the implementation of all programs clinical and psycho-educational groups for the residents of Crozier House and track that they are being conducted. In the absence of the Program Director, all grievances and referrals should be addressed to the Clinical Supervisor and then brought to the Program Director. The Clinical Supervisor may also work as a Counselor for both individual and group sessions while also providing many other needed services to the residents of the Crozier House Program.  **Program Director -** The Program Director is responsible for the overall Management of the Crozier House program, and for the supervision of all Crozier House Staff and Volunteers. The Program Director schedules all interviews for potential residents and is available to both current and past residents if in need during regular business hours, M-F 8:00 a.m.-4:30 p.m. Any complaints or concerns within the Crozier House that have not been resolved by regular grievance process of informing staff on duty or by individual or peer group sessions, should be addressed to the Program Director as appropriate. Please see the Grievance Procedure on pg. 11 of this manual. | |
| **RESIDENT FEES** | |
| The Bureau of Substance Addiction Services (BSAS) and MA Health currently reimburses Crozier House for the cost of each resident's care while in residential treatment. All Work Status Residents are required to start a savings account and deposit funds into it regularly unless for the benefit of themselves School, Housing, Medical or Legal purposes. (See Working Resident p.7) Non‑working residents are also required to deposit funds into their savings accounts when they receive it. The Counselor/Case Manager will determine an amount that should be saved that is appropriate for an individual based on their monthly income and/or financial situation. Such non-working residents will volunteer in the community for 20-25 hours weekly and will have the same privileges as that of Working-status residents with no exception. Other factors such as mandated child support payments, court fees owed, or medical needs will also be considered towards the reduction of such savings deposits. This will be determined by the Counselor/Case Manager (See pg.7 for Working Resident)    All residents, regardless of their status, should be placing an amount in an envelope and placed in the safe slot in the Third Floor Depository weekly. These deposits should be made on Fridays between the hours of 3 p.m. and 6 p.m. These deposits will be held safely and confidentially by Catholic Charities until your departure from Crozier House for independent living, or as needed while a resident meets individual needs throughout your treatment within Crozier House. If you are requesting your money before this time, you must fill out a withdrawal request form from the Director. Check processing will take at least two weeks from the time the request is received by the Accounting Office. | |
| **RESIDENT RESPONSIBILITY** |
| The overall mission of the structured program at Crozier House is to assist each resident in developing a sense of personal responsibility as each resident progresses in their personal recovery process. Since Crozier House is the resident's home during his stay, each resident is always responsible for maintaining a clean, safe, and healthy living environment. Each resident is responsible for the general upkeep of the house as appropriate to standards of care within a recovery home.  Weekly Counseling and Group Education Sessions will also assist residents in gaining the knowledge and awareness necessary to assist in one’s recovery efforts. These and other peer led group sessions are an opportunity for residents to both share and learn with one another while working towards becoming productive members of society and gaining a life free from substance use. Recovery is a process, not an event, and Crozier House is here to help you begin this process. Here at Crozier House, you are no longer alone. Therefore, we ask that all residents treat others with the proper respect and dignity that everyone deserves, including having self-respect towards your own individual recovery process. | |

All residents who do not have a steady, full-time job or the equivalent are required to follow one of the schedules listed below:

**DAILY SCHEDULES**

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| **Orientation/Restriction Weekday Schedule** | |  |  |
| **DAYS** | **HOURS** | **EVENT** | **DESCRIPTION** |
| Monday - Friday | 5:30-7:30am | Wake/Breakfast | All residents must eat breakfast by 7:30am. |
| Monday - Friday | 7:30-8:00am | Personal Chores | Residents must clean their room area, make beds, and shower by 8:00am no exceptions. |
| Monday - Friday | 8:00am – 8:45am | AM Briefing | Mandatory briefing in the Common Room. Daily meditation read. Any schedule problems for the day should be discussed at this time. |
| Monday - Friday | 8:45-9:00am | AM Chores | Cleaning the house under supervision of the Staff Member on duty. |
| Monday - Friday | 10:00am | Group Session | Mandatory psychoeducational group with Case Manager/Counselor. |
| Monday - Friday | 11:00-11:30am | Free Time | Residents may read, converse on the way to the next meeting. |
| Monday - Friday | 12:00-1:00pm | AA/NA Meetings | Noon time meeting at Sacred Heart Church |
| Monday - Friday | 1:30-2:30pm | Lunch, chores | Lunch at Crozier, any remaining chores, lunch dishes put away |
| Monday - Friday | 3:00-3:45pm | House Meeting | Mandatory afternoon discussion meeting in the common room. Recovery videos, recovery readings, or open topic discussions. |
| Monday - Friday | 4:00-6:00pm  5:00pm | Free Time  Dinner Curfew | Residents may read, watch movies upstairs, or see their scheduled Counselor/Case Manager as posted on schedule. |
| Monday - Friday | 6:00pm | Dinner | This is mandatory and all residents must be present by 6:00. |
| Tuesday | 7:00-7:45pm | In-house meeting | Mandatory all residents Health and Wellness Groups with Case Manager/Counselor in common room. |
| Tuesday | 8:00-9:15pm | In-house meeting | Mandatory house Meeting peer group for working on any house issues followed by session in which individual residents share his personal story of addiction to his fellow Residents. |
| Thursday | 7:00-7:45pm | In-house meeting | Mandatory psycho-educational session with Counselor and/or community-based resources. |
| Thursday | 8:00-9:30pm | Recreation | Mandatory in-house recreation period or Unity Hour. |

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| **Career Search Weekday Schedule** | |  |  |
| **DAYS** | **HOURS** | **EVENT** | **DESCRIPTION** |
| Monday - Friday | 5:30-7:30am | Wake/Breakfast | All residents must eat breakfast by 7:30am. |
| Monday - Friday | 7:30-8:00am | Personal Chores | Residents must clean their room area, make beds, and shower by 8:00am no exceptions. |
| Monday - Friday | 8:00am | AM Briefing | Mandatory briefing in Common Room. Daily meditation read. Any schedule problems for the day should be discussed at this time. |
| Monday - Friday | 8:45-9:00am | AM Chores | Cleaning the house under supervision of the Staff Member on duty. |
| Monday - Friday | 9:00-2:30pm | Job Search | Residents on job search should spend this entire time looking for a job, returning to Crozier no earlier than 2:30pm. Daytime meetings are notpart of job search unless the resident particularly needs it, and calls the house to clear this first. Job search can get depressing; the harder you work at it, the shorter the period until you obtain gainful employment. |
| Monday - Friday | 3:00-3:30pm | House Meeting | Mandatory afternoon discussion meeting in the common room. Recovery videos, recovery readings, or open topic discussions. |
| Monday - Friday | 4:00-6:00pm  5:00pm | Free Time  Dinner Curfew | Residents may read, watch movies upstairs, or see their scheduled Counselor/Case Manager as posted on schedule. |
| Monday - Friday | 6:00pm | Dinner | This is mandatory and all residents must be present by 6:00. |
| Tuesday | 7:00-7:45pm | In-house meeting | Mandatory all residents Health and Wellness Groups with Case Manager/Counselor in common room. |
| Tuesday | 8:00-9:15pm | In-house meeting | Mandatory house Meeting peer group for working on any house issues followed by session in which individual residents share his personal story of addiction to his fellow Residents. |
| Thursday | 7:00-7:45pm | In-house meeting | Mandatory psycho-educational session with Counselor and/or community-based resources. |
| Thursday | 8:00-9:30pm | Recreation | Mandatory in-house recreation period or Unity Hour. |

**Weekend Schedule**

All residents need to notify the Friday 3-11 Staff Member on duty of their weekend schedule as it relates to employment schedule or any other issues that may arise that could interfere with the weekend schedule. All working status residents must attend a night meeting on Saturday, and one meeting on Sunday (day or night). For those residents on Orientation, disciplinary restriction, or not working and on Career Search statuses are required to attend two meetings on both Saturdays and Sundays. This entails attending both a morning and evening meeting on both days.

Dinner is at 5:00 p.m. on Saturday and Sunday, and is required for those residents on Orientation, disciplinary restrictions, and Career Search statuses, as well as those residents assigned kitchen duty and should be present at 4:00PM to prep and cook the weekend dinners with no exception. Ask the weekend RS staff if you have questions.

The following duties are regularly assigned at Crozier House. All residents are responsible for their personal chores and duty assignments on weekdays, weekends, and holidays when assigned. Check the weekly schedule daily for any changes.

**DUTIES/CHORES**

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| **Kitchen Duty** | Four residents are assigned to this duty, which runs from Monday to Sunday. The residents must be present at 5:30pm on weekdays (M-F) and 4:00 pm on weekends. They set up for and clean up after dinner. Residents assigned should check with cook before the weekend in case food needs to be put out earlier than 4:30pm, as in the case of frozen meat that needs defrosting. Residents on kitchen duty will need to cook the weekend meals so report on time. |
| **Evening Duty** | Two residents are assigned weekly. They empty trash, sweep, mop, clean counters/tables, mop both upstairs and downstairs bathroom, clean upstairs toilets and mop downstairs floors. This duty would be unnecessary if all residents would clean up after themselves. Duty begins noearlier than 9:45 pm and finished by 10:45 pm. Any changes can be made at the discretion of the staff person on duty. |
| **Weekend Duty** | Two residents clean up after breakfast on Saturday and Sunday. Residents May start in the Common Room at 8:30am on Saturdays before the start of the 9:00am meeting and Sundays starting no earlier than at 8:45 am., for residents to have had breakfast first. |

**SELF-HELP SCHEDULE**

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| The following requirements involve each resident's participation in self‑help, such as Alcoholics Anonymous and/or Narcotics Anonymous. Fulfillment of these requirements is critical towards ongoing support in the client’s long-term recovery efforts upon completion of treatment.   * All residents of Crozier House are required to be members of an AA or NA self-help group within 30 days of admission and to be active within that group. Being active in your recovery efforts increases your chances of having and sustaining a long-term recovery. Finding and having jobs at self-help groups like coffee maker, greeter, or meeting set-up is essential to this process. * Each resident is to have an AA or NA sponsor within 60 days of admission and communicate this to your case manager or counselor. |
| **CASE MANAGEMENT/COUNSELOR WEEKLY SESSIONS** |
| 1. An initial assessment will be completed within the resident’s first 7 days from admission into Crozier House. Each resident will then complete a Treatment Plan with his assigned Counselor/Case Manager within the first 30 days from admission. This plan will detail the residents’ goals for the next 30+ days and be reviewed at each individual session. 2. Each resident will complete a resentment list with his assigned Counselor within his first 30 days in the house. This list consists of all resentments each resident may have in relation to barriers of his recovery. Be prepared to discuss these resentments with your assigned Counselor. 3. Within 30 days of admission, each resident will have completed and discussed a first‑step inventory and gratitude list with his assigned Counselor. This is a list of what alcohol and/or drugs did to and for the Resident while involved with active addiction. 4. Within 60 days in Crozier House, the resident and his counselor are to draw up a second treatment plan. 5. Upon client’s final month of treatment, the assigned counselor will begin a final aftercare and continuing care plan with the resident to address further needs and referrals towards ongoing care after treatment ends at Crozier House. |
| **LATE NIGHT POLICY AND OVERNIGHT POLICY** |
| Late nights and overnights are only allowed for Saturday nights and under extreme situations.  Two overnights may be granted to working status residents in their third month and allowed every  week after 4 months of problem free living.   * All late-night and overnight requests must be requested by filling out a late night/overnight form by Tuesday and must first be approved by his Counselor at the weekly staff meeting on Wednesday. You must turn in such requests in advance on Tuesday evening for staff to review at its weekly staff meeting on Wednesday. * All late nights and overnights are approved based on the status of the resident and the progress of his recovery as determined by his assigned counselor and staff review. The Director has the last word on all requests. * The resident requesting the overnight must be willing to discuss his scheduled plans with proper ROI’s with his Counselor prior to request during their weekly meeting and note such plans on the overnight form. * Any written warnings or restrictions is cause for denial of requested late nights/overnights. * The resident applying for late nights and overnights must be working full‑time, paying rent, or engaged in full‑time activities approved by staff. They must have been volunteering consistently if not working. * The resident must be willing to submit to an alcohol/drug screening on returning to the house if staff so requests. * Late Nights and Overnights are privileges, not rights, and can be revoked for cause.   Two overnights are only allowed every other weekend and not back-to-back weekends.  All clients regardless of their status are also allowed an overnight with their families/loved ones on Thanksgiving Eve and Christmas Eve Holidays each year, all residents are to return to the program by curfew on the actual Holiday after such overnights. Those who wish to not take this for granted overnight may only wish to have a late-night pass on the eve of these two holidays instead. |
| **IMPORTANT POINTS OF INTEREST** |
| * There are to be no substitutions for house dutiesunless emergencies arise and a staff member is assigned. If so, substitutions for the duty must be cleared by the Staff. All weekend changes to duties must be noted by staff before the end of the 3-11 shift on Fridays, especially residents work schedules. Failure to do so is grounds for a written warning. * No one outside of current residents of the house is to be here during times that would interfere with residents’ schedules such as during chores or meetings. At other times, former residents in good standing are always welcome but may also allow current residents to complete their duties as assigned. All of this is at the discretion of the staff on duty. * Deposits for savings is to be placed in the safe deposit slot in the Program Director’s office between 3:00‑6:00 p.m. on Friday nights, unless specifically set up with the director. * Residents not signing in or out of the house are subject to extra duty with no exceptions. Residents having extra duty must report to staff by 9:30am on Saturdays or after their workday ends if employed.Any resident signing in on sign in sheet for another resident is cause for a written warning and disciplinary action. Letting a resident into the house after curfew, is also cause for Administrative Discharge. * Residents on orientation/restriction and job search are not to leave in the morning without the approval of the   staff member on duty, which is usually after the morning meeting and completion of all house chores first.   * Please turn off the house lights and coffee machine if you are the last one up at night. Also, coffee is very expensive so use only one bag of coffee per container and do not attempt to heat leftover coffee by running it through the machine. * Visitors are to remain in authorized areas only and allowed on the weekends, when in doubt, check with the staff on duty. * Residents are mandated to attend one step meeting ‘per week on nights that comply with outside meetings. * Residents are to check with their assigned Counselor before quitting or changing their job and overtime hours. * Residents having the day off from work must notify staff in advance this it is their normal day off, dentist appointment, etc. Also, they are not to eat breakfast between the hours of 7:30–8:30amon weekdays if this interferes with that of the morning meeting and chores. The only exception is the 11-7 shift workers may eat breakfast quietly during this time. * Knowing another resident is using any mind‑altering illicit substances without telling staff is grounds for administrative discharge. We all need to look out for one another’s well-being and safety as is expected in Crozier House. * Kitchen hours are posted on the kitchen doors. There is to be no hoarding or hiding food in cabinets or common rooms and no foods allowed in any part of the upstairs living quarters. Clients are not allowed in the kitchen, period. * Residents should not place nails, tape, or any holes on their walls and nothing should be placed on the walls. Any damage to rooms could result in repair costs by the resident. * Cell Phones are only allowed for Career Search Status and Working Residents. Please see Cell Phone Policy. * No working after 5PM and only half days on Saturdays unless discussed with the Program Director. If you have any questions regarding this, please see the Career Search Contract. Night workers should return within an hour of the end of their shift, and no later than 9am. Night workers cannot leave the house until 2:30 pm during their workweek unless otherwise plans were made with the case manager or counselor. Please know your schedule in accordance to program policy that affects you. * Any resident who engages in criminal activity while living in Crozier House, will be subject to dismissal from   the program. In other words, if one is arrested for a new offense while a resident of Crozier House, this policy will  apply. Other violations to a client’s current legal conditions are reviewed by staff and at the director’s discretion.   * Once a resident is in the house after his evening meetings, he may not leave again. You may stop at a store priorto returning to the program. No one leaves the house on in-house meeting nights which are Tuesday, Wednesday, and Thursday regardless of what time these meetings end. So, plan your time accordingly! * Residents in Crozier House are not allowed to have; TV’s, Stereo’s, Video Games, Portable DVD players in their bedrooms or other devices that staff deems inappropriate to include laptops. Experience has shown that such items can distract resident’s ability to focus with following their treatment schedule and helps certain residents to avoid being in isolation. The more important reason for this is safety, as the Fire Department has deemed having to many instruments plugged into one outlet in each bedroom puts us at risk for a Fire Hazzard.   Residents are allowed to have their personal cell phones in their rooms! Residents are also allowed small alarm clock radios, I pod’s and mp3 players which, with use, ear buds or blue tooth headsets are acceptable in the room only. Such devices are not allowed in any other open areas of the house. No second cell phones or the use of hot spot Wi-Fi devices are never acceptable.   * All cleaning /chemical supplies are to be locked up after every use. All chemicals used for daily cleaning on the main floor are to be locked up in the kitchen pantry by staff after residents use and all chemicals used on the third floor living quarters are to be locked up by staff in the mop/sink room next to the bathroom after residents’ use.   NO CHEMICALS ARE TO BE LEFT OUT IN OPEN AREAS ON COUNTER TOPSOR IN BEDROOMS!  **MEDICALLY ASSISTED TREATMENT (MAT) POLICY** |
| Crozier House accepts participants who, with professional medical advice, voluntarily elect Medication Assisted Treatment (MAT) as part of their treatment protocol provided the therapy is available through state or federal public funding, Medicaid, private insurance, or private pay. In addition to traditional treatment for chemical dependency, this population, at the sole discretion of Crozier House, is subject to random drug testing to ensure medication compliance as well as program adherence. MAT/Med participants may be required to attend specifically designed treatment modules used to address recovery issues at the discretion of client’s treatment team.  Crozier House does not provide direct medical treatment to individuals on MAT; however, the Crozier House program expects program participants who select MAT as part of their recovery protocol to authorize communication between Crozier House and all medical professionals writing prescriptions for that client to guard against the issue of unnecessary drug seeking behavior. All such MAT’s will be locked up in a medication locker and monitored and documented on client’s medication sheets for recording. |
| **MAT/Med clients must agree to the following treatment philosophy or be subject to referral/discharge:** |
| 1. Select a credentialed addiction specialist medical professional recognized by the American Society of Addiction Medicine, American Board of Addiction Medicine or the Substance Abuse and Mental Health Services Administration or physician with advanced knowledge of recovery issues. 2. Use effective medications with the lowest risk of abuse for the treatment of addiction disorders or co-occurring disorders. 3. Discontinue medications that are abused or diverted after the participant and/or treatment team have made reasonable efforts to increase client compliance. 4. Demonstrate treatment engagement and program compliance to achieve the goals of sustainable recovery. |
| The Crozier House program will support participants in the development of a Continuing Care Plan to prevent relapse and promote long-term recovery following program completion. The CCP focuses on long-term treatment plans and skillful transition plans that extend beyond Crozier House treatment completion. |
| In addition to other completion requirements, MAT/Med participants who receive or have received MAT services are expected to meet the following Sustainable Recovery goals prior to program completion:   * Sustained abstinence from all non-prescription psychoactive substances. * Medication compliance with anti-craving medications and/or medications for co-occurring disorders, if applicable. * Demonstrate ability to use non-addictive and cognitive behavioral coping strategies. * Engagement in a sober social support and recovery network; and * Demonstrable ability to identify the need and ability to re-engage MAT services with an approved community-based addiction specialist or treatment program prior to relapse. Crozier House participants who elect to continue MAT services, in the event the MAT abstinence trial proved ineffectual or was contra-indicated by the medical protocol, must exhibit CCP plans for ongoing pharmacotherapy and treatment plans for relapse prevention prior to Discharge from the program. |
| **NALOXONE (NARCAN) OPIOID OVERDOSE PREVENTION POLICY** |
| It is mandatory that all residents and staff of Crozier House be trained in overdose prevention along with the use of naloxone administration techniques as a precaution to potential overdoses that may occur within and around Crozier House. All residents and staff within Crozier House are encouraged to carry naloxone (Narcan) on their person and to have available on-site and open access to naloxone (Narcan) in case of any overdose emergency.  **Narcan Locations:**  Offices and Residents Living Quarters Floor  There are Narcan Boxes equally disbursed on both the second and third floors of Crozier House.  Resources   |  |  | | --- | --- | | AIDS Project Worcester  Joe McKee Center to obtain Narcan and OD Prevention  165 Southbridge Street; Worcester, MA. 01608  Phone: (508) 755-3773 | Everyday Miracles  25 Pleasant Street  Worcester, MA. 01610  (508) 799-6221 |   Family Support Resources: **SAMHSA - 800-662-4357**  **UMass Chan Medical School** Support Groups – umassmed.edu  **NuLife** For Loved Ones – substancefreeworcester.org  **AWARE** – In-home Addiction Treatment for Individuals and Families – awarerecoverycare.com  **Learn2Cope**  Please go to www.learn2cope.org or call 508-738-5148 for meeting locations and times.  **Alanon**  Alanonma.org – Daily meetings in Worcester |