

Crisis Stabilization and Medical Detox Services

First Step of Sarasota, Inc.

Client Handbook

*Please read this entire handbook.
Knowing the content is your responsibility.
If you have questions, ask any staff member.*



Table of Contents

Description of Services to be Provided	3
Consent to Follow-Up Evaluation	5
Code of Ethics and Core Values: Summary for Clients	5
Notice of Privacy Practices	6
Clients' Legal and Human Rights	6
Abuse Hotline/External Contacts for Complaints	7
CSU/ARF/Detox Unit Guidelines	7
Client Responsibilities	7
Release from Responsibility and Liability	10
Abandoned Personal Property	11
Seclusion and Restraint	11
Suicide and Overdose Prevention	12
Unit Schedule of Daily Activities	13

First Step of Sarasota Inc. offers innovative and comprehensive mental health and substance abuse programs for adults and children including, inpatient, outpatient and telehealth services.

Our Mission

To inspire those with mental health and addiction disorders and to transform their lives.

We are dedicated to maintaining a standard of excellence in a comprehensive continuum of care to the community we serve.

Our pledge to our clients and their families is to provide a path to wellness with respect and compassion, helping them to take the first step toward a better tomorrow.

Our Vision

Dedicated to creating wellness and inspiring the first step toward a better tomorrow. Our primary concern is your health and wellbeing.

What is Mental Illness?

Mental illnesses are health conditions involving changes in emotion, thinking or behavior (or a combination of these). Mental illnesses are associated with distress and/or problems functioning in social, work or family activities. *Mental illness is common. Mental illness is treatable.* The vast majority of individuals with mental illness continue to function in their daily lives. Mental illness does not discriminate; it can affect anyone regardless of your age, gender, geography, income, social status, race/ethnicity, religion/spirituality, sexual orientation, background or other aspect of cultural identity. While mental illness can occur at any age, three-fourths of all mental illness begins by age 24. Mental illnesses take many forms. Some are mild and only interfere in limited ways with daily life, such as certain phobias (abnormal fears). Other mental health conditions are so severe that a person may need care in a hospital.

What is Substance Use Disorder?

Substance Use Disorder, also called addiction, is a chronic disorder with biological, psychological, social and environmental factors influencing its development and maintenance. About half the risk for addiction is genetic. Genes affect the degree of reward that individuals experience when initially using a substance (e.g., drugs) or engaging in certain behaviors (e.g., gambling), as well as the way the body processes alcohol or other drugs. Heightened desire to re-experience use of the substance or behavior, potentially influenced by psychological (e.g., stress, history of trauma), social (e.g., family or friends' use of a substance), and environmental factors (e.g., accessibility of a substance, low cost) can lead to regular use/exposure, with chronic use/exposure leading to brain changes.

What is Crisis Stabilization Unit?

The Crisis Stabilization Unit (CSU) is a 24-hour voluntary and involuntary, community-based, short-term care facility that is in place for crisis intervention, assessment, evaluation, collateral, medication support services, therapy, peer support, etc. while improving wellness for individuals with mental health disorders and their families. Crisis Stabilization Services are available 24 hours a day, 7 days a week for emergency services to individuals 18 and older who are

experiencing a severe emotional or psychiatric crisis. Staff are health care professionals trained in risk assessment, crisis intervention evaluations and stabilization.

The Kreisman Center CSU is the designated Public Baker Act receiving facility for adults in Sarasota. Individuals are screened and evaluated and can refer themselves or be referred by law enforcement officers, family members, local hospital emergency rooms, physicians, mental health professionals and other social services agencies if they present an imminent risk of “serious bodily harm” to themselves and/or others as a result of a mental health disorder and/or substance use. Most individuals require a 3 to 5 day stay; however, each person is assessed on an individual basis to determine the length of time needed for stabilization.

What is Detox/Addiction Receiving Facility?

Detoxification, or detox, generally refers to the process of removing toxins from the body. In the case of substance use, detox specifically refers to the period of time that the body is allowed to process or metabolize any drugs and alcohol in the system and, in doing so, clears their toxic influence. Medically assisted (or medically supervised) detox is a type of treatment done under the care of medical and mental health professionals. The observation is helpful to increase safety and comfort levels for people undergoing the painful symptoms and potential medical complications that may result from ending substance use. At times, medications can be administered to ease the process and reduce the strong cravings for the substance that typically are experienced at this point.

First Step of Sarasota’s inpatient detoxification program provides safe medical detoxification from substances such as, opiates, alcohol, cocaine, benzodiazepines, amphetamines, and methamphetamines. In addition, case management services refer clients to residential or outpatient programs for continued care following discharge. This services is for those who are in crisis from drugs or alcohol, whether referred voluntarily or involuntarily. Involuntary admissions are initiated through the Florida Marchman Act. Most individuals require a 3 to 5 day stay; however, each person is assessed on an individual basis to determine the length of time needed for the safe completion of detoxification.

What Does Treatment Cost?

The fee for your treatment will be based upon your ability to pay. First Step has a sliding fee scale that will be used to calculate your fee for those without in-network insurance coverage. You may also qualify for public funding, contingent upon eligibility criteria and the availability of such funding.

If you have insurance coverage, please provide the admissions staff with your card so that we can make a copy of it for verification and authorization for services, where applicable. Please be advised that you may be financially responsible for these services due to benefit limitations and level of care/coverage basis.

No person shall be excluded from participation in, be denied the benefits of, or be subjected to discrimination on the basis of age, race, religion, national origin, ethnicity, creed, sex, sexual orientation, veteran status, disability, socioeconomic status, psychotropic medication history, or ability to pay.

Consent to Follow-Up Evaluation

We want to be certain that the services you receive are of the best quality, so we would like to invite you to participate in evaluation of our programs.

If you choose to participate, you will receive a brief follow-up survey in the mail approximately 2 to 3 months after discharged from any of our programs. This survey will not have anything to identify First Step on the outside of the flyer, and any information that you provide will be completely confidential. When you return the completed survey in the self-addressed stamped envelope that will be provided, the survey is delivered directly to our Quality Director who analyzes the data and does not share any individual's information with anyone else except at the individual's request.

If you are willing to provide us with this valuable information, please provide your contact information and electronically sign the Consent to Follow-Up Form as applicable to make contact post-discharge.

Code of Ethics and Core Values: Summary for Clients

First Step of Sarasota, Inc., strives to honor community and individual trust in the prevention and treatment of mental health and substance use disorders by setting standards of ethical practice for its employees. First Step has an obligation to communicate its basic values, ethical principles, and ethical standards to both those who provide and those who receive our services.

In addition to the Code of Ethics, First Step has established the following,

Guiding principles:

- Be *mission driven*. Maintain and promote integrity at all times, and utilize excess corporate resources to provide higher quality and expanded services to those who have limited or no ability to pay.
- Remain fiscally sound.
- Continually improve the quality of services by utilizing principles of the Commission on Accreditation of Rehabilitation Facilities (CARF).
- Continue to maintain beneficial relationships between First Step and its employees.
- Improve market credibility.
- Pursue growth through mission-related action.
- Continue efforts to pursue funding.

Core Values:

- Compassion for the community we serve.
- Acceptance of every individual's right to quality of care.
- Respect for everyone's unique journey on the path to their own healing.
- Empowerment to enable the best possible life-changing wellness.
- Stewardship to ensure our financial resources are used effectively.

First Step employees are expected to represent the quality and standards of the agency at all times when interacting with both internal and external customers.

Notice of Privacy Practices

Your Information. Your Rights. Our Responsibilities.

This notice takes effect September 23, 2013 and will remain in effect until we replace it and it describes how medical information about you may be used and disclosed and how you can get access to this information. **Please review it carefully.**

Your Rights

You have the right to:

- Get a copy of your paper or electronic medical record
- Correct your paper or electronic medical record
- Request confidential communication
- Ask us to limit the information we share
- Get a list of those with whom we've shared your information
- Get a copy of this privacy notice
- Choose someone to act for you
- File a complaint if you believe your privacy rights have been violated

Your Choices

You have some choices in the way that we use and share information as we:

- Tell family and friends about your condition
- Provide disaster relief
- Include you in a hospital directory
- Provide mental health care
- Market our services and sell your information
- Raise funds

Our Uses and Disclosures

We may use and share your information as we:

- Treat you
- Run our organization
- Bill for your services
- Help with public health and safety issues
- Do research
- Comply with the law
- Respond to organ and tissue donation requests
- Work with a medical examiner or funeral director
- Address workers' compensation, law enforcement, and other government requests
- Respond to lawsuits and legal actions

Your Rights

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

Get an electronic or paper copy of your medical record

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.

- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

Ask us to correct your medical record

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say “no” to your request, but we’ll tell you why in writing within 60 days.

Request confidential communications

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say “yes” to all reasonable requests.

Ask us to limit what we use or share

- You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care.
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.

Get a list of those with whom we’ve shared information

- You can ask for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Get a copy of this privacy notice

You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

Choose someone to act for you

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting us using the information on page 1.
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/.
- We will not retaliate against you for filing a complaint.

Your Choices

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in your care
- Share information in a disaster relief situation
- Include your information in a hospital directory

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

In these cases we never share your information unless you give us written permission:

- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy notes

In the case of fundraising:

- We may contact you for fundraising efforts, but you can tell us not to contact you again.

Our Uses and Disclosures

How do we typically use or share your health information?

We typically use or share your health information in the following ways.

Treat you

We can use your health information and share it with other professionals who are treating you.

Example: A doctor treating you for an injury asks another doctor about your overall health condition.

Run our organization

We can use and share your health information to run our practice, improve your care, and contact you when necessary.

Example: We use health information about you to manage your treatment and services.

Bill for your services

We can use and share your health information to bill and get payment from health plans or other entities.

Example: We give information about you to your health insurance plan so it will pay for your services.

How else can we use or share your health information?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html.

Help with public health and safety issues

We can share health information about you for certain situations such as:

- Preventing disease
- Helping with product recalls
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety

Do research

We can use or share your information for health research. Coastal will never market or sell personal information.

Comply with the law

We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

Respond to organ and tissue donation requests

We can share health information about you with organ procurement organizations

Work with a medical examiner or funeral director

We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

Address workers' compensation, law enforcement, and other government requests

We can use or share health information about you:

- For workers' compensation claims
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and presidential protective services.

Respond to lawsuits and legal actions

We can share health information about you in response to a court or administrative order, or in response to a subpoena.

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see:

www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html.

Changes to the Terms of this Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our web site.

Florida Statutes require your written permission to share any mental health and/or substance abuse treatment records.

Contact Person: Privacy Officer 941-953-0000 extension 5168 privacy@fsos.org

Clients' Legal and Human Rights

- *You have the right to be treated with dignity and respect: as an individual who has personal needs, feelings, preferences, and requirements.*
- *You have the right to privacy in your treatment, in your care, and in the fulfillment of your personal needs.*
- *You have the right to be fully informed of your rights as a client and of all rules and regulations governing your conduct as a participant in our services.*
- *You have the right to manage your personal financial affairs.*
- *You have the right and responsibility to participate in the development of your treatment plan.*

- *You have the right to receive information necessary to give informed consent prior to the start of any procedure and/or treatment.*
- *You have the right to refuse treatment to the extent permitted by law and to be informed of the consequences of this right.*
- *You have the right to continuity of care. You will not be discharged or transferred except for medical reasons, clinical reasons, legal reasons, for your personal welfare, or for the welfare of others. Should your transfer or discharge become necessary, you will be given reasonable notice unless an emergency situation exists.*
- *You have the right to voice opinions, recommendations, and grievances in relation to policies and services offered by the Program, without fear or restraint, interference, coercion, discrimination, or reprisal.*
- *You have the right to be free from physical, chemical, and mental abuse.*
- *You have the right to be free from the use of seclusion and restraints.*
- *You have the right to confidential treatment of your personal clinical and medical records. Information from these sources will not be released without your prior consent, except in an emergency, or as required by law.*
- *You have the right to receive information necessary to give informed consent prior to being involved in activities which include the use of tape recorders, photography or any other special audiovisual techniques.*
- *You have the right to request the opinion of a consultant at your expense.*
- *You have the right to request a change of counselors/therapists.*
- *You have the right to be free from physical abuse, including sexual abuse and physical punishment while receiving services with First Step.*
- *You have the right to be free from retaliation, humiliation, neglect, and financial or other exploitation.*

Abuse Hotline /External Contacts for Complaints

If you feel that your rights as a person served by First Step of Sarasota, Inc. have been violated, you may use our internal grievance system at any time. However, if you want to contact an outside agency to file a complaint, you can use the contact information.

Abuse Hotline

1-800-96ABUSE

1-800-453-5145 TTY/TDD

Department of Children and Families

Substance Abuse Mental Health Program Office

Suncoast Region

9393 N. Florida Avenue

Tampa, Florida 33612

(813) 337-5700

Department of Children and Families

Office of Civil Rights

9393 N. Florida Avenue #1204

Tampa, Fl. 33612

(813) 337-5656
(For Civil Rights Concerns)

Central Florida Behavioral Health Network

719 US Highway 301 South
Tampa, Fl. 33619
(877) 355-2377
(813) 740-4811

U.S. Department of Health and Human Services (HHS)
Attn: Office of Civil Rights; Atlanta Federal Ctr., Suite 3B70
61 Forsyth Street, S.W., Atlanta, GA 30303
(404) 562-7881 TDD (404) 331-2867
(For Civil Rights Concerns)

CSU/ARF/Detox Unit Guidelines

First Step of Sarasota, Inc. strives to provide a safe, healthy and structured environment for their clients. Therefore it is necessary to have a series of guidelines in place. We believe that the guidelines we impose will benefit each client in his or her own wellness process.

Client Responsibilities

You have the responsibility to:

- be honest about matters that relate to you as a client;
- attempt to understand your problem;
- follow directives and advice from staff including all policies, rules, and regulations;
- report changes in your condition to those responsible for your care and welfare;
- be considerate and respectful of the rights of both fellow clients and staff;
- honor the confidentiality and privacy of other clients;
- keep appointments and cooperate with the staff;
- avoid making unreasonable demands;
- take an active part in your rehabilitation program;
- take an active part in group therapy and other mandated activities;
- report incidents that can be harmful to you or your fellow clients;
- report phone number or address changes
- **be financially responsible for any treatment costs** incurred based on residential fee schedule, including provision of documentation of household financial status to be use to determine service fees and possible eligibility for State/County financial support, medical or otherwise; and in summary

Violation of the following rules will result in immediate staff intervention.

1. Clients are not permitted to commit or threaten acts of violence.
2. There is to be no sexual activity. Clients are not permitted to enter an unassigned room of another client.
3. There is to be no stealing.
4. No contraband is allowed on the property.

First Step of Sarasota, Inc. has a zero tolerance policy relative to any weapons, alcohol or chemical substances being brought on to the units.

Visitation:

The Addictions Receiving Facility is a Secure Facility. No persons are permitted beyond the unit intake area unless accompanied by staff. Sorry, no visitors are permitted. No passes will be given while the client is in detox.

Crisis Stabilization Unit is a Secure Facility. Visitation is permitted on the unit daily 365 days per year. Unit 1 visitation occurs from 6:30pm-07:30pm, and Unit 2 visitation occurs from 07:30pm-08:30pm. Visitors are limited to 3 members per family and no one under the age of 18 may be present. Due to unforeseen circumstances visitation may be cancelled under the directive of the Director of Emergency Services or Director of Nursing without notice. All visitors must complete a covid-19 checklist and temperature check prior to entering the facility. No belongings will be allowed into the facility and will need to be locked up prior to entrance.

Mail: Clients do not receive mail due to short length of stay; however, clients are permitted to send outgoing mail.

Mutual Respect: Please be respectful of staff and each other at all times.

Language: Swearing, cursing, use of profanity, foul, or abusive language is unacceptable behavior.

Attendance: Each client agrees upon admission to attend groups on time. We believe that the groups provided are essential to you in beginning your recovery and stabilization process. Either your counselor or your nurse must excuse you from group if you are unable to attend because of physical symptoms or emotional distress.

Food and Drink: No food or drink, except water, is allowed outside the dining area. You may have only water at your bedside; no food or snacks such as crackers or fruit. We ask that you please clean up after yourself before exiting the dining area.

Medications: All medications will be kept locked in the nurses' station. No client is permitted to keep any medication in his/her room. All medications, including the client's prescribed medication from home, will be dispensed by the nursing staff per physician orders.

Dietary Restrictions: If you require special dietary accommodations, we will make every effort to provide them. Bread, peanut butter, fruit, Gatorade, decaf coffee, and juice will be available at all times to detox clients.

**Detoxification involves dietary changes such as avoidance of salt, sugar, and caffeine, therefore, they are not allowed on the unit.*

Smoking: First Step of Sarasota, Inc. CSU and Detox are a smoke-free facility. Smoking is not permitted anywhere on campus grounds or in any area of the building. Smoking cessation classes are held on the units weekly and facilitated by AHEC. Clients who smoke are encouraged to attend one of these classes as they will be able to obtain 2 weeks' worth of smoking cessation products to use during their episode of care to assist them with nicotine cravings/urges. Nicotine patches may also be available upon request via doctor's order.

Drug Testing: You may be asked at any time by staff to provide a urine specimen for drug testing.

Attire and Personal Items: Scrubs will be provided to each client during the admission process and must be worn at all times. Scrubs are laundered daily and a clean set will be issued at shower time, after breakfast. Undershirts, long-sleeved shirts and sweaters are to be worn under scrubs. Hats, caps and sunglasses are not allowed. Headgear for religious reasons is permitted. Shoes must be worn when out of bed and always wear your ID wrist-band.

Only the following personal items are permitted on the unit for Detox Facility:

1 pair of shower shoes A Calling Card
1 self-help book/magazine or approved personal reading material
\$5.00 - \$10.00 in change 1 sweater OR jacket, no hoodies or strings

Only the following personal items are permitted on the unit for Crisis Stabilization Facility:

1 pair of Shoes, socks or slides
1 self-help book/magazine or approved personal reading material
1 Sweater or Jacket, no hoodies or stings

Each client is assigned a personal locker that can only be opened by a staff member. Personal items will be inventoried during the admission process, then locked and stored in the client's locker. The locker is not accessible to the client until he or she is discharged, unless nursing, techs or clinical staff approve and assist with access to specific items. Personal use of electronic devices is prohibited.

Laundry Facilities: The unit has commercial grade washers and dryers which the staff utilizes to clean your linens and scrubs. Personal items of clothing are secured for you on the unit during your stay with us. Exceptions to this rule may be made on an individual basis.

Pay Phones: A pay phone is available for client use. Please be considerate of other clients and limit your phone time to 10 minutes. No phone calls are to be made during group times. No incoming phone calls are permitted at detox facility. At Crisis Stabilization Facility clients may access phones for incoming and outgoing calls. Family members may call each facility and leave messages with the staff. No information will be given to anyone calling relative to a client's being in the facility, his or her response to treatment, future plans, etc., unless consent to release information has been signed by the client.

Fire & Emergency/Familiarization with Premises: Please be aware of the locations of all exits in the facility in case of emergency. In the event of an emergency or drill please move calmly to the nearest exit to leave the facility. Staff will be there to assist you.

Release from Responsibility and Liability for Participation in Program and/or Residing at Treatment Facilities

THIS RELEASE is executed in consideration of being afforded the opportunity to participate in programs conducted by First Step of Sarasota Inc., on or off the property of First Step of Sarasota Inc., for myself and any minor children for whom I am parent, legal guardian or otherwise responsible, and for my /our heirs, personal representatives or assigns releasing First

Step of Sarasota, Inc., its directors, officers, employees, agents, volunteers and each of them, herein referred to as "FIRST STEP", from responsibility and liability.

ACKNOWLEDGMENT OF RISKS

I am aware of the nature of the treatment facilities, as well as the treatment programs provided by FIRST STEP and in recognition of the possible inherent risks to which I or my minor children may subject themselves to, I acknowledge that some, but not all the risks of participating in the program and activities include:

1. I/ we may participate in athletic programs and am aware of the risks inherent in participation of any form of athletics or other physical activity.
233841648. I/we may retain personal property or entrust personal property to FIRST STEP.
233841649. I may retain a vehicle or other form of transportation on the properties owned or used by FIRST STEP.
4. I/ we may be transported by FIRST STEP while residing in a treatment facility or while participating in a treatment program.
5. I/we may suffer bodily injury, accident, illness, death, loss of personal property and expenses as a result of any incident while I/ we participate in any activity.
6. In the event of possible physical injury, first aid treatment or services may be provided to me and/ or my minor children.

EXPRESS ASSUMPTIONS OF RISK AND RESPONSIBILITY

I assume full responsibility for myself and my minor children for whom I am responsible, for any risks, whether listed or not, and for any bodily injury, accident, illness, paralysis, death, loss of personal property and expenses thereof as result of any incident that may occur while I/we participate in the program.

RELEASE

I release First Step of Sarasota Inc., its directors, officers, agents, employees and volunteers, and their insurers(FIRST STEP) from any and all liability to myself or my minor children of any nature, including bodily injury, accident, illness, paralysis, death, loss of personal property, negligent act of FIRST STEP and expenses as a result of the aforesated occurrences that may occur during my/our participation in a program conducted by First Step of Sarasota, Inc. (FIRST STEP), regardless of the cause.

I further state that I have carefully read this Release and that I know the contents thereof and sign this release of my own free act.

Disposition of Abandoned Client Personal Property

First Step of Sarasota Inc. and its employees personally, are not responsible for the safekeeping of a client's personal property which is kept on the premises of First Step of Sarasota Inc. Upon discharge from First Step, each client shall immediately remove all personal property from the premises. If the client or personal representative fail to reclaim personal property within **15 calendar days** after discharging from First Step, it may be kept, sold or destroyed by First Step without further notice. By failing to reclaim any personal property, client relinquishes all rights, title, claim of possession with the intention of terminating present or future ownership in the personal property. If the medication is not claimed within 30 days, the prescription medication will be discarded according to program procedure. Medications, however, will not be given to a personal representative.

Seclusion and Restraint

First Step of Sarasota, Inc. is a CARF accredited organization. Our goal is to create a physical, social, and cultural environment which limits seclusion or restraint use to clinically appropriate and adequately justified situations. Our facilities approach to seclusion and restraint is always to protect the client's health and safety and preserve his or her dignity, rights, and well-being.

Seclusion and restraint is used in response to emergent, dangerous behavior and when it is essential to protect clients from harming themselves, other clients, or staff.

While in seclusion or restraints, clients will always be monitored. There will always be a staff observer assigned to monitor clients until they can rejoin the general community.

Seclusion or restraints may only be prescribed by a physician and only when less restrictive alternatives have been tried and documented as ineffective or there is imminent danger to self or others.

Employees at First Step are trained annually in the areas of verbal de-escalation, management of aggression, and the care of clients in seclusion and restraints.

Policies and procedures regarding seclusion and restraint can be found at the Nurse's station on the unit. Those policies cover every aspect of this safety procedure including client rights, management of aggressive behavior, doctor's orders, proper care of a client in seclusion and restraints, etc. If you would like to read these policies simply ask the Charge Nurse of the unit.

Our desire is to become a restraint free facility. We ask for your assistance and support to achieve our goal. If you are the client (or family member), you can help by providing our staff with information that will help calm you (the client) when you (he/she) are having a difficult time or losing control.

WARNING SIGNS OF SUICIDE:
The behaviors listed below may be some of the signs that someone is thinking about suicide.

TALKING ABOUT:

- ▷ Wanting to die
- ▷ Great guilt or shame
- ▷ Being a burden to others

FEELING:

- ▷ Empty, hopeless, trapped, or having no reason to live
- ▷ Extremely sad, more anxious, agitated, or full of rage
- ▷ Unbearable emotional or physical pain

CHANGING BEHAVIOR, SUCH AS:

- ▷ Making a plan or researching ways to die
- ▷ Withdrawing from friends, saying good bye, giving away important items, or making a will
- ▷ Taking dangerous risks such as driving extremely fast
- ▷ Displaying extreme mood swings
- ▷ Eating or sleeping more or less
- ▷ Using drugs or alcohol more often

If these warning signs apply to you or someone you know, get help as soon as possible, particularly if the behavior is new or has increased recently.

National Suicide Prevention Lifeline
1-800-273-TALK

Crisis Text Line
Text "HELLO" to 741741

NIH National Institute of Mental Health
www.nimh.nih.gov/suicideprevention

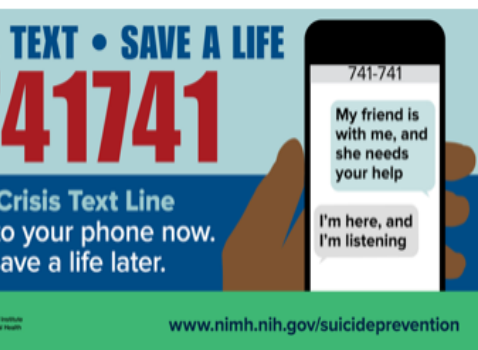


What to do for an overdose:

1. Try to wake person up by yelling their name and rubbing the middle of the chest hard.
2. Call 911 right away. Give the address and

Unit Schedule of Daily Activities: Detox

5:00 am	Wake Up
5:00-6:00 am	Vital Signs & Morning Medications
6:00-6:30 am	Breakfast
6:30-6:45 am	Fresh Air Break
7:30-8:45 am	Basic Living Skills/Hygiene (7:30 am towels/scrubs; 8:00 am men shaving Mon., Wed. & Fri.)
8:45-9:15 am	8:45 am Fresh Air Break
9:15-9:30 am	Snacks Available
9:30-10:30 am	AA meeting (Outside Speakers)
10:30 am	Vital Signs
10:45-11:00 am	Fresh Air Break
11:00 am-12:00 pm	Psychoeducational Group (Counselors)
12:00-12:30 pm	Lunch/Rules and Regulations (Techs/Nursing Staff)
	12:30-12:45 pm Vitamins/Medications
	12:45-1:00 pm Fresh Air Break
	1:00-2:00 pm HIV Education Mon. and testing on Tues./Thurs. if indicated.; NA meeting on Fri. (Outside Speakers); AA meeting on Sat. & Sun. (Outside Speakers)
	2:00-2:30 pm Midday Medications
	2:30-3:00 pm 2:30 pm Fresh Air Break
	3:00-3:15 pm Snacks Available
	3:15-4:15 pm AA meeting on Mon.; CA meeting on Wed.; Relaxation Time Thur.-Fri.
4:15 pm	Vital Signs
4:30-5:00 pm	Dinner
5:00-5:30 pm	5:00 pm Fresh Air Break
5:30-5:45 pm	Medications
5:45-6:00 pm	Free Time
6:00-7:00 pm	Mon.: 6-7p NA Meeting or Video, 7p Free Time, 7:30-8:30 AA Meeting. Tue. & Thur.: 6-7p Process Group, 7p Free Time, 7:30-8:30p CA Meeting; Wed.: 6-7p NA Meeting, 7-8p AA Meeting, 8:15p Free Time; Fri.: 6-7p AA Meeting, 7p Free Time, 7:30-8:30p Process Group (Counselors); Sat. & Sun.: 6-6:30p Free Time, 6:30-7:30p AA Meeting, 7:45-8:45p Process Group (Counselors)
8:45-9:00 pm	Vital Signs
9:00 pm	Wrap Up Meeting (Techs/Nursing Staff), Snacks Available
9:15-9:30 pm	Fresh Air Break
9:30-10:15 pm	Evening Medications
10:30 pm	Bedtime/Lights Out



Unit Schedule of Daily Activities: CSU Unit 1

7:00am	Morning Vital Signs
7:15 am	Breakfast
08:00 am	Shower/Hygiene
09:00 am	Morning Medications
09:30 am	Outside Snack Time
10:00 am	Socialization with Mental Health Techs
11:00 am	Down Time (Fridays SOS SA Peer Support Group)
12:00 pm	Lunch
12:30 pm	Afternoon Medications
01:00 pm	Mental Health Groups w/ Counselor (Mondays, Thursdays, Fridays, Saturdays); Mental Health Community Center Referral 1:00pm-2:00pm
2:00 pm	Down Time (Tuesdays Smoking Cessation Course 2pm-4pm)
2:30 pm	Afternoon Snack
3:00 pm	Afternoon Vitals
4:00 pm	Afternoon Socialization with Mental Health Techs
4:30 pm	Outdoor Recreation
5:00 pm	Dinner
5:30 pm	Evening Medications , AA Wednesday 05:30pm-06:30pm, NA Tuesdays/Thursdays @ 05:30pm-06:30pm
6:30 pm	Visitation (06:30pm-07:30pm)
7:30 pm	Wrap-Up Group techs/ AA Meeting (AA meeting Monday and Friday @ 07:30pm-08:30pm)
8:30 pm	Evening Snack
9:00 pm	Night Time Medication
11:00 pm	Lights Out

Unit Schedule of Daily Activities: CSU Unit 2

7:30am	Morning Vital Signs
7:45 am	Breakfast
08:00 am	Free Time
09:00 am	Morning Medication
9:15 am	Shower/ Hygiene
10:30 am	Outside Snack Time/ Fresh Air Break
11:00am	Socialization with Mental Health Tech
11:30 am	Lunch
12:00 pm	Free Time
12:30 pm	Afternoon Medication
1:00 pm	Free Time (Fridays SOS SA peer Support Group)
2:00 pm	Mental Health Groups W/ counselor (Mondays, Thursdays, Fridays, Saturdays) (Tuesdays smoking Cessation Course 2-4)
2:30 pm	Afternoon Snack/ Tech Group Outside
3:00 pm	Afternoon Vitals
3:30 pm	Socialization Techs
4:30 pm	Dinner
5:00 pm	Free Time
5:30 pm	Evening Medications, AA Wednesday 05:30pm-06:30pm, NA Tuesdays/Thursdays @05:30pm-06:30pm
6:30 pm	Activities with Staff
7:30 pm	Visitation (7:30pm-08:30pm) AA Meeting (AA meeting Monday and Friday @ 07:30pm-08:30pm)
8:00 pm	Wrap-up group Daily
8:30 pm	Evening Snack
9:00 pm	Night Time Medication
11:00pm	Lights Out