

# Patient Handbook

*Residential Services*



Horizon  
CORPORATIONS

Horizon  
VILLAGE

## ***Welcome to Horizon Village Campus.***

You have taken an important and courageous step by choosing treatment, and we recognize how challenging this decision can be. Our team is here to support you as you begin building a strong foundation for your recovery—one step and one day at a time.

Our Horizon Village Campus offers a comprehensive treatment program designed to support both you and your loved ones. Our goal is to provide a safe, healing environment with the resources and care needed to meet your individual needs.

Recovery is a journey that includes both progress and challenges. We encourage you to connect with your peers and take full advantage of the opportunities available to you throughout your stay.

This handbook will guide you through our expectations, program structure, and available support. While it is not all-inclusive, staff are always here to answer questions and provide guidance.

We look forward to supporting you as you begin this important chapter.

Welcome to our community—where recovery begins.

~ Campus Treatment Team

# Residential Treatment

## Horizon Village Campus

The Horizon Village Campus offers several different types of residential rehabilitation options to treat substance use and co-occurring mental health disorders at our serene and secure campus in Sanborn, NY. We are a facility dedicated to the total care of our patients by providing integrated treatment, including a focus on medical, psychological, spiritual, social, environmental, and family needs.

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## Horizon Village

Horizon Village is a 50-bed rehabilitation treatment program for those who identify as men. With our patients' comfort and safety in mind, this adult only facility provides a comprehensive, individualized recovery program that uses evidence-based practices and focuses on the whole person.

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## Freedom Village

Freedom Village offers specialized programming and treatment interventions geared toward veterans and first responders who identify as men. We incorporate specialized individual and family services for those who may have post-traumatic stress disorders or struggle with additional mental health disorders.

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## Delta Village

Delta Village provides intensive substance use disorder treatment, focusing on rehabilitation services for young adults who identify as men. We aim to offer patients and their families the opportunity to learn about substance use disorders, develop and practice the coping skills needed to be successful in life, work on repairing and developing healthy relationships, and help individuals regain control of their life without relying on substances.

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## Aurora Village

Aurora Village was established to serve the specific needs of adults who identify as women living with a substance use disorder. Patients are provided the opportunity to better understand their disease, learn healthy coping skills, and regain control of their lives in a safe and supportive environment.

## Wellness Center

Physical wellness is key to recovery. The Wellness Center contains a gymnasium and fitness facility focused on patient wellness and recreation as part of their overall recovery. Our wellness counselors and personal trainers provide health education and fitness guidance to patients. Cycling classes, yoga classes, basketball games, volleyball games, pickleball games, and more are offered regularly on the campus.

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## Hilary's House

We believe family involvement is an essential component of recovery. Hilary's House is a retreat center for patients and their loved ones to connect, heal, and grow in a warm and welcoming environment. In addition to hosting family programming and visitations, the space is used for clinical training for staff and opportunities for education and awareness.

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## Our Residential Programs Offer

- Education on substance use disorders
  - Family programming
  - Group and individual counseling
  - Evidence based practices
  - Health and wellness programming
  - Medical and psychiatric evaluation
  - Addiction medicine consultations, often including medications (MAT)
  - Mental health counseling
  - Opportunities for self-help and step work
  - Recovery coach referrals to assist with discharge planning
  - Therapy dog program
  - Trauma informed care
  - Vocational and education counseling
  - Gender affirming services to all individuals regardless of gender identity and/or sexual orientation
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## NOTICE OF PRIVACY PRACTICES

**THIS NOTICE DESCRIBES HOW MEDICAL TREATMENT INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE READ IT CAREFULLY.**

Horizon has adopted the following policies and procedures for protection of the privacy of our patients.

### Our Obligation to You

We at Horizon respect your privacy. This is part of our Code of Conduct. We are also required by law:

- To maintain the privacy of “protected health information” about you;
- To notify you of our legal duties and your legal rights; and
- To follow the privacy policies described in this notice.

“Protected health information” means any information that we create or receive that identifies you and relates to your health or payment for services to you.

### Use and Disclosure of Information about You

Use and Disclosure for Treatment: We will use your protected health information and disclose it to others as necessary to provide treatment to you. Here are some examples:

- Various members of our staff may see your treatment record in the course of our care for you. This includes clerical staff, counselors, nurses, physicians and other therapists. While our electronic health record system is shared by Horizon Health Services and Horizon Village, only staff members who need to know the information in order to provide your treatment will view your record.
- We may send blood, tissue or urine samples to a laboratory for analysis.
- We may provide information to your health insurance plan or another treatment provider in order to arrange for a referral or clinical coordination.
- We may contact you to remind you of appointments.
- We may contact you to tell you about treatment services that we offer that might be of benefit to you.
- With your authorization, we may share your contact information with an organization we engage to perform evaluations of our services or to help you manage you health, and will ensure the confidentiality of your information.
- As required by law, we will be checking the NYS Department of Health Prescription Monitoring Program Registry to identify the controlled substances that have been prescribed for you.

Use and Disclosure for Payment: We will use or disclose your protected health information as needed to arrange for payment for service to you. For example, information about your diagnosis and the service we render is included in the bills that we submit to your health insurance plan. Your health insurance plan may require health information in order to confirm that the service rendered is covered by your benefit program and medically necessary. A health care provider that delivers service to you, such as a clinical laboratory, may need information about you in order to arrange for payment for its services. We may also release your name, address and other non-clinical information to a collection agency if you do not pay your fees despite our repeated communications to you.

Use and Disclosure for Health Care Operations and Fundraising: It may also be necessary to use or disclose protected health information for our health care operations or those of another organization that has a relationship with you. For example, our quality assurance staff reviews records to be sure that we deliver appropriate treatment of high quality. Your health insurance plan may wish to review your records to be sure that we meet national standards for quality of care. We may contact you for fundraising efforts, but you can tell us not to contact you again.

### Our Policy

Horizon will only use or disclose your protected health information for treatment, payment or health care operations purposes unless you specifically authorize us to do so, with the exceptions noted below that are allowable under federal and state law. You have the right to control disclosure of information about you to any other person, including family members or friends. If you ask us to keep your information confidential, we will respect your wishes. No disclosure of protected health information will be made without your written authorization with the following exceptions.

Emergencies: If there is an emergency (including medical), we will disclose the minimum amount of your protected health information to enable people to care for you with your consent or if you are incapable of providing consent.

Disclosure to Health Oversight Agencies: We are legally obligated to disclose protected health information to certain government agencies, including the federal Department of Health and Human Services, the NYS Offices of Mental Health, Alcoholism and Substance Abuse Services and Department of Health.

Disclosures to Child Protection Agencies: We will disclose protected health information as needed to comply with state law requiring reports of suspected incidents of child abuse or neglect.

Other Disclosures: We will follow the provisions of 42 CFR Part 2, NYS Mental Hygiene Law, and Public Health Law governing disclosure of protected health information. Except for the circumstances described above, we will not disclose protected health information to a third party without your written permission or a court order. If a request for disclosure of your treatment record is received, and we do not have a current authorization for its release, you will be contacted and asked whether you wish to authorize disclosure. If you refuse to authorize disclosure, or it is not possible for us to contact you, we will not disclose your information without a court order.

Federal and State Laws and Regulations do not protect any information about a crime committed by a patient either at the program or against any person who works for the program, or about any serious and imminent threat of harm to yourself or anyone else.

Unauthorized Disclosures: 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.

### Your Legal Rights

Right to Request Confidential Communications: You may request that communications to you, such as appointment reminders, bills, or explanations of health benefits be made in a confidential manner. We require that you submit your request in writing. We will accommodate any such request, as long as you provide a means for us to process payment transactions.

Right to Request Restrictions on Use and Disclosure of your Information: You have the right to request restrictions on our use of your protected health information for particular purposes, or on our disclosure of that information to certain third parties. 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 operations with your health insurer.

We require that you submit your request in writing. We are not obligated to agree to a requested restriction, but we will honor such requests consistent with the delivery of high quality care.

Right to Revoke an Authorization: You may revoke a written Authorization for us to use or disclose your protected health information. The revocation will not affect any previous use, access or disclosure of your information. However, by law you may not revoke an authorization to communicate with a criminal justice agency that mandated your treatment.

Right to Review and Copy Your Record: You have the right to see your treatment record. We will allow you to review your record unless a clinical professional determines that would create a substantial risk of physical or emotional harm to you or someone else. You may appeal this decision by contacting the Horizon Privacy Officer (see below). If another person provided information about you to our clinical staff in confidence, that information may be removed from the record before it is shared with you. We will also delete any protected health information about other people. At your request, we will make a paper or electronic copy of your record for you. We will charge a reasonable fee for this service.

Right to Amend Your Record: If you want to make an addition to your record, or believe your record contains an error, you may amend it. If there is an error, a note will be entered in the record to correct the error. If not, and you want to document what you perceive to be in error, or if you want to make an addition, you will be permitted to add a short statement to the record. This information will be included as part of the total record that will be shared with your authorization.

Right to a Listing of Disclosures: You have the right to a listing of the times we have shared your health information without your authorization for six years prior to the date you ask, who we shared it with, and why. The listing does not include information sharing related to treatment, payment, and healthcare operations. We will provide one list per year for free, but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Right to a Personal Representative: A “personal representative” of a patient may act on your behalf in exercising your privacy rights. This includes the parent or legal guardian of a minor. An individual can also grant another person the right to act as his or her personal representative in an advance directive or living will. Disclosure of protected health information to personal representatives may be limited in cases of domestic or child abuse.

Right to a Paper Copy of this Notice: You have the right to a paper copy of this Notice which is also posted on our web site.

### How to Exercise Your Rights/File Complaints

If you have questions about our policies and procedures, or wish to exercise your individual rights, contact the Director of the program you are attending or call (716) 831-2700 to be directed to an appropriate staff member. If you have a complaint or concern about our privacy policies or practices, contact our Privacy Officer at (716) 831-2700. Your counselor or Program Director will give you a form to submit a complaint if you wish. **We will never retaliate against you for filing a complaint.**

You can also submit complaints to:

Office for Civil Rights  
U.S. Department of Health and Human Services  
200 Independence Avenue, S.W.

Room 509F, HHH Building  
Washington, D.C. 20201  
Hotline: 1-877-696-6775  
[www.hhs.gov/ocr/privacy/hipaa/complaints](http://www.hhs.gov/ocr/privacy/hipaa/complaints)

US Attorney for the Western District of NY  
139 Delaware Avenue  
Buffalo, NY 14202 <https://www.justice.gov/usao/us-attorneys-listing>

SAMHSA Division of Pharmacologic Therapies  
<https://www.samhsa.gov/medication-assisted-treatment/about>

## OASAS 815.5 Patient Rights

Regulations: <https://oasas.ny.gov/system/files/documents/2022/09/815.pdf>

(a) Each patient has the following rights:

- (1) to receive services responsive to individual needs in accordance with an individualized treatment/recovery plan, which the patient helps develop and periodically update;
- (2) to receive services from provider staff who are competent, respectful of patient dignity and personal integrity, and in sufficient numbers to deliver needed services consistent with the requirements of the provider's operating certificate;
- (3) to receive services in a therapeutic environment that is safe, sanitary, and free from the presence of addictive substances;
- (4) to know the name, position, and function of any person providing treatment to the patient, and to communicate with the provider director, medical director, board of directors, other responsible staff or the Commissioner;
- (5) to receive information concerning treatment, such as diagnosis, condition or prognosis in understandable terms, and to receive services requiring a medical order only after such order is executed by a medical provider working within their scope of practice;
- (6) to receive information about provider services available on site or through referral, and how to access such services;
- (7) to receive a prompt and reasonable response to requests for provider services, or a stated future time to receive such services in accordance with an individual treatment/recovery plan;
- (8) to be informed of and to understand the standards that apply to their conduct, to receive timely warnings for conduct that could lead to discharge and to receive incremental interventions that are strengthbased, person centered and trauma-informed for conduct contrary to program rules;
- (9) to receive in writing the reasons for a recommendation of discharge and to be informed of the process to appeal such discharge recommendation;
- (10) to voice a grievance, file a complaint, or recommend a change in procedure or service to provider staff and/or the Office, free from intimidation, reprisal or threat;
- (11) to examine, obtain a receipt, and receive an explanation of provider bills, charges, and payments, regardless of payment source;
- (12) to receive a copy of the patient's records for a reasonable fee;
- (13) to be free from physical, verbal or psychological abuse;
- (14) to be treated by provider staff who are not under the influence of substances that would impair their ability to perform the duties stated in their job description;

(15) to be free from any staff or patient coercion, undue influence, intimate relationships and personal financial transactions;

(16) to be free from performing labor or personal services solely for provider or staff benefit, that are not consistent with treatment goals, and to receive compensation for any labor or employment services in accordance with applicable state and federal law; and

(17) the following rights apply to patients who reside in an inpatient/residential setting: (i) to practice religion in a reasonable manner not inconsistent with treatment/recovery plans or goals and/or have access to spiritual counseling if available; (ii) to communicate with outside persons in accordance with the individualized treatment/recovery plan; (iii) to communicate freely with the Office, public officials, clergy, attorneys and other persons identified by the patient; (iv) to receive visitors at reasonable times in relative privacy in accordance with the individualized treatment/recovery plan; (v) to be free from restraint or seclusion; (vi) to have a reasonable degree of privacy in living quarters and a reasonable amount of safe personal storage space; (vii) to retain ownership of personal belongings, to the extent such belongings are not contrary to program rules; and (viii) to have a balanced and nutritious diet.

(18) participants referred to a faith-based provider have the right to be given a referral to a non-faith based provider.

(19) Patients have the right to placement in gender segregated settings based on their gender identity or expression.

(20) Patients have the right to culturally appropriate and affirming care and to be free from harassment and/or discrimination in accordance with the factors outlined in paragraph of this subdivision.

(21) Prohibition against discrimination in admission. No individual that meets level of care criteria for admission shall be denied admission to any program based solely on the following factors, including but not limited to: (i) prior treatment history; (ii) referral source; (iii) pregnancy; (iv) history of contact with the criminal justice system; (v) HIV status; (vi) physical or mental disability; (vii) lack of cooperation by significant others in the treatment process; (viii) toxicology test results; (ix) use of any substance, including but not limited to, benzodiazepines; or (x) use of medications for substance use disorder prescribed and monitored by an appropriate practitioner; (xi) actual or perceived gender or gender identity; (xii) national origin; (xiii) race or ethnicity; (xiv) actual or perceived sexual orientation; (xv) marital status; (xvi) military status; (xvii) familial status; or (xviii) religion; or (xix) age.

(22) Patients have the following rights with regard to access to medication for addiction treatment: (1) Medication for Addiction Treatment (MAT) for Substance Use Disorder. (i) Patients have the right to be offered or maintained on all forms of approved medication for substance use disorder treatment when admitted or seeking admission to any Office certified program, in accordance with guidance issued by the Office. (ii) Patients have the right to be educated about all forms of FDA approved medications for the treatment of substance use disorders, including the benefits, risks and alternatives.

(23) Overdose Prevention Education. (i) Patients have the right to receive overdose prevention education and naloxone education and training, and a naloxone kit or prescription, in accordance with guidance issued by the Office.

<p>Brandy Vandermark-Murray President The Horizon Corporations 55 Dodge Road, Getzville, New York 14068 716-831-2700</p>	<p>NYS Office of Mental Health Quality Assurance Division 44 Holland Avenue Albany, NY 12229 1-800-597-8481 <i>En Español:</i> 1-800-597-8481</p>	<p>Dr. Chinazo Cunningham, Commissioner NYS Office of Addiction Services and Supports 1450 Western Avenue Albany, NY 12203-3526</p>	<p>NYS Justice Center 161 Delaware Avenue Delmar, NY 12054-1301 Client Abuse/Neglect Hotline 1-855-373-2122</p>
<p>NYS Office of Mental Health Complaint Line 1-800-597-8487</p>	<p>Protection and Advocacy for Individuals with Mental Illness 237 Main Street, Suite 400 Buffalo, NY 14203 716-874-0650 716-874-1322</p>	<p>NYS Office of Addiction Services and Supports Client Advocacy Unit 501 7th Avenue New York, NY 10019 1-800-553-5790</p>	<p>Alliance on Mental Illness:</p> <ul style="list-style-type: none"> <li>• NYS: 1-518-262-2000</li> <li>• NYS Helpline: 1-800-950-3228</li> <li>• Erie: 716-832-4035</li> <li>• Niagara: 716-754-7742</li> </ul>

## OASAS 815.6 Patient Responsibilities

Regulations: <https://oasas.ny.gov/system/files/documents/2022/09/815.pdf>

(a) Participation in treatment for an addiction disorder presumes a patient's continuing desire to acquire healthy habits and requires each patient to act responsibly and cooperatively with provider staff, in accordance with an individual treatment/recovery plan and reasonable provider procedures. Therefore, each patient is expected to:

- (1) work toward the goal of recovery, as defined by the patient;
- (2) treat staff and other patients with courtesy and respect;
- (3) respect other patients' right to confidentiality;
- (4) participate in developing and following a treatment/recovery plan;
- (5) become involved in productive activities according to ability;
- (6) pay for services on a timely basis according to financial means;
- (7) participate in individual counseling and/or group and/or family counseling sessions as appropriate;
- (8) inform medical staff if receiving other medical or psychiatric services;
- (9) address all personal issues adversely affecting treatment; and
- (10) act responsibly and observe all provider rules, regulations and policies.

## THE HORIZON CORPORATIONS

### COMPLAINT PROCEDURE

#### TO OUR PATIENTS:

As a Horizon patient, you are entitled to high quality professional services designed to meet your treatment needs. We fully respect your right to file a complaint regarding your services, and welcome your feedback.

You have the right to present your complaint personally, or through a designated representative. You will be informed of the findings and decisions made at each stage of its review. Your filing of a complaint shall in no way effect your current or future services at Horizon.

Should you wish to file a complaint regarding your services, the procedure is as follows:

1. Discuss your concern with your counselor. Your counselor will attempt to resolve the problem with you. Your counselor will also inform their supervisor. If you are uncomfortable discussing your concern with your counselor, ask to speak to their supervisor directly.
2. If you are unable to resolve the problem with your counselor, they will direct you to their supervisor. This supervisor will attempt to reach a resolution with you.
3. If your complaint cannot be resolved with the supervisor, you will be required to document your complaint in writing including the resolution you are seeking. At your request, we will assist you in preparing this document.
4. The written complaint will be forwarded to the senior manager responsible for the program where you are receiving services. The senior manager will discuss your complaint with you and strive to resolve it.
5. If the complaint cannot be resolved by the senior manager, it will be forwarded to Horizon's Chief Compliance Officer. The Chief Compliance Officer will discuss your complaint with you and strive to resolve it.
6. If your complaint remains unresolved, you will be referred to the applicable New York State regulatory authority should you desire to file a complaint with them.

Your counselor will forward complaints regarding billing or facility issues for resolution by the Horizon staff members responsible for these matters.

Should you have any questions regarding these procedures, please ask your counselor.

## DISCHARGE FROM SERVICES

### TO OUR PATIENTS:

All individuals receiving services from Horizon are entitled to an individually designed plan of treatment including specific goals based on their needs, and which the individual has participated in developing to the extent of their capacity.

Ideally, discharge from treatment occurs when both the individual and the clinical team agree that the major treatment goals established in the treatment plan have been achieved. It is Horizon's policy to ensure that patients are fully aware of the conditions for discharge, and that the treatment process is managed consistent with the best interests of each individual.

Discharge from services may occur under one of the following conditions:

1. A "planned discharge" will occur when both the individual and clinical team agree that the major goals of treatment have been achieved.
2. A "discharge against clinical advice" (ACA) will occur when the individual informs the agency of their decision to discontinue their care and the treatment team does not agree that the discontinuation of care is in the individual's best interest.
3. An "unplanned discharge" will occur when an individual withdraws from services without agency notification.
4. A "discharge to a more appropriate level/modality of care" will occur when the patient's clinical condition indicates their need of an alternate intensity or modality of care with referral and linkage to these services in agreement with the patient.
5. Horizon reserves the right to discharge individuals from treatment due to aggressive, assaultive or dangerous behaviors directed toward other patients or staff, the defacing or destruction of Horizon or staff property, or the commission of other crimes on Horizon premises.

## Professional Boundaries

To ensure a safe and supportive treatment environment, all Campus employees are required to maintain clear professional boundaries with patients. This means staff cannot enter into personal relationships of any kind with patients.

### What Is a Boundary Violation?

New York State considers individuals receiving substance use disorder treatment to be vulnerable persons. Because of this, patients cannot legally consent to a personal relationship with a staff member. Any personal relationship between a staff member and a patient is strictly prohibited.

Examples of boundary violations include:

- Staff sharing inappropriate or personal information with patients
- Staff communicating with patients through social media
- Staff spending time with patients outside the treatment environment
- Staff engaging in romantic, intimate, or physical relationships with patients

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## Reporting Concerns

If you experience or witness any of these behaviors, please report them to staff as soon as possible. Reporting a concern will not affect your treatment in any way.

All reports are taken seriously. The Campus investigates concerns internally and notifies the New York State Justice Center, which is responsible for investigating allegations involving vulnerable persons.

If a boundary violation is substantiated, the Justice Center may take legal action and may restrict the staff member from working with vulnerable populations in the future.

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## The Justice Center

The New York State Justice Center is responsible for investigating reports of abuse, neglect, or boundary violations involving vulnerable persons. When a report is confirmed, the Justice Center may work with law enforcement and the District Attorney's Office to take appropriate legal action. Employees who violate boundaries may be placed on the Employee Exclusion List, which prevents them from working in settings that serve vulnerable populations. Depending on the severity of the case, legal consequences may also apply.

Please report any concerns immediately. Reporting a concern will not affect your treatment.

The Campus maintains an incident management program to ensure safety and accountability.

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## Vulnerable Persons' Central Register (VPCR) Hotline

Toll free: 1 855 373 2122

Website: <https://vpcr.justicecenter.ny.gov/WIRW/#/>

Reports accepted 24/7

## Administrative Discharge Status

At Campus, we want every patient to be safe and able to focus on recovery. In some situations, treatment may need to end early through an administrative discharge. This occurs only for safety or significant policy reasons and is reviewed by clinical management in accordance with OASAS 815 regulations.

### Reasons for an Administrative Discharge May Occur

You may be discharged from the program if you engage in any of the following:

- Using or possessing drugs or alcohol on campus
- Keeping medication (prescription or over the counter) instead of storing it with staff
- Having weapons or creating items that could be used as weapons
- Sexual contact with patients or visitors
- Stealing or damaging property belonging to others or to the Campus
- Dangerous behavior (e.g., tampering with electrical outlets, misusing equipment)
- Violence or threats of violence toward anyone on campus
- Disrespectful or discriminatory behavior, including verbal abuse, slurs, or harassment
- Refusing to accept financial responsibility for treatment services
- Participating in criminal activity (e.g., drug dealing, gambling)
- Ignoring fire alarms or drills
- Not following treatment recommendations that impact participation
- Refusing a urine screen or breathalyzer when requested
- Refusing a room search, gown search, or refusing to turn in contraband

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### Your Rights

If you are being administratively discharged, you will be given the opportunity to appeal the decision during the discharge process. Staff will clearly explain the decision and the reason for it.

# Horizon Village, Inc.

## Smoking Cessation Program

**What is it?** In accordance with NYS OASAS limited tobacco services guidance, Horizon Village Inc. offers a harm reduction approach to smoking cessation. This program entitles you to participate in daily structured dosing breaks to use cigarettes while in treatment, with the goal of decreasing the amount of cigarettes used daily throughout your treatment episode. Patients will be encouraged to set a personal goal to reduce cigarette use each day as part of their individualized treatment plan.

**How am I considered to be in the program?** Your tobacco use will be assessed by medical and clinical staff based on diagnostic criteria. The recommended number of cigarettes provided each day will be determined according to the severity of tobacco use disorder. However, patients have the ability to choose the highest level of cigarettes offered each day. Patients will also be encouraged to set a personal goal to gradually reduce their daily cigarette use throughout treatment. Note: There is a 72 hour hold at Terrace House admission prior to being considered to be in the program.

**How do I get cigarettes?** If you are eligible to participate in the Smoking Cessation Program, you will be able to receive drop offs that include cigarettes, or where applicable can participate in peer shopping trips held weekly in each building. All cigarettes must be in new, sealed, unopened packs. Please note: Terrace House is excluded from Peer Rep Shopping.

**Where do I keep my cigarettes?** All cigarettes will be kept in a controlled staff area during your treatment. Staff is responsible for replenishing daily amounts in your cigarette container based on your smoking level. All cigarettes dropped off/brought in during the day will be processed and added to a patient's record only during the overnight shift. Any cigarettes found outside of a patient's labeled cigarette bin is a nicotine violation.

**What happens to my unused cigarettes?** At the time of discharge, any unused cigarettes will be returned to the patient at the time of discharge or transferred to Horizon Village Campus via staff for continued participation in the smoking program. Please only have the amount of cigarettes needed during your stay in the facility.

**Am I allowed to use nicotine in forms other than cigarettes?** No, the program only permits use of cigarettes brought in through sealed, unopened packs. No loose tobacco, chew, or vapes are permitted.

**If for any reason immediate medical issues are identified, the medical director can determine that the patient despite having a tobacco use disorder may not be able to participate in the smoking cessation program.**

## Patient Dress Code

To support a safe, respectful, and recovery focused community, all patients are expected to dress appropriately. Clothing should allow you to participate comfortably in treatment while maintaining safety and comfort for everyone.

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### Minimum Dress Requirements

You are expected to always follow these guidelines:  
Clothing must always provide appropriate coverage.

1. Tops must have sleeves.
  2. Coverage must extend from armpit to armpit.
  3. Tops must fully cover the stomach and midriff; crop tops or shirts that expose the abdomen are not permitted.
  4. Shorts or skirts may be no shorter than two inches above the knee.
  5. Leggings or spandex must be worn with a tunic length top.
  6. Rips or tears must not expose areas that should be covered.
  7. Shoes must be worn at all times and must be appropriate for the activity (e.g., kitchen chores, recreation).
  8. See through or mesh clothing must have appropriate layers underneath.
  9. Headgear (hats, hoods, caps) is not permitted indoors unless approved by clinical or medical staff for religious, medical, or other specific reasons.
  10. A treatment identification tag or wristband must be worn at all times
    - o This tag reflects your phase in treatment.
    - o It is required for medication pass and the nicotine dosing program.
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## Additional Clothing Requirements

- Clothing may not promote, depict, or suggest anything illegal, violent, or lewd—including drugs, alcohol, tobacco, weapons, or criminal activity.
- Clothing may not display pornography, nudity, or sexual acts.
- Clothing may not contain vulgar, obscene, or discriminatory language or images.
- Clothing may not include hate speech or imagery targeting any protected group (e.g., ethnicity, gender, sexual orientation, gender identity, religion).
- Sunglasses, hats, caps, and hoods may not be worn indoors.
- Clothing, accessories, or grooming styles associated with gang activity are not allowed.
  - Clothing may not display pornography, nudity, or sexual acts.
  - Clothing may not contain vulgar, obscene, or discriminatory language or images.
  - Clothing may not include hate speech or imagery targeting any protected group (e.g., race, ethnicity, gender, sexual orientation, gender identity, religion).

This list is not all inclusive. Management reserves the right to determine what is considered appropriate, including allowing exceptions for clinical or medical reasons. Patients who do not follow the dress code will be supported in choosing appropriate alternatives.

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## Patient Personal Belongings – Permitted and Not Permitted

To help keep everyone safe and maintain a comfortable treatment environment, the Campus has guidelines for what you may and may not bring with you.

✓ **Items You Can Bring**

Item	Item	Item
Important documents (photo ID, Social Security card, insurance card, birth certificate)	Seasonally appropriate clothing (sleepwear, slippers, shoes, bathrobe, shower shoes)	Personal toiletries (non scented, clear containers, non aerosol; first ingredient not alcohol)
Laundry detergent/fabric softener	Plug in alarm clock or tabletop fan	Books, magazines, literature, puzzles, postage stamps, stationery, envelopes, pens
Unopened packs of cigarettes (if permitted; kept with staff)	Disposable/rechargeable razors (not battery operated)	Factory sealed, individually wrapped hard candy
Plastic hangers	Sunglasses, winter hats, coat, gloves	One cell phone (kept in staff control area)
New pillows/pillowcases/washcloths (in packaging with receipt)	Hair dryer, straightener, curling iron	Nail polish/remover/glue, hair color (staff held)
Nail clippers without metal file; non metal emery board	Headphones with 3.5mm jack	—

## ✗ Items You Cannot Bring

Item	Item	Item
Items with alcohol as the first ingredient	Drugs or alcohol paraphernalia	Firearms, weapons, fireworks
Sharp objects (razors, box cutters, scissors, metal nail files, sewing needles, safety pins)	Lighters, vapes, cigars, e cigarettes, chewing tobacco, rolling papers	Outside food, drinks, chocolate, soft candy, taffy, gum
Scented products (powders, perfumes, colognes, oils, aftershave, scented lotions)	Electronic devices (stereos, cameras, iPads, laptops, smart watches, CDs, DVDs)	Powders (baby powder, foot powder, etc.)
Items with sexual, drug related, or obscene content	Flash drives or memory cards	Sporting equipment
Clothing iron	Stuffed animals or personal linens (towels, bedding, blankets)	Lamps, decorative lights, area rugs
Gambling items (dice, cards, etc.)	Zippered luggage (tote bags allowed)	Tape or batteries
Baseball caps	—	—

### Important Notes

- This list is not exhaustive.
- Any item deemed Not Allowed will be considered contraband and may be discarded.
- Staff are not permitted to store prohibited items on behalf of patients.
- Patients are prohibited from sharing, borrowing, or selling personal items.

## Lost, Stolen, Broken or Damaged Property

Horizon Village is not responsible for any valuables or personal property. This means that if you choose to bring personal items—such as a cell phone or other valuables—onto Horizon Village property, you do so at your own risk. If these items are lost, stolen, or damaged for any reason, Horizon Village will not reimburse you, replace the item, or accept liability.

In short:

- You are responsible for safeguarding and protecting your personal belongings.
  - Horizon Village will not investigate losses or provide compensation.
  - This applies regardless of how the loss or damage occurs (e.g., theft, accident, or misplacement).
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## Eclipse

### Eclipse Period Overview

The Eclipse period consists of the first 14 full days of treatment. Its purpose is to help patients acclimate to their residence, engage with peers, focus on treatment goals and programming, and establish a connection with their assigned counselor. Specific restrictions are in place to support early engagement in treatment. Any concerns or conflicts with these restrictions should be discussed with the primary counselor.

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### Eclipse I (Days 1–7)

During the first 7 full days, patients must attend all scheduled orientations and begin learning program expectations. Computer use is not permitted without staff monitoring, and patients may not leave the building on passes. Patients may utilize community phones and participate in Family Visitation; see the Family Programming section for details.

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### Eclipse II (Days 8–14)

During the next 7 full days, patients begin to gain privileges. Remaining orientations must be completed. Patients may use the phone and computer according to program guidelines and may attend outside meetings or activities when accompanied by Campus Staff or approved individuals.

## Completion of Eclipse

After 14 full days and successful completion of Eclipse requirements, patients retain Eclipse II privileges until they are promoted to Yellow Tag.

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## Tag Promotions

As patients progress in treatment, they may earn additional privileges through tag promotions and passes. These privileges support the application of treatment skills while fostering accountability and leadership. The promotion process also provides valuable feedback from both peers and staff and serves as a meaningful indicator of growth in treatment. We encourage patients to take full advantage of this opportunity.

Note: Tag demotions may occur based on clinical review of a patient's treatment progress and/or behavior within the program.

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## Day Passes

### Passes

Passes are privileges earned based on tag color. They are granted at the discretion of the Primary Counselor, with time limits determined by tag level and demonstrated progress in treatment. Passes allow patients to strengthen healthy, supportive relationships, practice treatment skills, and address medical, legal, or family needs. Passes may be revoked if clinically necessary.

Personal passes are permitted only outside of scheduled programming.

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### Meals During Passes

Patients who will miss a scheduled meal while on pass may choose either to take a bagged meal prepared by kitchen staff or to decline the meal. This selection must be indicated on the pass request form. Staff will notify the kitchen of the patient's choice.

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## Pass Privileges by Tag Color

Tag Level	Pass Privilege
Yellow Tag	Two 4 hour passes per week
Green Tag	Three 6 hour passes per week
Blue Tag	Four 6 hour passes per week

## Overall Statement

Medical and legal appointments require a pass and count toward the weekly pass allotment for all tag levels.

## Types of Passes

Pass Type	Purpose	How to Obtain & Approve
Medical Pass	For external medical appointments.	Obtain from the Health Office. A nurse must initial for approval. Submit to Primary Counselor for transportation coordination and final approval.
Personal Pass	For time outside the facility with family or approved supports.	Obtain from front office staff. Complete fully and submit to Primary Counselor 72 hours in advance.
Staff Meeting Pass	For staff supervised transportation to external self help community meetings.	Provided by the staff member facilitating the meeting. Staff coordinates approval and attendance process.
Court Pass	For required in person court appearances.	Coordinate and complete with Primary Counselor.
Vocational Pass	For obtaining financial documents, identification, or other items supporting treatment or aftercare.	Obtain from Financial Coordinator, counselor, or vocational specialist. Complete with Primary Counselor.
Special Privilege Pass	May be used with earned Props	Obtain from Front Office Staff.

## Pass Summary and Requirements

All pass types—Medical, Personal, Staff Meeting, Court, Vocational, White Appointment Passes, and Special Privilege Passes—must follow the guidelines below to ensure safety, accountability, and clinical appropriateness.

Clinical Team is responsible for reviewing and approving passes, confirming required documentation, and communicating pass expectations to the patient. Staff do not provide, arrange, or assume responsibility for transportation to or from court appearances, Department of Social Services (DSS), Social Security/SSI appointments, or any other external appointments or obligations, unless explicitly approved and documented in advance. Responsibility for transportation to and from these appointments' rests with the patient and/or their designated external support.

- All passes must be submitted to the Primary Counselor 72 hours in advance and aligned with counselor schedules.
- Late passes may not be approved.
- Passes submitted under 72 hours require Primary Counselor AND Program Director approval and should be limited to urgent needs.
- Incomplete or unsigned passes may be denied.
- Passes must not conflict with other scheduled commitments (e.g., medical visits, psychiatric appointments, Family Programming). Conflicts must be resolved by the patient before the pass date.
- Primary Counselors verify all pass destinations and times with the identified contact.
- Latest return time is 10:00 PM with no grace period, returning late results in a 3 Day Restriction.
- Upon return, patients will undergo a staff conducted search and may receive a urine screen or breathalyzer.
- No additional meals or doses will be saved or provided outside the scheduled meal/dosing times.
- Patients may bring their cell phones while on pass.
- Failure to follow approved pass times or guidelines may result in Medication Procedures in loss of pass privileges.
- No errands or purchases may be completed for other patients.
- Active participation in Family Programming is generally required for pass approval (see Family section for details).
- All passes must clearly state who the patient will be with and where they will be going; incomplete details may result in denial.
- Special Privilege Passes refer to pass for specific details on how you can redeem Props and submission requirements, can be used for multiple options, and limited to one per day.

## Family Program Information

The Family Program at the Horizon Village Campus is designed to support family members, friends, and others who play an important role in a patient's treatment and recovery. The program offers education on substance use and mental health, guidance on healthy ways to support your loved one, and opportunities to connect with others who are supporting someone in recovery.

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### Attendance Requirement for Passes

For a support person to be approved to take a patient on a pass, they must have attended at least one Family Program session within the 14 days before the scheduled pass. If this requirement is not met, the pass cannot be approved.

To avoid any gaps in eligibility, many supports choose to attend Family Programming at least once every two weeks. Supports are welcome and encouraged to attend more often if they wish.

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### Location and Schedule

Family Programming is held at Hilary House on the Sanborn Campus. Please refer to the current group schedule for the most up to date days and times.

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### Visitors and Releases

After admission, you will meet with your primary counselor to review and sign release forms for the family members or supports you would like to have visit. Once these releases are completed, approved visitors will be added to our visitation log.

Only individuals who are listed on this log and have a current, valid release on file are permitted to visit.

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### Visitor Expectations

To help keep everyone safe and comfortable, visitors may be asked to leave if they appear to be under the influence of substances, show signs of possible substance use, or have a noticeable odor of substances.

In addition, if a support person or patient displays inappropriate or concerning behavior, they may be asked to leave Family Programming. Examples include, but are not limited to:

- Disrupting other patients or visitors
- Excessive or inappropriate physical contact
- Violations of confidentiality

Management will review each situation to determine whether the individual may continue participating in the patient's treatment process.

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### **Eligibility**

All patients are eligible to participate in Family Programming visits, including those on Eclipse or on restriction.

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### **Room Assignments**

Room assignments are made by the management team and may be based on clinical, medical, or operational needs. Assignments are not made according to personal preference, as Horizon Village is a residential community that encourages inclusion and shared responsibility among all patients.

Your room assignment may change during your stay. While we understand this can be inconvenient, room changes are a normal part of living in a community residence.

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## **Residential Room Checks & Searches**

Horizon Village reserves the right to conduct room checks & searches, touchless searches, and gown searches at any time during admission and treatment. These searches ensure a safe, clean, and recovery focused community.

All searches are conducted respectfully.

Refusing to participate appropriately in any search may result in discharge.

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### **Contraband Response**

If staff find contraband during a search, the response depends on the type of item:

- Non dangerous items (such as phones or cigarettes) are collected by staff, and clinical or medical staff are notified.
- Dangerous items (such as drugs, weapons, paraphernalia, or self harm tools) are reported to management immediately, and law enforcement may be contacted.

You may be required to meet with Clinical Management before returning to the community.

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## **Breathalyzing**

Breathalyzing is completed at admission and anytime a touchless search is done. It may also be used at any point during treatment if clinical or medical staff feel it is necessary based on patient behavior. This helps ensure a safe environment and supports your recovery.

## Toxicology

All patients may be asked to provide urine toxicology screens during treatment. These screens help monitor substance use and medication adherence and are part of supporting your overall recovery. A urine screen is collected when you are admitted and may also be collected randomly throughout your stay.

Horizon Village uses a trauma-informed approach during all toxicology procedures. In certain situations, if clinically necessary, staff may request a supervised tox screen. This will only be done with your consent and in a trauma-informed, respectful manner.

If a urine screen shows positive results, whether expected or unexpected—it may be sent to a laboratory for confirmation to ensure accuracy.

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## Medications & Medical Appointments

### Medication Procedures

Horizon Village is a self-administer facility. You take your own medications under the supervision of nursing or behavioral health staff.

You are responsible for knowing what you take, why you take it, the dose, and any possible side effects.

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### ID Requirement

Please have your provided Horizon ID badge available every time you receive medication.

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### Medication Times

Medication times are posted on the Health Office door and must be followed.

Missing medication hours may result in a RIB.

Only one patient is allowed in the Health Office at a time, so brief wait times may occur.

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### Patient Medication Responsibilities

You are responsible for:

- Following provider instructions to support your health
- Taking medications only as prescribed
- Reporting any side effects or concerns
- Asking questions when you need clarification

- Obtaining a medical order/prescription from your provider for any medication including OTC medications
- Not diverting medications in any way (e.g., “cheeking,” “palming,” “pocketing”)

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## Medication Costs

Some medications or copays may not be covered by insurance. You will be informed of any out-of-pocket costs and must sign a consent if you choose to proceed.

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## Medical Appointments

### Outside Appointments

Outside medical appointments are scheduled only when medically necessary.

Discuss all appointments with Nursing and your primary counselor so transportation and required paperwork can be arranged.

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### On Campus Appointments

On campus appointments may include the physician, Nurse Practitioner, counselor, or financial counselor.

Patients are responsible for checking the daily schedule posted in their building and attending all assigned appointments.

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### Medication Review

During provider appointments, you can discuss your medication plan or concerns. If changes are recommended, staff will work with you to determine the most appropriate approach.

Providers carefully assess the risks of medications that may impact recovery, such as:

- Benzodiazepines: Xanax, Ativan, Klonopin, Valium
- Stimulants: Adderall, Concerta, Ritalin, Vyvanse
- Other medications: Gabapentin, Seroquel, Wellbutrin

The provider makes the final decision on what medications are clinically appropriate.

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## Program Attendance

Patients are encouraged to take part in all program groups, activities, individual counseling sessions, and scheduled appointments. If at any time you have concerns or questions about any part of your treatment, please share them with your treatment team—we are here to support you.

Your length of treatment will be based on your individual needs and progress. Within the first 24 hours of admission, you will meet with a counselor to create a treatment plan that outlines your personal goals. You will review this plan regularly—at least every 30 days—to check your progress and make any updates needed. Throughout your stay, you will work closely with your treatment team to prepare for a successful and supportive discharge.

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### Group Attendance

- When you enter the program, you will receive a group schedule that lists all group times, locations, and facilitators.
- As part of your treatment, you are expected to attend all scheduled groups and activities. Please note that any unexcused absence from group will result in a Full Day Restriction.
- If you are completing chores, meeting with your counselor or nurse, or returning from an approved off site outing, you will not be able to join a group if you arrive more than five minutes after it begins. In these situations, please go to the designated area of the facility until the group ends.
- If you have a scheduled pass during group time, you are expected to attend group until it is time to leave for your pass.

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## Recovery Interfering Behaviors (RIBs)

Recovery Interfering Behaviors (RIBs) are actions that may disrupt treatment progress. Tracking RIBs helps patients and staff identify areas of concern, build accountability, and support positive change. Some RIBs may result in temporary restrictions, and repeated behaviors may lead to additional clinical interventions.

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## Common RIBs

Behavior	Description
Food/beverages outside Dining Hall	Having items other than water outside designated eating areas
Late to group / missing group	Not arriving on time or missing without approval
Not completing chores	Not completing chores or securing coverage
Inappropriate interactions	Disrespectful or inappropriate behavior toward peers or staff
Backing out of commitments	Not following through on assigned responsibilities
Out of bounds	Being in an unauthorized area
Returning late from pass	Returning after the scheduled time
Missing or arriving late to appointments	Missing scheduled treatment or medical appointments
Late for medications	Missing assigned medication times
Not following toxing policy	Not completing required drug testing procedures
Entering another patient's room	Being in another patient's room or unassigned wing
Disrespect toward peers or staff	Verbal or behavioral disrespect
Possession of contraband	Having prohibited items
Not following treatment plan	Not meeting treatment expectations
Violating nicotine policy	Not adhering to nicotine dosing rules

## Nicotine Policy: RIBs and Restrictions

Certain nicotine-related items are not permitted. A tiered system is used to respond to violations. Patients remain eligible for Nicotine Replacement Therapy (NRT) even if removed from the Nicotine Dosing Program.

## Category 1 Violations

Examples: Lighters, nicotine lozenges, similar items (not all inclusive)

Violation	Response
1st	3 Full Day Restriction, RIB, removal from dosing remainder of day
2nd	5 Full Day Restriction, RIB, removal from dosing remainder of day
3rd	7 Full Day Restriction, RIB, removal from dosing remainder of day
4th	Clinical Evaluation, 7 Full Day Restriction, RIB, 7-day suspension from dosing
5th	Permanent removal from dosing program, Clinical Review for discharge

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## Category 2 Violations

Examples: Cigarettes, vapes, nicotine gum, chewing tobacco (not all inclusive)

Category 2 items involve active tobacco or vaping use and carry stronger consequences.

Violation	Response
1st	3 Full Day Restriction, RIB, Treatment Agreement, Tag Demotion, removal from dosing remainder of day
2nd	Clinical Evaluation, 7 Full Day Restriction, RIB, Tag Demotion, removal from dosing remainder of day
3rd	Tag Demotion, Permanent removal from dosing program, Clinical Review for discharge

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## Additional Guidelines for Category 2 Items

If multiple Category 2 items are found, the normal Category 2 consequence will apply, and each additional item will result in extra restrictions. When Category 1 and Category 2 items are found together, consequences for each category are applied separately. Additional full day restrictions may also be added based on the number and type of items found.

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## Restriction Policy

Certain behaviors may result in a restriction, which is a temporary loss of privileges and may be issued in set multi-day durations.

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## When a Restriction Begins

- Starts immediately and lasts the rest of the day
- If issued after 10:00 PM, it begins the next day

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## Examples

Scenario	Restriction Timeline
Issued Monday 11:00 AM (3 day)	Mon (remainder), Tue, Wed → Privileges return Thu
Issued Monday 11:00 PM (3 day)	Tue, Wed, Thu → Privileges return Fri

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## Props

Props are given to recognize positive choices and efforts that support your recovery. They help reinforce healthy behaviors and encourage continued progress.

Props are recorded electronically and can be applied toward a Special Privilege Pass (SPP), which offers additional privileges.

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## Chores

Patients are responsible for completing daily chores, which are assigned weekly on a rotating schedule. Chores should be completed on time, and patients must initial once finished.

If you will be away during your chore time, you are responsible for arranging coverage. Please complete the Chore Swap Sheet located in the black binder outside the front office and submit it to staff.

Completing chores help maintain a clean, comfortable community environment and shows the ability to manage Activities of Daily Living (ADLs), which are important both during and after treatment.

If a chore is assigned to two patients, both patients must be present and complete the chore together.

If you are unable to complete a chore due to a documented medical reason, please notify staff so accommodation can be arranged.

## Linen and Laundry Guidance

- Linen exchange: Linens must be turned in on the designated linen exchange day.
- Facility bedding: Patients are not permitted to wash facility sheets or blankets.
- Towels: Patients may wash facility towels as needed during the week, but all towels must still be exchanged during the regular weekly linen exchange.
- Laundry boundaries: Do not do laundry for other patients.

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## Meal Attendance and Guidelines

Attending all meals is mandatory. You are not required to eat, but you must be present so that you have access to meals and remain engaged in the daily structure of the program. If you have any dietary restrictions, please inform Nursing. Nursing will communicate with the kitchen ahead of time to ensure your needs are accommodated.

Please note that the kitchen cannot make changes during mealtimes, so sharing your needs early is important.

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### Dining Rules

- Food and meals must stay in the cafeteria and may not be taken out for any reason.
- If a patient chooses not to attend meals at the designated times, staff are not required to save a meal.
- Patients have ongoing access to snacks and other food items throughout the day.
- The only exception is when a patient is away from the building for an approved appointment, whether internal, external, or for religious reasons.

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## Cell Phones

Patients may use their cell phones during designated times with staff approval. Cell phone use is not permitted during scheduled programming (such as groups), during Med Pass, or while waiting in line for Med Pass.

To protect everyone's privacy, patients may not take photos, record videos, or use video chat features (such as FaceTime) while in the facility.

Failure to follow these guidelines may result in loss of cell phone privileges.

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## Peer Rep Shopping

Weekly shopping runs are available for patients who need personal care items or other small essentials. If you need something purchased, please provide a clear list and the correct amount of money to the peer representatives who are shopping that week.

- Items that are not allowed will be discarded.
- This is the only time patients are permitted to purchase items for one another.
- Staff are not responsible for any money exchanged between peers, so please be sure to send the appropriate amount for your requested items.

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## Wellness Activities

The Wellness Team provides daily recreation, group fitness classes, and one on one training to support your physical health and well-being. Please wear appropriate clothing; closed-toe athletic shoes are required in the fitness room and most classes. Activity schedules vary by building, so check posted information. While equipment is inspected by an outside company, using the fitness room is at your own risk.

Before participating in fitness or recreation activities, you must sign the Fitness Waiver, which explains safety expectations. If you choose not to sign, you will not be able to use fitness equipment or take part in fitness-based activities.

The Wellness Team occasionally offers optional community events that promote healthy, sober fun.

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## Therapy Dogs

Therapy dogs visit the program to offer comfort, support, and positive interaction. To ensure the safety and well-being of both patients and dogs, please follow these guidelines:

- Interact with the dogs calmly. Gentle petting is encouraged; rough play is not allowed.
- If a dog becomes overly excited or uncomfortable, please inform the handler right away. The dog may need a break from the situation.
- Therapy dogs are considered part of our staff and should be treated with the same respect.
- Dogs are not allowed on furniture or in patient bed areas.
- Do not feed the dogs under any circumstances.
- Dogs are not permitted in the dining hall.

If you have any allergies, fears, or concerns, please inform Nursing or your Primary Counselor so accommodation can be made.

# Patient Mail

## Incoming Mail

Mail is delivered to Campus Monday through Friday, except on postal holidays. Staff will distribute your mail, and all mail must be opened with staff present.

Please address incoming mail as follows:

Patient Name

c/o Your building of residence (e.g., Aurora Village)

Building of residence address: see building staff

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## Outgoing Mail

- Patients must provide their own postage.
  - Outgoing mail should be given to Support Staff to be sent with the daily courier.
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## Discharged Patient Mail and Packages

Mail or packages delivered after a patient has been discharged (USPS, Fed Ex, UPS, Amazon, etc.) will be returned to sender. The Campus cannot hold, store, or forward mail due to liability policies.

Not all packages can be returned without a return label. If a package cannot be returned, staff will attempt to contact the discharged patient and/or the support delegate to arrange pickup.

Items marked “not returnable” will be disposed of if not picked up within 24 hours.

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## Address Changes

Patients are responsible for updating their mailing address with all necessary organizations. The Post Office cannot process a Change of Address for this location because it is also used as a business address.

To avoid delays or returned items, patients are encouraged to limit mail sent to the Campus and use their permanent address when possible.

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## FINANCIAL Q&A

### **Q: How are my clinical and medical services covered for Element 2 Rehabilitation?**

A: Your clinical and medical services for Element 2 Rehabilitation are covered through your in-network insurance plan. This may include Commercial (private) insurance, Medicaid, or a Managed Medicaid plan. Our Utilization Review Department regularly communicates with insurance companies to request approval for you to continue treatment.

### **Court Orders:**

If you have a Managed Medicaid plan and a court order for treatment, the insurance must cover the number of days listed in the court order. This does not apply to Commercial insurance plans.

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### **Q: How are my room and board covered?**

A: Room and board can be covered in several ways: through Social Services (DSS), Commercial (private) insurance, Social Security, or Private Pay. (Room and board are not covered by Medicaid or Managed Medicaid.)

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### **Social Services (DSS)**

- The Residential Financial Resource Specialist will help every eligible patient apply for Social Services.
- DSS covers room and board, since Managed Medicaid does not.
- DSS also provides a Personal Needs Allowance (PNA) each month to help with basic needs during treatment.
- You will also apply for SNAP (Food Stamps) to help cover food costs during your stay.
- It usually takes 30+ days for DSS to approve or deny your application.
- If your application is denied, you may be responsible for paying room and board while in treatment.

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### **Commercial Insurance**

- If you have in-network Commercial insurance, it covers your entire residential stay.
- If you have a copay or deductible, you will be notified of the amount before admission.
- If you attend outpatient services while in residential treatment, your commercial plan may charge additional co-pays.

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### **Social Security (SSI/SSD)**

- If you receive SSI or SSD, those funds will be used to pay for your room and board instead of DSS.
- After admission, we will help you complete Social Security paperwork to request an increased rate.

- Social Security may raise your payments to the Congregate Care Level II rate to help fully cover shelter and personal needs.
- This adjustment typically takes 30–90 days to process.
- If you still owe a balance at discharge, staff will meet with you to set up a payment plan.

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### Private Pay

- Private pay applies to patients who do not qualify for DSS or who have an out-of-new insurance plan.
- You are responsible for paying a set daily rate.
- Each month, you will meet with the Residential Financial Resource Specialist to make payment by credit card or money order.
- If you have an outstanding balance at discharge, a payment plan will be arranged.

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### Q: How does PNA (Personal Needs Allowance) work?

A:

- Once you are approved for DSS and we receive payment, you will receive your PNA on a prepaid card.
- PNA is given out once a week.
- The day you receive PNA depends on when your county sends payment, and each county pays at different times.
- You must be in the facility during the week PNA is distributed to receive it.
- If DSS sends payment after you have been discharged, the funds are returned to the county.