

Patient Handbook

Crisis Stabilization

Horizon Village Terrace House



Welcome to Horizon Village Terrace House.

By coming here today, you've taken one of the most important steps toward positive change in your life. We congratulate you on your courage, and we empathize with how difficult this process can be.

Our team at Horizon Village Terrace House are here to support you. We are committed to helping you build a strong foundation for your recovery—one day, and one step, at a time. Our program is designed to support you as an individual, as well as your family and loved ones, as you move through this process.

Recovery is a journey filled with highs and lows. Each step forward opens the door to new opportunities and new beginnings. We hope that Horizon Village Terrace House is the start of a new path.

We encourage you to get to know the other patients in the program and to take advantage of the support, resources, and activities that the program has to offer. You are not alone—community and connection are powerful parts of the healing process.

This handbook will provide you with a general overview of our staff, program expectations, and daily routines. This handbook is meant to guide you, but it is not all inclusive. If you have questions or concerns at any time, please talk with a staff member. We are here to help.

We look forward to supporting you and helping you start on your road to recovery.

Welcome to our community—where healing begins.

~ Horizon Village Terrace House Treatment Team

Detox and Stabilization Services

Horizon Village Terrace House

When you or someone you love is ready to stop using substances, the symptoms of withdrawal can be overwhelming and oftentimes may lead to relapses because the sickness can be severe and uncomfortable. Terrace House offers a safe place for medically supervised withdrawal (detox) from substances such as opiates, alcohol and/or benzodiazepines.

Treatment Includes:

- Development of skills to manage addiction, thoughts, and cravings
 - Coordination with medical providers to prescribe needed medications
 - Interventions to stabilize patients' mental and physical health conditions
 - Incorporate family and community support systems
 - Aftercare planning and linkage with community support
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Detox

Our medically supervised withdrawal (detox) program provides 24/7 medical and nursing staff to safely assist patients who are experiencing withdrawal from substances. Patients receive medications to assist with stabilizing symptoms. Individual and group treatment is available to help patients understand their symptoms and begin developing healthy coping skills. Patients work with their treatment team to identify an aftercare plan to continue to support their treatment goals.

What to Expect:

- Medication protocols utilized to assist with safe detoxification
 - History and physical conducted by medical provider
 - Clinical interventions through individual and group therapy
 - Referrals and linkages to appropriate aftercare treatment programs
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Stabilization

Our stabilization program serves patients who are not experiencing acute withdrawal symptoms but require personalized and holistic care in a residential setting to support their ongoing recovery. Each patient's length of stay is dependent on their specific treatment needs.

Services available in stabilization:

- 24/7 medical and nursing staff available
- Psychiatric and addiction medicine assessments
- Individualized counseling service
- Specialized group therapy
- Family counseling and education groups
- Wellness classes
- Opiate overdose prevention training for patients and their support
- Peer Advocate Services
- Assistance with linkage to aftercare programs

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 your 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

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>

Last updated 5.19.2026

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.

Brandy Vandermark-Murray President The Horizon Corporations 55 Dodge Road, Getzville, New York 14068 716-831-2700	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	Dr. Chinazo Cunningham, Commissioner NYS Office of Addiction Services and Supports 1450 Western Avenue Albany, NY 12203- 3526	NYS Justice Center 161 Delaware Avenue Delmar, NY 12054-1301 Client Abuse/Neglect Hotline 1-855-373-2122
NYS Office of Mental Health Complaint Line 1-800-597-8487	Protection and Advocacy for Individuals with Mental Illness 237 Main Street, Suite 400 Buffalo, NY 14203 716-874-0650 716-874-1322	NYS Office of Addiction Services and Supports Client Advocacy Unit 501 7th Avenue New York, NY 10019 1-800-553-5790	Alliance on Mental Illness: • NYS: 1-518-262-2000 • NYS Helpline: 1-800-950-3228 • Erie: 716-832-4035 • Niagara: 716-754-7742

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

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.

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.

Vulnerable Persons' Central Register (VPRC) 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
- Personal possession of any medication
- 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 or hazardous behavior (e.g., tampering or misuse of electrical outlets, fire starting, etc.)
- Harassment, threats, physical altercations, or property destruction
- 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)
- Disregarding 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
- Failure to adhere to taking prescribed medications resulting in a significant increase in medical or mental health symptoms that impacts the individual's ability to safely participate in programming.
- Use of tobacco/nicotine outside designated areas.
- Possession of unauthorized electronics.
- Violating another patient's confidentiality.
- Entering unauthorized areas.
- Misuse of emergency call buttons.

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.

Minimum Dress Requirements

You are expected to always follow these guidelines.

1. Clothing must always provide appropriate coverage.
 - Tops must have sleeves.
 - Coverage must extend from armpit to armpit.
 - Tops must fully cover the stomach and midriff; crop tops or shirts that expose the abdomen are not permitted.
 - Shorts or skirts may be no shorter than two inches above the knee.
 - Leggings or spandex must be worn with a tunic length top.
 - Rips or tears must not expose areas that should be covered.
 - See through or mesh clothing must have appropriate layers underneath.
2. Shoes must be worn at all times and must be appropriate for the activity (e.g., kitchen chores, recreation).
3. Headgear such as hats, hoods, and caps is not permitted indoors. Exceptions may be made when approved by clinical or medical staff for religious, medical, or other specific needs. At the bedside, patients may wear items such as a do-rag, bonnet, or beanie for comfort.
4. A treatment identification badge or wristband must be worn at all times.
 - This tag reflects your phase in treatment.
 - It is required for medication pass and the nicotine dosing program.

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., race, ethnicity, gender, sexual orientation, gender identity, religion).
- Sunglasses, hats, caps, and hoods may not be worn indoors.
- Clothing, accessories, jewelry, or grooming styles associated with gang activity are not allowed.

This list is not all inclusive. Terrace House 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.

Personal Belongings

We encourage you to pack lightly and thoughtfully for your stay.

Please bring:

- One seasonally appropriate coat or jacket
- 1-2 pairs of flat soled shoes
- 1 pair of shower shoes
- 5-7 shirts, pants, undergarments, sleepwear items, and socks

All clothing must follow the Dress Code Policy.

Any belongings that exceed these limits will need to be picked up within 24 hours, or they will be placed in storage. Any items not picked up within the 24-hour timeframe will be disposed of appropriately.

Please remember:

- Patients may not share, borrow, or sell items.
- Horizon is not responsible for lost or damaged personal property.
 - We strongly recommend leaving valuables, including large amounts of money, at home or with someone you trust.
- Horizon does not store contraband or prohibited items; these items will be disposed of appropriately.

This list is not all inclusive. Horizon reserves the right to prohibit any item as needed to maintain safety and support the treatment environment.

Patient Personal Belongings – Permitted and Not Permitted

Permitted Items on CS1 and CS2 Floors

Category	Items Allowed
Identification & Documents	Identification card, birth certificate, Social Security card, insurance cards
Clothing	Casual clothing, sleepwear, slippers, shoes, etc. (See Dress Code)
Personal Care Items	Personal toothbrush, hairbrush, shower caps, shower shoes
Razors	Disposable razors (kept in staff control area)
Leisure Items	Appropriate books, literature, puzzles
Mailing Supplies	Postage stamps, stationery, envelopes, pens
Toiletries	Personal toiletries in clear, non-aerosol containers (first ingredient must not be alcohol) (Heavily scented products are not permitted)
Travel Containers	Clear travel size bottles for transferring toiletries
Lip Balm	Unopened lip balm
Washcloths	Must be new, with receipt, and in original packaging
Laundry Supplies	Fabric softener, laundry detergent (liquid and/or pods) (no bleach products or powders), laundry basket (non-fabric)
Menstrual Products	Sanitary napkins, tampons
Food Items	Factory sealed, individually wrapped hard candy
Miscellaneous	Plastic hangers
Money	Maximum of \$20 allowed
Bedding	New (still in packaging) standard pillow and/or pillowcase
Grooming Tools	Nail clippers without a file
Seasonal/Outdoor Items	Sunglasses, winter hats, coat, gloves (Refer to Dress Code)

Permitted Items on the CS2 Floor

Items permitted in CS2 may be brought in at admission for ease of transfer from CS1 to CS2. These items will be placed in storage until the transfer takes place.

Category	Items Allowed
Hair & Styling Tools	Hair dryer, curling iron, straightening iron (patients may choose only one tool)
Cosmetics	Makeup and nail polish and nail polish remover (kept in staff control area)
Hair Products	Hair color dye (kept in staff control area)
Grooming Tools	Rechargeable razors with no removable batteries (kept at bedside)
Electronics (Plug In Only)	Plug in alarm clock with radio, plug in personal tabletop fan

Items Not Permitted at Terrace House

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, nicotine pouches	Outside food, drinks, chocolate, soft candy, taffy, gum
Scented products (powders, perfumes, colognes, oils, aftershave, scented lotions, body spray, spray deodorant)	Electronic devices (stereos, cameras, iPads, laptops, smart watches, CDs, DVDs)	Powders (baby powder, foot powder, etc.)
Items with sexual, substance 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.)	Urns or ashes	Tape or batteries
Baseball caps	Artificial nails/nail glue	

Important Notes

- This list is not exhaustive.
 - Any item deemed not allowed will be considered contraband and may be discarded.
 - Terrace House is not responsible for any lost, missing, or discarded items.
 - 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).

Breathalyzing

Breathalyzing is completed at admission and possibly 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.

Residential Room Checks & Searches

Terrace House 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.

Contraband Response

If staff find contraband during a search, the response is dependent 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.

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.

Program Attendance

Patients are expected to attend all program groups, activities, individual counseling sessions, and scheduled appointments. If there are concerns regarding any portion of programming, patients are encouraged to communicate these concerns to the treatment team. The length of treatment is determined by each patient's needs and progress. Within the first 24 hours of admission, all patients will meet with a counselor to develop a treatment plan that outlines goals for treatment. Patients will review the treatment plan as clinically indicated – minimally every thirty days to assess progress – and will continue to work with the treatment team to create a plan for successful discharge.

Group Attendance

Group Attendance Summary

- When you start the program, you will be notified of the group schedule that lists all group times, locations, and facilitators. This is posted publicly throughout the facility.
 - You are expected to attend all scheduled groups and activities.
 - If you are completing chores, meeting with a counselor or nurse, or returning from an approved off-site outing, you cannot enter group if more than 5 minutes have passed since it started.
 - In these cases, you will be asked to go to the designated area until the group ends.
 - If you have a scheduled appointment during group time, you must attend group up until the time of your appointment.
 - If you are given a clinical or medical pass, you must spend that time resting in your room.
-

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 or remove items from the laundry that belongs to someone else.
 - Personal items: Staff are not responsible for lost, damaged, or stolen belongings.
-

Chores

Both floors participate in Unit Clean Up twice a day. CS2 patients are responsible for completing daily chores that they sign up for. Patients are responsible for completing chores in a timely manner.

Men and Women's Wings

There are separate wings with lounges for men and women. Common visitation with each other is permitted in the lounges only, and not in individuals' rooms or bed areas. Men are not allowed in the women's wing or lounge, and women are not allowed in the men's wing or lounge unless a staff member is present the entire time. Appropriate boundaries are enforced and any questionable behaviors will be addressed by counseling staff and can possibly result in disciplinary action.

Drop Offs

Patients are allowed one drop-off of essential items—such as clothing, cigarettes, hygiene products, hard candy, or stationery—during their treatment at Terrace House.

Because space is limited, please be mindful when requesting that family or support bring or send items and ensure there is a review of permitted and not permitted items prior to arranging a drop off.

Drop offs may include items delivered in person or sent through UPS, USPS, FedEx, or Amazon.

All drop-offs, whether hand delivered or shipped, must be approved and scheduled with clinical staff in advance. Any unapproved drop-offs or packages will be declined or returned.

Staff will only accept items that were approved and drop off items will be provided to the patient as staff availability allows.

Family Programming

The Family Program at Terrace House is designed to support the family and friends of patients in treatment. Its purpose is to help loved ones better understand addiction, learn healthy and effective ways to provide support, and build strong listening, communication, and problem-solving skills.

When you enter the program, you will meet with your primary counselor to review and sign visitor releases. Visitors must be added to the weekly visitation log to attend. If a visitor is not listed on the log or does not have a current, valid release on file, they will not be permitted to visit.

Visitors who arrive under the influence will not be allowed to participate in programming. Clinical staff will assess their safety for transportation, and if needed, staff can help arrange a ride home. Their future participation in your treatment may be reviewed by management and clinical staff.

Currently, only CS2 patients are eligible to participate in group-based Family Programming. However, all patients may involve family members through individual family sessions with their primary counselor.

Recovery Interfering Behaviors (RIBs)

At Horizon Village, our programming is designed to support your recovery by helping you build personal accountability and responsibility through action. One of the tools we use to support this process is a RIB log. This log helps the treatment team track behaviors that may either support progress or indicate areas where you may need more guidance.

A RIB, or Recovery Interfering Behavior, is any action that could negatively affect your recovery. The goal is not to punish, but to help you understand how behaviors connect with thoughts and emotions—and how making different choices can support positive change.

Why RIBs Matter

RIBs help your treatment team:

- Identify patterns that may be getting in the way of your progress
 - Offer support and interventions when needed
 - Encourage personal responsibility and healthy decision making
-

Restrictions Connected to RIBs

Some RIBs automatically come with a restriction, which means certain privileges may be temporarily paused for a specific period of time. These restrictions are designed to create space for reflection and growth. Ongoing or repeated behaviors may result in further treatment interventions, up to and including discharge if necessary.

Examples of Common RIBs

Behavior	Description
Having food or beverages (other than water) outside of the dining hall or lounges.	Eating or drinking in unauthorized areas.
Being late to group or missing group	Arriving after the start time or not attending scheduled programming.
Not completing assigned chores or arranging appropriate coverage	Failing to complete responsibilities or secure coverage when unable.
Inappropriate interactions with peers or staff	Engaging in disrespectful, boundary crossing, or otherwise inappropriate behavior.
Backing out of commitments	Not following through on agreed upon responsibilities or activities.
Being out of bounds	Entering areas, you are not permitted to be in.
Returning late from an outside appointment	Missing scheduled return times.
Missing an appointment	Not attending a scheduled appointment without proper notice.
Being late for medication pass	Arriving after the designated medication administration time.
Wearing unapproved headgear in unauthorized areas	Wearing hats or other headgear where it is not permitted.
Not following the Toxing Policy	Failure to comply with facility toxing procedures.
Entering another patient's room or bed area	Being in another patient's private space without authorization.
Disrespect toward staff or peers	Speaking or behaving in a disrespectful or hostile way.
Possessing contraband	Having items that are not permitted in the facility.
Not following your individualized treatment plan	Not completing required treatment steps or recommendations.

Not following the Tobacco Limited Program	Violating the rules of the tobacco harm reduction program.
Not following the dress code	Wearing clothing that does not meet program expectations.
Rearranging furniture without permission	Moving or altering furniture setups without staff approval.

RIBs and Restrictions Related to Tobacco Harm Reduction

Infringement	Restriction	Additional Requirements
1st Infringement	RIB + removal from dosing program for the remainder of the day	None
2nd Infringement	RIB + removal from dosing program for the remainder of the day + 1 full day	Treatment Agreement required
3rd Infringement	RIB + removal from dosing program for the remainder of the day + 2 full days	Clinical Evaluation required
4th Infringement	Permanent removal from dosing program	Clinical Review for possible discharge

How Full Day Restrictions or Suspensions Work

Full day restrictions are given in full-day increments and include:

- The rest of the day the restriction is assigned
- Each full consecutive day that follows

Example:

If a patient receives a 1-day restriction on Monday, March 1st at 9 a.m.:

- The restriction applies for the remainder of Monday, March 1st
- And for the full day on Tuesday, March 2nd
- The patient is off restriction on Wednesday, March 3rd

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 and can be applied toward an item from a prize box or additional privileges.

Both Props and RIBs, along with any related interventions, follow you from CS1 to CS2, ensuring consistency throughout your treatment experience. Props do not transfer to Horizon Residential programs.

Patient Mail

Incoming Mail

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

Note: Mail received from a previous patient who discharged from Horizon Village within the past thirty days will be read with the patient's primary counselor.

Please address incoming mail as follows:

Patient Name
c/o Terrace House
291 Elm St
Buffalo NY 14203

Outgoing Mail

- Patients must provide their own postage.
 - Outgoing mail should be given to Support Staff to be sent with the daily courier.
-

Discharged Patient Mail and Packages

Any mail or packages delivered after a patient has been discharged (USPS, FedEx, UPS, Amazon, etc.) will be returned to the sender.

Terrace House does not hold or forward mail for discharged patients due to safety and liability reasons.

If any mail or package is labeled "not returnable," it will be held for 24 hours. If it is not picked up within that time, it will be disposed of appropriately.

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 Terrace House and use their permanent residential address when possible.

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.

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 access to snacks and other food items throughout the day.
 - The only exception is when a patient has been provided with an internal medical pass, for religious reasons, or for an approved appointment, whether internal or external.
-

Seating During Meals

During mealtimes, patients may be asked to sit at assigned or separate tables to help maintain structure and comfort for everyone.

Telephone Usage Times

CS1 Only

Any phone usage is with clinical staff.

CS2 Only

- In the morning, you can sign up for phone call times. Phone sign-up first come, first serve.
 - Calls regarding coordination of care or necessary drop-offs should be conducted with your primary counselor.
-

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.

Revision Date: 6/2/2026