



## Recovery Plus Adolescent Services Outpatient Programs at Clara's House

1564 County Road 134  
St. Cloud, MN 56303

You may reach the outpatient treatment team by dialing **(320) 229-5199** and one of the following extensions:

*If you will be absent please leave a voicemail with Jake Toratti or Heather Conway-Haehn.*

### **Case Manager**

Jake Toratti, MS, LADC  
ext. 79448

### **Staff Psychotherapist**

Heather Conway-Haehn, MS, LPCC  
ext. 79420

### **Director of Child & Adolescent Services**

Nancy Webster-Smith, MA  
ext. 79934

### **Coordinator of Adolescent Services**

Lorrie Spanier, BS, LADC  
ext. 79922

### **Admissions and Referrals**

Both Outpatient and Residential  
ext. 79888

### **Billing and Insurance**

Kristine Peikert  
ext. 23972

### **Fax Number**

**(320) 229-4999**

### **Evening Outpatient Hours**

Tuesdays: 3:45pm-6:45pm

Thursdays: 3:45pm-6:45pm

Recovery Plus Adolescent Outpatient Program provides primary chemical dependency services which includes mental health services, substance abuse education and relapse prevention.

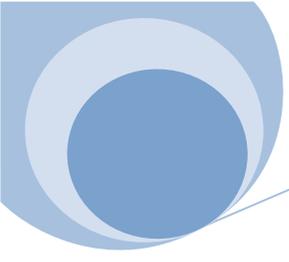
During programming, adolescents are involved in a variety of activities which may include educational lectures, group therapy, recreational activities, family therapy, individual counseling, and assessment.

While a client is involved in programming they will be expected to complete and follow a **home contract** outlining rules and expectations.

As part of the recovery process, clients are required to attend a minimum of **one** AA or NA meetings weekly and **obtain a sponsor**. Clients can attend the AA meeting at Clara's House or attend a community meeting. Clients will need to obtain signature of attendance, and turn into case manager/therapist each week.

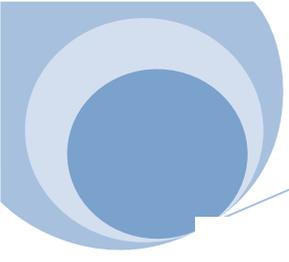
### **Optional Clara's House AA Meeting Wednesdays 6:30-7:30 pm**

Please feel free to call the program's case manager or staff psychotherapist at any time with questions- leave a message if you reach a voicemail and staff will return your calls when available!



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## Mission

As a Catholic regional hospital, we improve the health and quality of life for the people we serve in a manner that reflects the healing mission of Jesus.

## Vision

CentraCare Health will be the leader in Minnesota for quality, safety, service and value.

## Core Values

Patient Centered: Serving patients above all.

Integrity: Adhering to honest and ethical practices.

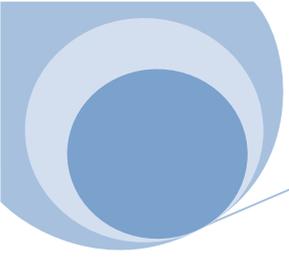
Collaboration: Working jointly with others to improve health and health care.

Compassion: Serving all who seek our care with kindness, dignity, and respect.

Stewardship: Ensuring responsible use of all resources to best serve our communities.

## Recovery Plus Adolescent Services Mission

Recovery Plus Adolescent Services provides therapeutic measures to foster sobriety, serenity, and wellbeing in guiding youth and their families.



## **PROGRAM DESCRIPTION AND SERVICES**

Recovery Plus Adolescent Outpatient Program provides a combination of chemical dependency, mental health, education, and relapse prevention services. During programming, adolescents are involved in many different activities including educational lectures, group therapy, individual and family therapy and assessments.

### **STAFF**

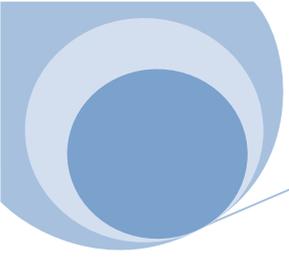
Staff consists of a full-time Case Manager, full-time Staff Psychotherapist, and other client consultants. All employees receive training in St. Cloud Hospital Policies and Procedures and in specific areas necessary to complete their job responsibilities.

Case Managers are responsible for coordinating the development of the treatment plan for each client and facilitating or co-facilitating groups. The Case Managers write reviews and review each client's progress and maintain the treatment program within the unit. They also update the clinical team on client progress daily and ensure communication between staff, clients, and guardians.

Psychotherapist is responsible for completing a Diagnostic Assessment, Individual and Family therapy (as needed), facilitating or co-facilitating groups, and assessing need for referral for medication management.

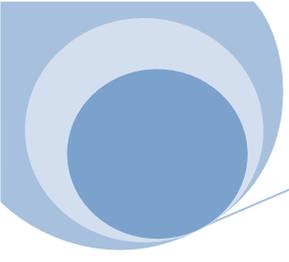
### **CONSULTANTS**

Recovery Plus Adolescent Services provides clients with access to representatives of other resources including the Central Minnesota Sexual Assault Center, spirituality, grief and loss, anger management, clergy, personal health, Alcoholics Anonymous, Narcotics Anonymous, and Ala-Teen.



## EVENING OUTPATIENT SCHEDULE

<b>Time Increment</b>	<b>Tuesday</b>		<b>Thursday</b>
<b>3:45</b>	<i>Start of programming Assignments/snacks</i>		<i>Start of programming Assignments/snacks</i>
<b>4:00- 5:00</b>	<i>Reading/Check-in/Therapy Group</i>		<i>Reading/Check-in/Therapy Group</i>
<b>5:00-5:15</b>	<i>Break</i>		<i>Break</i>
<b>5:15-6:00</b>	<i>Lecture/Education</i>		<i>Lecture/Education</i>
<b>6:00</b>	<i>CD Group</i>		<i>CD Group</i>
<b>6:45</b>	<i>End of Programming</i>		<i>End of Programming</i>



### **Client Searches:**

The purpose of client searched is to ensure a safe and therapeutic environment for all clients. Searches of a client's belongings may be conducted at any time. Recovery Plus Adolescent Services staff may conduct a more thorough search of a client if reasonable suspicion exists that the client possesses contraband. If a client refuses to consent to a proper request to conduct a search, he or she may be asked to leave the facility and may be discharged.

### **Canine Searches and Contraband:**

Gaining the tools to obtain recovery and safety is a focus for you while at Recovery Plus Services. Thus, we want to inform you that we use canine inspections of our treatment and board and lodge facilities on a random basis to help keep our facilities free of contraband and substances. If you are aware of any contraband and substances, please take the time to inform a staff member. Substances found because of canine searches will be dealt with on a case by case basis and could result in discharge from treatment.

### **UA Policy:**

Clients participating in the Adolescent Program are subject to random supervised UAs. The monitoring of a client's chemical levels is an important way for the staff at Recovery Plus Adolescent Services to establish a baseline for each client and to determine whether the client is continuing to use chemicals. A client who is unable to provide a urine specimen within the session of being asked to do so shall be considered as refusing to submit the specimen. A client who refuses to comply with UA requests will may be discharged from the program.

### **Client & Visitor Conduct:**

**The CentraCare Campus is a tobacco-free environment, smoking is not allowed on the grounds, in your personal parked vehicle on grounds, or in the building.** Alcohol and chemical substances are also prohibited on the premises. This is also very important in supporting the adolescents in their early recovery as tobacco and chemicals can be triggers for them to want to use.

Any client who is exhibiting the following behaviors will be asked to leave: disruptive to the facility, appearing to be under the influence of any substance including alcohol, bringing in contraband including matches or lighters. Please ask staff if you have any questions. Thank you for helping us keep our unit safe.

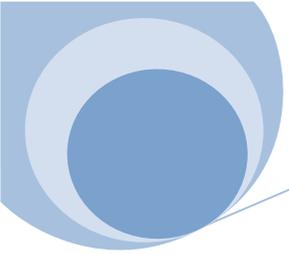


**Nutrition and Health:**

For safety and sanitation, visitors and clients are asked not to bring any food or drink items into the facility. A snack and beverage will be provided during each session.

**Treatment Reports:**

Reports will be written outlining the issues the client is dealing with, a plan for treatment, and client progress. The client will have an opportunity each week to review the treatment plan. After reviewing a treatment plan, the client will be asked to sign it. The client does not have to agree with the content of the treatment plan. By signing the treatment plan, the client is simply indicating that he/she has reviewed its content. Clients will be given a copy of this treatment plan.

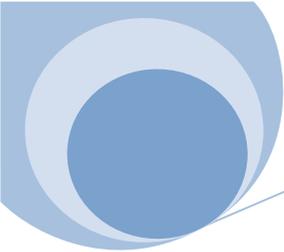


## **CLIENT EXPECTATIONS**

- Abstain from all non-prescribed mood-altering chemicals and take prescription medications as prescribed
- Refrain from being in possession of any contraband including tobacco products, lighters, matches, drugs, alcohol, medications, and paraphernalia while at Clara's House as they are not allowed on Clara's House property and law enforcement may be contacted
- Make positive choices while participating in programming including avoiding negative/using peers and negative/using situations
- Attend a minimum of 1 AA/NA meetings each week, obtain a sponsor, and keep a written log of meeting attendance
- Attend all program meetings. If ill or unable to attend, contact case manager **BEFORE** programming begins or absence will be unexcused. After **One** unexcused absences you will be meet with clinical team and family to discuss other program opportunities or being discharged from this program.
- Attend school and appropriately participate in class both behaviorally and academically.
- Complete, sign, and turn in Home Contract into programming and follow contract while involved in program
- ***Respect confidentiality at all times***
- Use appropriate verbal, physical, and emotional expression
- Follow an honesty program at all times
- Refrain from forming romantic, physical, or sexual relationships with other clients in the program
- Follow the NO TOLERANCE policy for violence and weapons, if found in possession of weapons or engaging in violence or threats, law enforcement will be contacted and will result in unsuccessful discharge from the program
- Refrain from bringing in any outside food or beverages
- Wear appropriate clothing and jewelry while at programming- nothing related to drugs, gangs, or violence; no cleavage, no sagging pants, no hats or hoods
- Refrain from transporting other clients to or from programming
- Belongings may be searched at any time
- Cell phones and all other electronics are not permitted and will be turned in to staff and returned at the end of programming
- Complete UAs and breathalyzers as requested by staff
- Work with counselor to develop and review treatment plan and complete treatment assignments, all assignments will be completed during program hours

### **Failure to comply with program expectations and rules may result in any of the following**

- Removal from Clara's House
- Law enforcement notification
- Being placed on hold from the program
- Meeting with program staff and parents/guardians
- Increase in level of care
- Unsuccessful discharge



## **PARENT/GUARDIAN EXPECTATIONS**

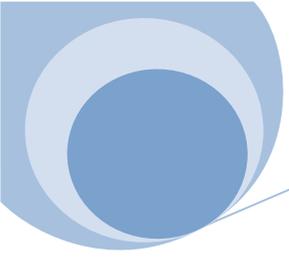
Your adolescent has been referred to a chemical dependency outpatient treatment program at Clara's House. This referral may have come from you, school, probation, social services, or some other source. These programs can be difficult for adolescents because of the responsibility they have in completing treatment expectations while living at home, going to school, and socializing with peers. **Your child will be asked to do the following:**

- Avoid negative and/or using friends and situations
- Attend AA/NA meetings weekly and obtain a sponsor
- Complete treatment assignments and abide by the rules of this program.
- Attend school and comply with academic and behavioral expectations.

If your child is not able to maintain these responsibilities, he/she may be discharged and referred to a more intense level of care. It is important that you, as a parent/guardian, support your child in this journey. It is also important that you attend a parent education/support group (Example: Al-Anon) to gain a better understanding of addiction and the tools needed for your child to be successful in recovery. This program is a chance for your child to make significant life changes to facilitate a journey to a happy, healthy, and successful life.

**Below are a few expectations we have put in place for you, as a parent/guardian, to support your child throughout the treatment process:**

- **Attend one family session with psychotherapist and follow recommendations.**
- **Clients may transport themselves to programming with parent/guardian permission otherwise it is expected that a parent/guardian will transport their child to each session, assessment, treatment plan review, and/or meeting.**
- **Never transport other clients to or from programming.**
- **Complete and sign your child's Home Contract and to be turned in to case manager within 1 week of admission into programming.**
- **Hold your child accountable to the "Client Expectations", "Home Contract", and inform case manager of your child's progress at home, academically, and behaviorally.**
- **Provide a chemically-free environment.**



## **Recovery Plus Client Bill of Rights**

Recovery Plus accepts all major insurance as well as consolidated funding. All billing is done through the billing office at St. Cloud Hospital. Charity Care may be available for hardship circumstances. This information can be accessed by speaking with your case manager.

Recovery Plus is a 12 Step Program and promotes the fellowship of AA, NA, and CA. Co-occurring mental illness is addressed in group and educational formats and psychiatric consultation is available.

St. Cloud provides an array of health and social service options and information concerning these services will be provided upon request.

You may obtain a copy of the rules and professional conduct from the Public Documents Division, Minnesota Department of Administration. It should include the current address and telephone number;

You have the right to report complaints to the commissioner, Minnesota Department of Health. It should include the current address and telephone number;

You have the right to reasonable notice of changes in counseling services or charges;

You have the right to complete and current information concerning the counselor's assessment and recommended course of treatment, including the expected duration of treatment;

You may expect courteous treatment and to be free from verbal, physical, or sexual abuse by the counselor;

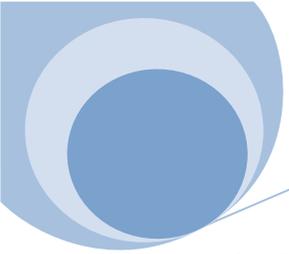
Your records and transactions with the counselor are confidential unless release of these records is authorized in writing by you, or otherwise provided by law;

You have the right to be allowed access to records and written information from records per Minnesota Statutes, section 144.335;

You have the right to coordinated transfer when there will be a change in the provider of services;

You may refuse services or treatment, unless otherwise provided by law; and

You may assert your rights without retaliation.



### **INVOLVEMENT OF LAW ENFORCEMENT AND/OR ST. CLOUD HOSPITAL SECURITY**

Recovery Plus Adolescent Services staff will do their utmost to manage all situations regarding clients while they are involved in our program. The following criteria will be utilized to guide staff in determining the need to involve Law Enforcement directly.

1. The situation is deemed to be jeopardizing to safety of clients, staff and/or community and the resident cannot be redirected or the situation deescalated with all available program resources and/or capability of the program to maintain safety;
2. If a client leaves the facility grounds without approval and it is determined by program staff that the program resources are inadequate and/or the circumstances have moved beyond the capability of the program staff to keep the client or others safe;
3. If a reportable offense has occurred such as assault, harassment, or other violation of the law that requires Law Enforcement intervention or involvement;
4. Existence of an emergency requiring assistance in Emergency Management;
5. If the program is required to make a mandated report to Law Enforcement. In these situations, parents/guardians may not be notified as dictated by statute;
6. If the situation requires removal of the client from the program for safety reasons and is beyond the capabilities of the program to transport the client.

### **Mandatory Reporting of Maltreatment of Minors:**

All Recovery Plus Adolescent Services administrators, supervisors and direct care staff are mandated by law to report suspected neglect, physical abuse or sexual abuse. All staff are trained and updated yearly in the Maltreatment to Minors Act. Whenever maltreatment is suspected or observed, whether it occurred within Recovery Plus Adolescent Services or occurred off site, a report will be made to proper authorities. Depending on the circumstances, this report may be made to local Law Enforcement, County Human Service or State Departments of Human Services.

### **Grievance Procedure:**

We hope that our stay at Recovery Plus Adolescent Services goes well. In the event, you have a complaint or criticism of a policy, procedure, or staff action, the following can be used to address the issue:

1. Speak directly to the person.
2. Client/Parent/Guardian can speak directly to Lorrie Spanier, Coordinator of Recovery Plus Adolescent Services, or Nancy Webster-Smith, Director of Child and Adolescent Services
3. Write the complaint/criticism and direct it to Lorrie Spanier or Shawn Franklin and any staff member can be asked to forward it to them.
4. Request for assistance in developing or processing the grievance can be asked of any staff member without fear of reprisal.
5. Client/Parent/Guardian can expect a verbal or written reply within three business days after the grievance has been received.
6. If none of the above procedures have met with satisfactory results, he/she can contact the Quality Resource Department at St. Cloud Hospital (320) 255-5651 and file a formal complaint.

Further assistance/inquiry or complaints can be directed to the following:

Department of Human Services  
Division of Licensing  
Human Services Building  
444 Lafayette Road  
St. Paul, MN 55155

Board of Medical Examiners  
2700 University Avenue West,  
Room 106  
St. Paul, MN 55114

Office of Health  
Facility Complaints  
717 SE Delaware Street,  
Room 232  
Minneapolis, MN 55440  
(612) 623-5562

