Dacotah Recovery Center

Member Handbook

Address: 522 West Arbor Avenue, Bismarck, ND 58504

Phone Number: 701-255-6402

Member Phone Number: 701-255-7846

Recovery Center Director: Orla Smith

This Recovery Center is managed by:

Dacotah Foundation

600 South 2nd Street, Suite 308

Bismarck, ND 58504

701-223-4517

The Recovery Center is a contracted entity of the Department of Human Services:

HSC Contact Information:

Trista Schander 701-328-8887

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**Welcome*,*** we are glad you are here! This handbook will provide you with information that we hope will make your membership at Dacotah Recovery Center helpful and fulfilling.

Dacotah Recovery Center (referred to as the Recovery Center from this point forward) is committed to serving area adults with mental illness in either acquiring or rebuilding social skills and providing educational classes necessary for successful inclusion in the community while continuing your recovery journey. The Recovery Center provides the opportunity to participate in a variety of social activities each month, either free of charge or at a minimal cost.

# **Mission Statement**

The Recovery Center is committed to delivering recovery-based services that promote feelings of self-worth, self-respect, independence, choice, and hope to people with mental health challenges, enabling them to live meaningful lives in the communities of their choice while striving to achieve their full potential.

# **Beliefs and Principals**

The Recovery Center is anchored by the belief that recovery is possible.

While the recovery process is unique for every individual when dealing with mental health challenges, there are some guiding principles that can help an individual’s recovery journey go more smoothly, for the recovery process is never-ending. These guiding principles are general, but when applied to the individual in their own unique way, they can help advance their recovery. When using these principles, it is important to make them as personal to the individual as possible.

The Recovery Center integrates *SAMSHA’s 10 Guiding Principles of Recovery* throughout the Recovery Center’s environment.

They are:

\*Self-Direction \*Strengths-Based \*Person-Centered

\*Peer Support

\*Empowerment

\*Respect \*Holistic

\*Responsibility \*Non-Linear

\*Hope

Along with these 10 guiding principles, the Recovery Center believes in the holistic needs of members by emphasizing four major dimensions that support a life in recovery.

They are:

\*Health \*Home \*Community \*Purpose

These are addressed by educational programming; weekly Peer Support and Recovery Education groups, guest speakers, conferences, and social/recreational programming both in and out of the center. Thus, fostering recovery skills, developing support networks, improving daily living and social interaction skills, and developing and engaging in recreational outlets.

The Recovery Center also believes that

* Access to the Recovery Center’s services should be easy.
* Members should be active participants in program planning for the Recovery Center and in the development of their own recovery goals.
* Independent functioning and community integration are important to a member’s recovery.
* Continuity and coordination of care within the community are vital. The Recovery Center coordinates with all sectors of the community; public and private psychiatric, state rehabilitation, and business sectors.
* Outreach should be an integral part of the Recovery Center.
* Individual members’ needs and recovery goals should determine the intensity and pattern of the Recovery Center’s involvement.
* The Recovery Center is designed to respond to the needs of its members, not to those of its staff nor the service system in which it operates.

# **Membership Criteria**

To become a member, you must complete a membership application form (see Attachment 1A). There are minimal membership criteria:

* 18 years of age at the time of application
* Self-identified as having a mental illness

You do not need to be a client of the Regional Human Service Center to be a member.

Membership at the Recovery Center is without time limit and services are available for as long as needed.

We request that you update your membership record and any applicable releases of information regularly and especially when information changes.

Members make choices about their level of participation, both in terms of time spent at the Recovery Center, as well as their activity level while in attendance.

The Recovery Center does not discriminate against persons because of race, color, sex, age, disability, national origin, religion, political beliefs, or status with respect to marriage or public assistance.

# **Center Orientation**

* Applications are given to any person expressing interest in becoming a member of the Recovery Center. If the individual meets the eligibility requirements, they are given a tour and an orientation packet which includes:
  + Member Handbook
  + Current calendar and newsletter
  + Resource sheet that identifies services in the area, including local food programs sheet
  + List of Recovery Centers across the state

# **Hours of Operation and Staffing**

The Recovery Center must be open a minimum of forty hours per week; this may include some evening and weekend hours based on member preference. The hours of operation for the Recovery Center are determined with member participation during member meetings. See Attachment 2A for current hours of operation. Hours of Operation will be discussed and amended, as needed, by the members at least twice a year during member meetings.

The Recovery Center will employ a full time Recovery Center Director, a Recovery Coordinator (minimum 20 hours per week), and other part time staff sufficient to provide necessary services. The Recovery Coordinator is required to be certified as a Peer Specialist through a certified training program; this certification will be verified by the local Human Service Center (HSC). Additional employment and personnel policies are available upon request.

# **Member Rights and Responsibilities**

All members have the responsibility to participate in the maintenance, upkeep, planning, programming, and implementation of services at the Recovery Center; as well as being active participants in their own recovery. Each member’s participation makes a difference in the success of the program.

Membership of the Recovery Center gives members the right to:

* be treated with dignity and respect,
* a humane environment that affords reasonable protection from harm and appropriate privacy to members and their personal needs,
* be involved with all policy formation, program planning, day-to-day operations, and staffing patterns,
* access, participate, and volunteer in all activities and programs of the Recovery Center,
* confidentiality,
* not be discriminated against, and
* file complaints without being coerced, intimidated or retaliated against.

And the responsibility to:

* sign in anytime you visit the center,
* treat others with dignity and respect,
* follow all Recovery Center rules and policies,
* maintain appropriate hygiene and attire,
* contribute their talents, opinions, ideas, and grievances,
* help in the general upkeep of the facility and equipment, and
* stay at home when they are sick.

Violation of membership rules may lead to a temporary suspension of membership based on severity. All suspensions of membership will be documented on an Incident Report and follow Incident Reporting procedures.

Center-Specific Rules are posted on the bulletin board and can also be found in Attachment 3A. These rules are formulated by members and reviewed at least once a year at a Member Meeting. All meetings are documented, including a compilation of member comments and votes. Documentation is maintained by the Recovery Center and is open for review.

# **Member Meetings**

The Recovery Center holds monthly membership meetings where all members are encouraged to help assist in researching any areas of interest that are generated at the meeting, reviewing policies and procedures, and is a vehicle to bring concerns and issues to discuss. All meetings are documented, including a compilation of member comments and votes. Documentation is maintained by the Recovery Center and is open for review.

The calendar and newsletters are made available to members and other community agencies either by mail, email, or picking them up.

Community events are also shared through the Recovery Center’s bulletin board, featuring other Recovery Center and agency calendars.

# **Calendar and Newsletter**

The Recovery Center develops a monthly calendar based on member input at the Membership Meetings. The monthly calendar is available 10 days prior to the start of the new month. The Recovery Center newsletter provides a voice for members, as well as for people in the community, to share information on upcoming activities, views, artwork, poetry, and other items which are of interest and value.

# **Peer Support and Recovery Education Groups**

The Recovery Center provides, at a minimum, one weekly formal Peer Support group, as well as one weekly Recovery Education group. Mutual support and peer-to-peer support is encouraged. Monies are set aside for recovery-related training materials/books to be used in the provision of services, as well as staff/member training. Documentation of attendance and summary of group topic/discussion for all groups is maintained by the Recovery Center and is open for review.

# **Social, Recreational, and Educational Activities**

The Recovery Center provides educational, social, recreational, and community opportunities. At least one structured activity will be provided by the Recovery Center daily. These activities form a permanent system of community support that assist members with building a meaningful life in their community, while working on their recovery goals. All activities and attendance are documented. Documentation is maintained by the Recovery Center and is open for review.

The Recovery Center provides computers, email, and internet access for both member and staff use. The Recovery Center also maintains a social media marketing presence (for example, Facebook) where members can view notifications of upcoming activities or cancellations.

# **Transportation**

The Recovery Center may, at times, provide its members with rides to and from scheduled center-sponsored community activities. Members must be physically able to get in and out of the vehicle. If not capable, members will need to seek other modes of transportation to participate in the community activity.

All individuals must wear properly fastened safety belts whenever transportation is provided by the Recovery Center. All State Vehicles are tobacco-free (This includes smoking, vaping or chewing tobacco products).

# **Meals and/or Food Distribution**

The Recovery Center may, at times, offer meals and/or food distribution. See Attachment 4A for current mealtimes and food distribution dates and details.

# **Health and Safety Information**

As a contracted entity of the North Dakota Department of Human Services, the Recovery Center is committed to providing a safe environment and workplace for members and staff. All DHS facilities, contract facilities, and properties are weapons-free, including administrative offices and State Fleet Vehicles. Members, staff, and visitors may not bring guns, knives, pepper spray, Tasers or other weapons into any location, with the exception of Law Enforcement. Anyone who brings a weapon into a location will be asked to remove them to their personal vehicle or residence.

It is prohibited to use, manufacture, solicit, trade, and/or offer for sale alcohol, illegal drugs, unauthorized prescription medication, or intoxicants on or in the property of the Recovery Center.

In the event of an emergency safety protocols and procedures will be followed as directed.

It is the policy of the Recovery Center to utilize Therapeutic Response Intervention to de-escalate a member. Recovery Centers do not utilize physical or chemical restraints and/or seclusion measures during stages of challenging behavior.

# **Guests**

Member guests are welcome at the Recovery Center. Guests must arrive and leave with the member with whom they arrived. Members are responsible to ensure guests are aware of the Center’s rules and guidelines. If the guests are under 18 years of age, the member must be with them at all times. Guests may be asked to leave if they violate rules or guidelines.

# **Tobacco Policy**

The Recovery Center is tobacco-free. This includes chewing tobacco and vaping. The use of any tobacco or nicotine products must be off property. Please be respectful and dispose of your cigarette, chew, or litter in the garbage and not on the property.

Nicotine replacement therapy (patches, lozenges, gum, etc.) and counseling resources are not available at the Recovery Center, but staff can assist you with accessing community resources that are known to be available.

# **Service Animals**

As a contracted entity of the North Dakota Department of Human Services, the Recovery Center is committed to providing reasonable accommodations to persons with disabilities in fulfilling its responsibilities under Section 504 of the Rehabilitation Act and the Americans with Disabilities Act (ADA). Persons with disabilities may be accompanied by working service animals in the Recovery Centers consistent with the provisions of the state policy. Review the state policy for further information or request information from the Recovery Center Director.

# **Incident Reports**

Staff will fill out an Incident Report when a member is asked to leave the Recovery Center or center-sponsored activity due to disruptive behaviors; this includes any temporary suspension of membership. The report will be reviewed by the Recovery Center Director, who will then meet with the member. These reports will be kept in the member’s file and copies will be sent to the Managing Agency and local Human Service Center *(if the member is a client of the Human Service Center and there is a Release of Information).*

# **Grievances**

The Recovery Center is committed to providing quality care and recovery-based services to all individuals. You have the right to be free from discrimination, harm, sexual harassment, sexual abuse and retaliation by other members, staff members, contractors, or volunteers. Individuals have a right to complain and/or grieve services without fear of retaliation or discrimination. You may request a Grievance Form from the staff at the Recovery Center and make attempt to resolve at the lowest possible level. If your complaints or grievances cannot be addressed and satisfactorily resolved with your Recovery Center Director, you have the right to contact its managing agency or the local HSC. Contact information is located on the cover page of this document.

With member-to-member disputes, members are encouraged to settle disputes amongst themselves. When necessary, a formal grievance hearing can be scheduled with the Recovery Center Director.

# **Evaluation of Programming**

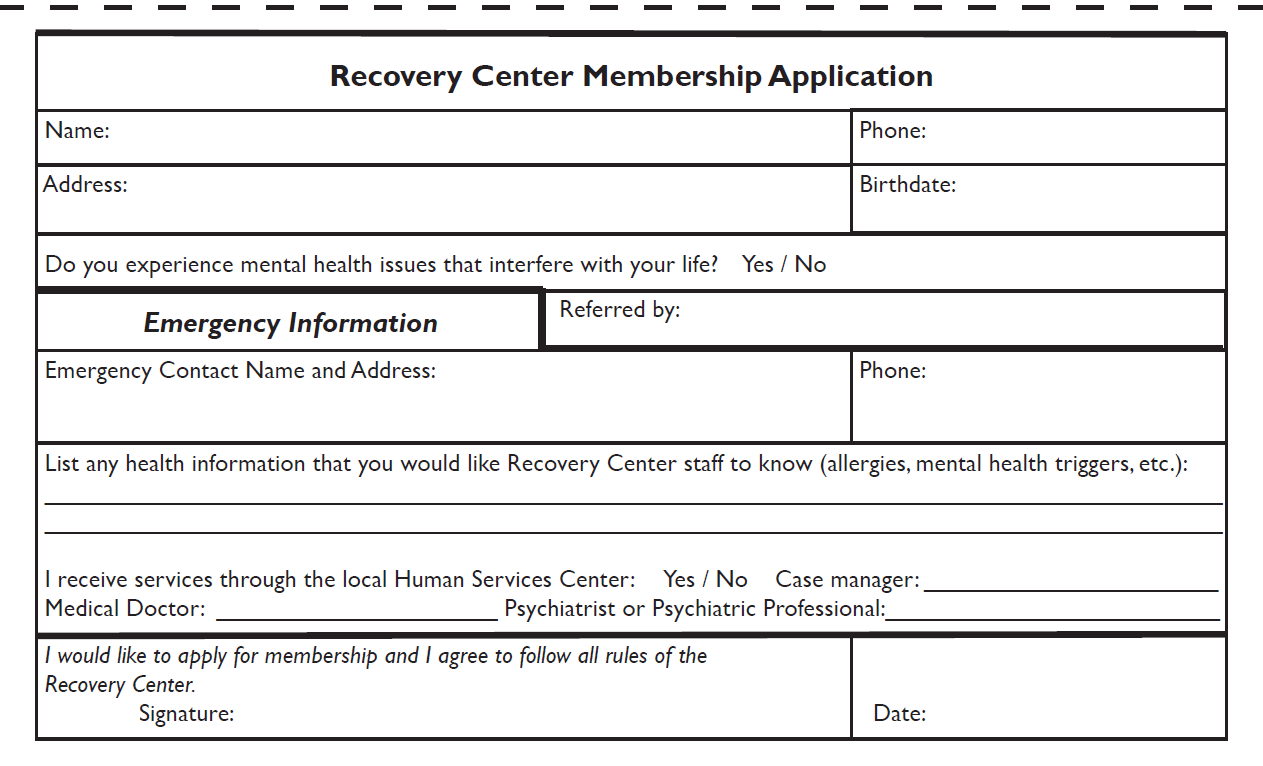
The Recovery Center is required to conduct an annual state-created consumer satisfaction survey. Results of the satisfaction survey must be submitted to the HSC within the first month of completion. No personal or identifying information is included.

The Recovery Center is required to submit Recovery Center Weekly Statistical Reports to the HSC each Monday. No personal or identifying information is included.

The Recovery Center is required to submit state-created Recovery Center Quarterly Outcome Reports to the HSC on a Quarterly basis by the 15th of each subsequent quarter. No personal or identifying information is included.

The Recovery Center must submit an annual contract compliance report to the HSC providing updates and addressing progress made on each of the activities contained in the contract. The report shall be completed and turned into the HSC by August 1st of each year.

# **Attachment 1A -** Membership Application Form



# **Attachment 2A-** Current Hours of Operation

The Recovery Center must be open a minimum of forty hours per week; this may include some evening and weekend hours based on member preference. The hours of operation for the Recovery Center are determined with member participation during member meetings. These are the current Hours of Operation, as determined by the members.

**Sunday:** CLOSED

**Monday:** 8:30 AM – 5:00 PM

**Tuesday:** 8:30 AM – 5:00 PM

Out of Center Activities 5:00 PM-8:00 PM

**Wednesday:** 8:30 AM – 8:00 PM

**Thursday:** 8:30 AM – 5:00 PM

**Friday:** 8:30 AM – 3:00 PM

**Saturday:** CLOSED

# **Attachment 3A -** Center-Specific Rules

In this attachment you will find the member-agreed upon rules for the Recovery Center. This may include information related to phone usage, laundry usage, tv/radio usage, game usage, member to member borrowing, sleeping, substance use, public displays of affection, etc.

**Signing-In**

Members are asked to sign-in each day you visit. If you bring a guest, case manager, family member or volunteer they are asked to sign-in as well. Statistical information from the sign-in book is helpful in planning future Recovery Center events and future funding. The sign-in book is located in the upstairs living room area by the entry.

**Telephone Confidentiality & Usage**

As a courtesy to other members, please limit your telephone conversations to 5 minutes per call. As a general rule, you are asked to respect the confidentiality of other members and not answer questions or give out information about them via the telephone. Telephones are located in the upstairs kitchen and the basement laundry room. It is the responsibility of all members to answer the members’ telephone when it rings.

**Laundry Facilities**

A washer and dryer are available for use by members only. Those using the laundry should sign-up to reserve a time. Those signed up will be given priority. If no one is using the laundry, usage is on a first-come-first-served basis. You must furnish your own laundry soap and remain on the property while your laundry is in the machines. All laundry must be removed from the machines by **4:30pm** **M-TH and 2:30pm Friday**.

The free laundry is a privilege, please take good care of the machines. This includes emptying the lint trap on the dryer and wiping off the top of both machines when you are finished. If you need to use more than one laundry sign-up spot per week/day, please have staff initial the second spot. For your convenience, there is a closet to store your laundry soap and leave it at the Recovery Center. Please label your laundry soap with your name.

**Resource Room**

Several books, magazines and reference booklets are available for members to read. Book check-out is on the honor system, and you are expected to return all materials when finished. Numerous puzzles and table games are also located in the room for use but are not available for member check-out.

Computers are available on a first-come-first-served basis. Please sign-in to use the computer. You are asked to limit your time on the computer to one hour unless no one else is waiting or signed up for the next time frame. A “Be Right Back” sign should be placed on the computer when a break is taken so others know you intend to return. Computer and internet rules are posted in the resource room. Please respect the posted rules to ensure fairness to fellow members and to prevent possible usage restrictions.

**Property Use and Damage**

No illegal activity will be allowed at the Center including the sale or exchange of EBT cards and medication. Solicitation is not allowed at the Center. Members may be held accountable for damages caused to the Center property including building, furniture and equipment.

**Closing and Holidays**

For the safety of our members, the Recovery Center will be closed during inclement weather and when no public transportation is available. If the Recovery Center will be closed due to inclement weather, notification will be given via KFYR (550 AM) radio at least 2 hours prior to normal Recovery Center hours when possible. If you do not listen to the weather and question if the Recovery Center will be closed because of inclement weather, call 255-6402 before leaving your home for the Recovery Center. Also check for Facebook posts and updates.

Check the Recovery Center newsletter and activities calendar for special hours or closing for holidays. Please schedule your transportation arrangements for 1 hour prior to closing.

**For Your Safety**

There are 3 entrance/exit doors in the building. A fire escape route is posted on interior wall near each exit door. Please know where these are in case of fire. Fire extinguishers are located in the northeast corner of the upstairs living room and on the northeast wall of the large activity room in the basement.

A First Aid kit is located in the staff office. Please ask the staff for assistance if you become injured while at the Recovery Center.

For the safety of others, if you or a family member is sick, please use good judgment when considering a visit to the Center.

Roller blades, heelys, skates, skateboards, hover boards or drones are not allowed in the Recovery Center or anywhere on the property. If you choose to wear these devices to the Recovery Center, you must remove them prior to entering the building and have other footwear available to wear once inside.

The staff will not be responsible or take possession of personal property brought to or abandoned at the Recovery Center. We strongly discourage bringing anything of great value to the Recovery Center. We would not want them to be lost or stolen. Borrowing or lending of money or personal items between members is strongly discouraged. We ask members not to request storage of personal property or food in the staff office or refrigerator. The staff will not be responsible for any member's medication or the dispensing of over-the-counter drugs. Staff will not accept delivered medications for members at the Recovery Center.

Members and their guest(s) are not allowed to bring their pets onto the property. An exception will be made for service animals. Please refer to the service animal rules.

**Dress Requirements**

* Clothing considered to be revealing, suggestive, offensive or inappropriate is not allowed
* Shirts and shoes must be worn while on the property
* Members are encouraged to practice good hygiene. If there are concerns with a member’s hygiene, this will be respectfully addressed with the member to offer support and identify barriers and solutions

**Groups**

A variety of groups are offered throughout the week and are noted on the monthly activity calendar. Please note that when groups are in session, use of the kitchen, computer and TVs is not allowed so group attendees have an undisrupted interaction.

**Activity Guidelines**

To participate in activities members must be able to meet the following guidelines:

* Function independently (ie. personal cares, mobility, etc)
* Arrive on time
* Dressed appropriate for weather/activity
* Members who present for an activity who are experiencing mental health or related concerns will be offered staff support and assistance to determine ability to safely participate

The sign-up sheet will indicate if rides are approved for the Bismarck-Mandan area.

**Activity Fees**

Some activities are offered free of charge and others at a reduced rate to members. We have activities out-of-the-Center one to two nights per week (approx. 5-6 hours). There may be times when a fee for the activity will need to be changed based on availability or scheduling conflicts.

Fees for non-refundable or advanced tickets will be collected prior to the event. No checks or charge cards will be accepted for payment.

**Transportation**

Dacotah Foundation is an excellent resource for members to arrange free transportation. Van rides in the Bismarck-Mandan area are offered to Recovery Center members Monday-Friday, on a first-come-first-serve basis. Transportation to medical appointments, Recovery Center, West Central Human Services or for other necessary trips, may be available to members. The following is the process to make transportation arrangements:

* To schedule a ride with the Dacotah Foundation, you must call 701-223-4517, ext. 0 at least one day in advance of when you will need transportation. It is also extremely important that you notify Dacotah Foundation if you cannot keep the appointment. Failure to notify Dacotah Foundation (24 hours in advanced) in the event you need to cancel your ride will result in a no-show. Three no-shows will result in a 2 week suspension from transportation privileges.
* Rides are scheduled on a first come first serve basis. This is a busy schedule so be prepared to be flexible with your scheduled pick-up time.

**Volunteering**

There are many opportunities for members to volunteer their services at the Recovery Center. Please check with the staff if you are interested in volunteering. If you know of others with special talents that might be interested in sharing with our members please let staff know.

**Recovery Center Support Staff**

Staff are here to visit with and assist you with services and available resources. If your membership becomes inactive (over one year with no attendance), staff may ask you to update your membership information and receive orientation to current policies.

Staff strives to create an environment which:

1. Enables and encourages social relationships and skills.
2. Allows participation in activities and experiences
3. Provides support in time of stress and crisis.
4. Offers choice in personal level of involvement in Center activities and services.
5. Offers freedom to exercise all rights and responsibilities
6. Receive and make telephone calls
7. Is free from mental, emotional and physical abuse.
8. Provides access to other agencies for needs and desired services.

**Staff Rights and Responsibilities**

For the protection of the staff and persons we serve, Dacotah Foundation employees must follow our fraternization policy. Dacotah Foundation Personnel Policy states, “It is inappropriate for staff to pursue a friendship other than professional in nature with a client.”

**Grievance Procedure**

Members are encouraged to settle disputes amongst themselves. A mediator will intervene only upon request by both parties involved in the dispute. A formal grievance hearing will be scheduled with the Program Director only if all other means of settlement have been exhausted. A Recovery Center Complaint/Grievance Policy form is available from the staff.

**Waiver of Liability**

This agreement releases Dacotah Recovery Center/Dacotah Foundation from any liability relating to injuries that may occur while participating in our activities, either at or outside the center. By signing this agreement, I agree to hold Dacotah Recovery Center/Dacotah Foundation free from any liability, including financial responsibility for injuries incurred, regardless of whether injuries are caused by negligence.

I acknowledge the risks involved in all the center activities, whether it be an in or out of center activity, including but not limited to vehicle accidents, getting in or out of the vehicle or while in the vehicle. I waive, release, and discharge from any and all liability including but are not limited to liability arising from the negligence or fault of the entities or persons listed as part of this waiver of liability for my death, disability, personal injury, property damage, property theft, or actions of any kind which may hereafter occur to me including my traveling to and from this activity.

THE FOLLOWING ENTITIES OR PERSONS: Dacotah Recovery Center/Dacotah Foundation and its directors, officers, employees, volunteers, representatives, and agents, and the activity holders, sponsors, and volunteers.

I swear that I am participating voluntarily, and that all risks have been made clear to me. Additionally, I do not have any conditions that will increase my likelihood of experiencing injuries while engaging in this activity.

I hereby consent to receive medical treatment which may be deemed advisable in the event of injury, accident, and/or illness during this activity.

Our Dacotah Recovery Center handbook stats that “The Recovery Center provides the members with rides to and from scheduled Recovery Center community activities. (Sometimes returning back to the Recovery Center and sometimes giving rides home). Members need to be independent as far as getting into and out of the van. If not capable, members will seek other modes of transportation.”

By signing below I forfeit all right to bring a suit against Dacotah Recovery Center/Dacotah Foundation for any reason. I will also make every effort to obey safety precautions as listed in writing and as explained to me verbally. I will ask for clarification when needed.

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, fully understand and agree to the above terms.

|  |  |  |
| --- | --- | --- |
| Print name legibly |  |  |
| (Participant’s signature) |  | Date |

I authorize the Dacotah Recovery Center to Photograph me during Center activities for the purposes of display at the Center or in the Newsletter \_\_\_\_\_Yes \_\_\_\_\_\_No

*(Please initial next to your selection)*

# **Attachment 4A -** Current mealtimes and food distribution details.

In this attachment, you will find the details related to what food services, if any, are offered by the Recovery Center, and what day/s of the week they are provided. This may include in-person meals, to-go meals, and/or food baskets.

**Cooking by Individuals at the Recovery Center**

Members are welcome to utilize the kitchen facilities as long as there is no prior organized meal. You must be willing to practice safe cooking procedures, not endanger others and clean up after yourself in a timely manner. Food products abandoned or improperly stored will be disposed of immediately. During times of health concerns, this may be suspended.

**Meals Provided for Members**

Members need to sign-in for meals. Organized meals throughout the month are available to members free of charge. Everyone is expected to put their dishes in the dishwasher and clean up any of their spills.