



PATIENT GUIDELINES

Gosnold at Emerson House

Gosnold's mission is to excel in addiction and mental health treatment, to serve individuals and families affected by these illnesses, and to promote lasting recovery.



YOUR TREATMENT PROGRAM

Our staff includes trained addiction professionals who bring a wealth of knowledge and experience to the Gosnold at Emerson House program. Your treatment team includes counselors, physicians, nurses and recovery aides. Depending on your needs, you may also be seen by our psychiatrist or Psychiatric Nurse Practitioner.



An Overview of the Program

During your stay, you will be involved in different treatment activities. The Gosnold clinical and medical staff utilize many of the current “best practices” in addiction treatment. To have a successful treatment experience, it is important for you not only to attend, but also participate in all groups and activities. All program therapy activities are mandatory. You may only be excused if your counselor or the nurse has approved your absence.

Educational Sessions

Addiction education sessions will help you learn about the disease of addiction, how it is diagnosed and treated, and how it affects you. Our educational sessions are instructive and interactive and draw upon the best current research and the knowledge and experience of our staff. You will also receive information about the medical consequences of addiction, illness associated with addiction, and other related information.

Group Therapy

Each day you will meet counseling staff and other patients to participate in a sharing process to help you develop insights about your addiction. Group therapy can help you explore feelings about your addiction, recognize defenses that contribute to denial, experience, and practice new ways of thinking, feeling and being.

Individual Counseling

You will be assigned a counselor who will be responsible to coordinate and oversee your care. With your counselor you will create a treatment plan to address your specific needs. You will meet your counselor as scheduled times to discuss your illness and progress in treatment.



Psychiatric and Psychological Assessment

If necessary, your treatment team will include meetings with a member of the psychiatric staff. These sessions are based upon your medical history, your use of prescribed psychotropic medications, and your progress in treatment.

Medical Care and Assessment for Medication Assisted Treatment

The staff physician will oversee your medical care. Gosnold nurses are available to meet with you about your medical concerns. During your stay, your treatment team will assess whether the use of addition medications (anti-craving, opiate blockers, etc.) are appropriate; and if so, we will include these medications in your plan of care.

Recreation and Exercise

Physical activity is an important part of your treatment. Staff will help you plan an individual program that may include fitness exercise, yoga, or other activities. The facility has a fitness room with treadmills and other equipment and is available to you during non-therapy times.

Meditation, Spirituality, and Wellness Activities

Your treatment plan will also include sessions to help you manage stress including meditations, spirituality, mindfulness, yoga, and other activities. If you have medical conditions that require special dietary needs, you may meet with the nutritionist. We will make every effort to honor your spiritual or religious preferences by providing the appropriate spiritual supports.

Expressive Therapies

Expressive Digital Imagery (EDI) is a way to experience thoughts or feelings through photography. You will use an iPad to create a digital image that tells your journey in addiction and recovery. Art & Music Therapies may also use to offer alternatives ways to explore feelings & develop self-awareness.

Continuing Care

A continuing care plan will help you continue the progress made during your rehab treatment. Patients who continue in treatment do much better in sustaining their recovery. Your counselor will work with you to develop a suitable plan. This plan typically includes referral to day or evening treatment, an extended rehabilitation program, a transitional living center, outpatient counseling, and AA and NA meetings. It may also include referrals for medical or psychiatric follow-up treatment, fitness club membership, or other life enrichment services that can enhance your recovery.

“You don’t have to
be great to start,
but you have to
start to be great.”
– Zig Ziglar

Smartphone Communication & Recovery Apps

As you near discharge, you will have the opportunity to download applications to your Smartphone to access services that will support your recovery. The ACHES app features recovery stories, discussions boards and postings, and various tools to help you in your recovery. The “OneHealth” app enables you to access information about addiction and recovery, connect with Cataumet Alumni, and post messages.



Discharge and Referral

As you near the end of treatment, your counselor or case manager will help with arrangements for your return home or to the next phase of treatment.

Alcoholics Anonymous and Narcotics Anonymous

AA and NA are important to your recovery. If you have little understanding of 12 step programs, we will help you learn how these programs work. On a regular basis, you will attend a discussion group based on the steps and principles of AA/NA.

Family Support and Educational Program

A supportive and educated family has a positive impact on treatment outcome. In order to achieve the full benefits of our program we ask that your family members participate in individually scheduled family meetings and the biweekly Family Educational Program.

Visiting

Visiting is limited to family members or significant others who are supportive of your recovery. All visiting requires prior approval by your counselor and all visitors must participate in the Family Education program. Please do not tell your family and friends to come and visit you if the visit has not been authorized, as they will be turned away. No one who is under the influence of alcohol or other drugs will be allowed to visit.

“A ship is always safe at shore but that is not what it’s built for.”

– Albert Einstein

Residency Guidelines

PERSONAL POSSESSIONS & RESPONSIBILITIES

It is our goal to make your stay at Gosnold at Cataumet as comfortable as possible. We appreciate your cooperation in adhering to the following guidelines.

Clothing

Clothing should be casual and season specific. Halters or tank tops, short shorts, and clothing with drug or alcohol insignia or those with vulgar or obscene words or pictures, are not permitted. Hats are not allowed and will be stored during your stay. If you have a hooded sweatshirt please do not wear the hood while you are inside the building. Sun glasses may ONLY be worn outdoors. Pajamas and nightclothes are not to be worn in the common areas. Health regulations require that shoe, sandals, or slippers be worn at all times.

Valuables and Cash

You are responsible for your own personal possessions. Since you will not need more than approximately \$20.00 to \$30.00, large amounts of money or valuables should be sent home with your family. Money in excess of that amount will be secured and made available to you on an as needed basis. Gosnold does not assume liability for any loss of your personal possessions. We are not able to cash personal checks.

Radios, Televisions, Cell Phones, iPod, and other Electronic Equipment

An important part of your treatment involves sharing and relating to your peers. Electronic equipment is not allowed except in special circumstances, if approved by your counselor for relaxation, meditation, or instructional purposes. You may not retain a cell phone during your stay. iPod may be used only during exercise times and in the privacy of your room. You may not use an iPod during treatment times and please do not walk around the facility with ear buds. If you do, we may exercise our option to confiscate the device. If you retain your iPod, you do so at your risk and the program will not be responsible for the loss or damage to the device. The televisions in the patient lounges are available during posted viewing times.

Computers

The use of computers is permitted only by staff authorizations and only when absolutely necessary for specific business purposes.



You may have to fight a battle more than once to win it.”

– Margaret Thatcher

Reading Materials

You are encouraged to read assigned recovery material. We have a small library for your leisure reading. Publication glorifying sex, drugs, or violence and scandal type publications are not permitted at Gosnold and will be confiscated.

Assistive Aids and Alternative Materials

If you require special assistance to get the most out of the treatment program, our staff will help. If you have difficulty reading, we may be able to provide audiotapes or set up a peer helper program for you; if you have impaired vision, we can provide large print material; if you are hearing impaired, we can provide audio enhancement devices.

Personal Effects

Perfumes, colognes, aftershaves, curling irons, and scissors are not permitted in your room and will be held for your use. Fire safety regulations prohibit the storage of flatirons in your room. We will store them for you and you may use them upon request. Please see a Recovery Aide to access your patient locker. Hair dryer are permitted in your room, but must be used with caution.

Personal Supply Needs

We will make every effort to see that you have sufficient personal care needs. Some of the items are available at the program.

Personal Housekeeping and Hygiene

You are expected to make your bed each morning and maintain your personal living area in an orderly fashion. The housekeeping department will provide daily vacuuming and other general cleaning. They will respect the privacy of closets and dresser drawers, so you are expected to keep them neat and clean. Maintaining your immediate living area is part of your treatment plan and reflects your personal esteem and respect for roommates and property. Please do not tape or nail anything to the walls.

Please observe infection control guidelines in all areas of personal hygiene. Do not share razors, toothbrushes, or linens and towels.

Do not attempt to clean areas in the bathroom or bedroom that have been soiled by blood or other body fluids. Inform a staff member and they will notify the appropriate personnel.

Laundry

A washer and dryer are available in the building between 2:00 pm until 10:00 pm. Laundry detergent and dryer sheets are provided for all patients at no cost. Keep dirty laundry in a clothes bin or bag in your room. If you need a laundry bag, we will provide you with one.

"Just one small positive thought in the morning can change your whole day."
– Dalai Lama





Mail and Packages

Mail is delivered each weekday and is given to a staff member who will distribute it to you. To ensure safety and security, you will be asked to open mail in the presence of another staff member. Outgoing stamped mail may be given to an RAQ and it will be mailed for you. Stamps may be purchased in the reception lobby weekdays until 4pm. If packages are brought for you by visitors or sent to you by mail, our staff must check them before being delivered to you. No perishable food may be brought into the facility.

For Mailing via USPS:

Your Name

Gosnold at Emerson House

410 West Falmouth Hwy PO Box 810

West Falmouth MA, 02574

For Mailing via UPS or FEDEX:

Your Name

Gosnold at Emerson House

558 West Falmouth Hwy

West Falmouth, MA 02574

Automobiles

Due to limited parking space, patient vehicles are generally not permitted on Gosnold property. If there are circumstances that require you to have a vehicle on the premises, our staff will store the key. Vehicles may not be left on Gosnold property after your discharge and you are responsible for seeing that your vehicle is driven off the property.

*“Don't let what you cannot do
interfere with what you can do.”
– John R. Wooden*

Telephone

There are no phones use during scheduled therapeutic activities. Additional calls, if deemed appropriate for a clinical reason may be arranged with your counselor.

Scheduled phone hours are:

Cell phone use after 1st week: 3:30-5:00pm

Pay Phone: 3:00-10:30pm

Bedtime and Wake-Up Time

Since adequate rest is an important part of your recovery, you are expected to be in your bedroom by 11:00 PM with “lights out” by 12:00 AM each night. In the morning, you are expected to be dressed, have your bed made and be at breakfast by 7:30 AM.

“If you don’t pay appropriate attention to what has your attention, it will take more of your attention than it deserves.”

– David Allen

Emotional Relationships

As you go through the treatment program, you will grow close to your fellow patients through openness and sharing. We encourage this and believe it is an important part of your treatment. However, intimate involvement at this stage of recovery can be a major block to your treatment program. We strongly discourage you from offering fellow patients’ jobs, living accommodations, or money. Romantic relationships can undermine your recovery program. If our staff observes you associating exclusively with another patient, they will address the issue directly with you and inform your counselor. Consistent violation of the emotional relationship guidelines may result in transfer out of the program.

Patients are not permitted in another patient’s room. If you engage in overt sexual activity, or if there is evidence that such activity has occurred, you may be discharged or transferred from the program.

Gambling

Gosnold is a gambling -free program. No illegal wagering may occur on the premises including lottery games, pools, scratch tickets, cards or board games for money, etc. Staff will not purchase any such wagering items. If compulsive gambling is an issue for you, speak with your counselor and he/she will provide you with information and can direct you to gambling treatment specialist.

Expression of Violence

You are encouraged to express your honest feelings about yourself and your recovery program. However, expressions in the form of violence, vulgar language, or physical damage are not permitted.

"Spend eighty percent of your time focusing on the opportunities of tomorrow rather than the problems of yesterday."

– Brian Tracy

Use of the Lounges

You will spend much of your time in the lounges. Since the lounges are centers of socializing and discussion groups, they are not to be used as sleeping areas. Please respect the rights of others and maintain a quiet, peaceful atmosphere.

Use of the Meditation Room

The mediation room will be available for planned therapeutic activities led by staff clinicians or program consultants. You may also use the meditation room during other times that are pre-arranged and approved by your counselor. Use of the meditation room during non-scheduled counselor led activities are gender specific, men only or women only, and must be occupied by more than one person.

MEALS AND FOOD

Regular Meals

Meals are served in the dining room at the following times:

- Breakfast: 7:45 a.m. – 8:30 a.m.
- Lunch: 11:45 a.m. – 12:35 p.m.
- Dinner: 4:45 p.m. – 5:35 p.m.

You are expected to be at each meal. If you are having trouble eating, please make your counselor or the nurse aware of it. If you are on a special diet ordered by the physician, please identify yourself to the dietary staff when you pick up your meals. Healthy snacks are provided on a daily basis.

Food on the Unit

To keep Gosnold neat and comfortable for everyone, it is important that you abide by the regulations for using food and beverages. Spoiled food and spilled drinks are invitations to insects and we ask your cooperation. Food and drinks must be consumed in the dining room or on the back patio. You may not bring food or drinks to any of the therapy sessions. Health and sanitation regulations dictate that you may not store food in your room. Staff will remove and dispose of food items found in your room. Other than water, all drinks may only be consumed in the dining room. You may have cups of water in other parts of the building, including your room.



SAFETY

Cigarette Smoking and Use of Other Tobacco Products

Smoking and use of other tobacco products is not permitted inside the building. Smoking may take place only in the patio area and other outside areas to the rear of the building. Please be considerate and use the ashtrays to dispose of smoking materials. Chewing tobacco, snuff, dip, cigars, and cigarette papers for rolling are not allowed.

Fire

Gosnold is protected by a comprehensive fire safety system that includes smoke and heat detectors, automatic sprinklers, and a fire alarm connected directly to the Bourne Fire Dept. However, in the event of an emergency it is important that you observe basic procedures. The fire alarm will be recognized by a loud signal. When the fire alarm sounds you should:

WALK to the nearest exit door and leave the building.

AWAIT the arrival of then Gosnold staff so that a patient census may be taken.

No smoking is allowed during a fire emergency or a fire drill. Tampering with any fire safety equipment (extinguishers, smoke detectors, etc.) is a serious safety violation and will result in disciplinary action with possible legal consequences.

Security

Normal entry and exit from the building are from either the main entrance where the receptionist is located or the rear door that goes to the patio. The other doors are secured electronically and are to be used only in an emergency. Since violation of secured doors will activate an alarm, you must be careful not to use these exits. Security cameras are located at various places in and outside of the facility. These cameras enable monitoring to further ensure your safety.

OUTDOOR AREAS

Weather permitting, the patio and adjacent lawn areas are available for your relaxation and enjoyment. During daylight hours, when you are not involved in a scheduled treatment activity, you may walk on the immediate grounds surrounding Gosnold. You may not walk on the main road leading away from the property, on the path that surrounds the cranberry bog, or in the adjacent wooded areas.



“The only thing worse than starting something and failing ... is not starting something.”

– Seth Godin

ALCOHOL, DRUGS, AND MEDICATIONS

Use or possession of alcohol, drugs, or unauthorized medications may result in transfer to the Gosnold detoxification unit. We reserve the right to inspect your belongings and living areas at any time. If it becomes necessary to do so we will advise you of the reason for such action. You may also be asked to submit to a urine or breath test to determine the presence of alcohol or drugs. Gosnold conducts professionally monitored supervised urine testing. Your refusal to cooperate in testing will be interpreted as a positive finding and may result in transfer to the detoxification unit. The only exception is a medically confirmed diagnosis from the medical staff.

PRESCRIBED MEDICATIONS & MEDICAL CARE

Prescribed medications necessary for conditions such as diabetes, hypertension, high blood pressure, cardiac conditions, etc. will be administered to you on a regular schedule. It is your responsibility to report to the medical office according to that schedule. You may also be scheduled to visit with the staff physician during your stay. You may not retain medications in your possession unless authorized by the physician for a medical emergency (nitroglycerine.)

There is always a nurse available at any time in the event of an emergency.

PATIENT ACCOUNTS & BILLING

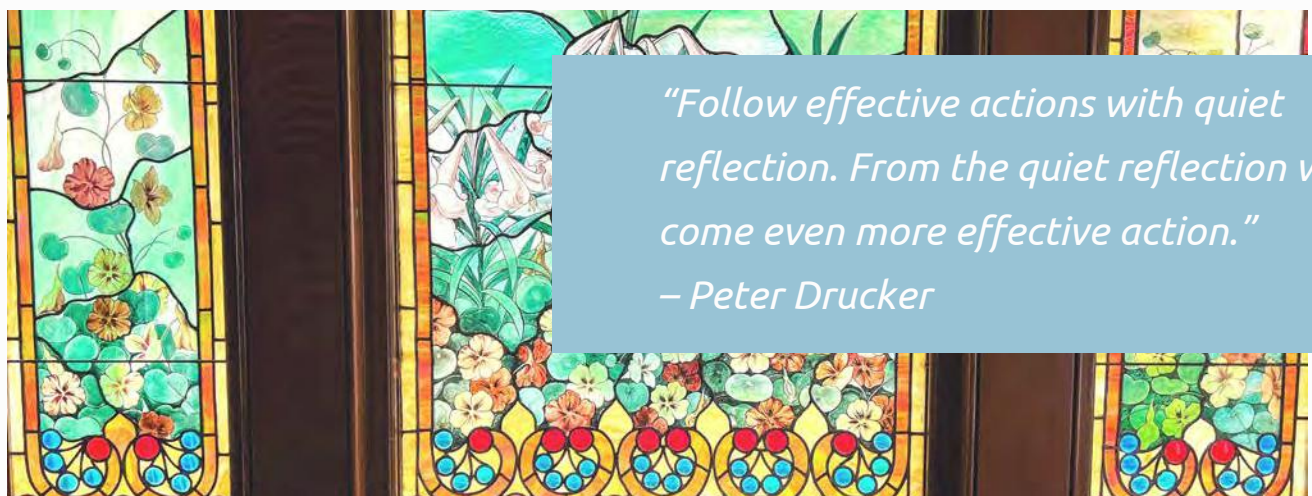
During your stay at Gosnold, a member of our Patient Accounts staff will contact you to discuss financial aspects of your treatment. They will be able to answer any questions you might have regarding payment for your treatment.

RECOVERY LITERATURE

Pamphlets and literature including the AA/NA Big Book and the AA Twelve Steps/Twelve Traditions, are available for purchase from the program secretary in the front lobby.

COMMUNICABLE DISEASES

During your treatment you will receive education about AIDS (HIV Virus), Hepatitis B and C, and STI's and the high-risk behaviors associated with the transmission. The information will acquaint you with basic facts about the disease. If you have additional concerns about these conditions, please speak with a nurse or your counselor.



"Follow effective actions with quiet reflection. From the quiet reflection will come even more effective action."
– Peter Drucker

PATIENT CONFIDENTIALITY

The confidentiality of alcohol and drug abuse patient records maintained by this program is protected by Federal regulations and by the Health Insurance Portability and Accountability Act (HIPAA). These regulations and laws protect your personal health information and make access to your information only available under defined criteria. Generally, the program may not say to a person outside the program that a patient attends the program, or disclose any information identifying a patient **UNLESS**:

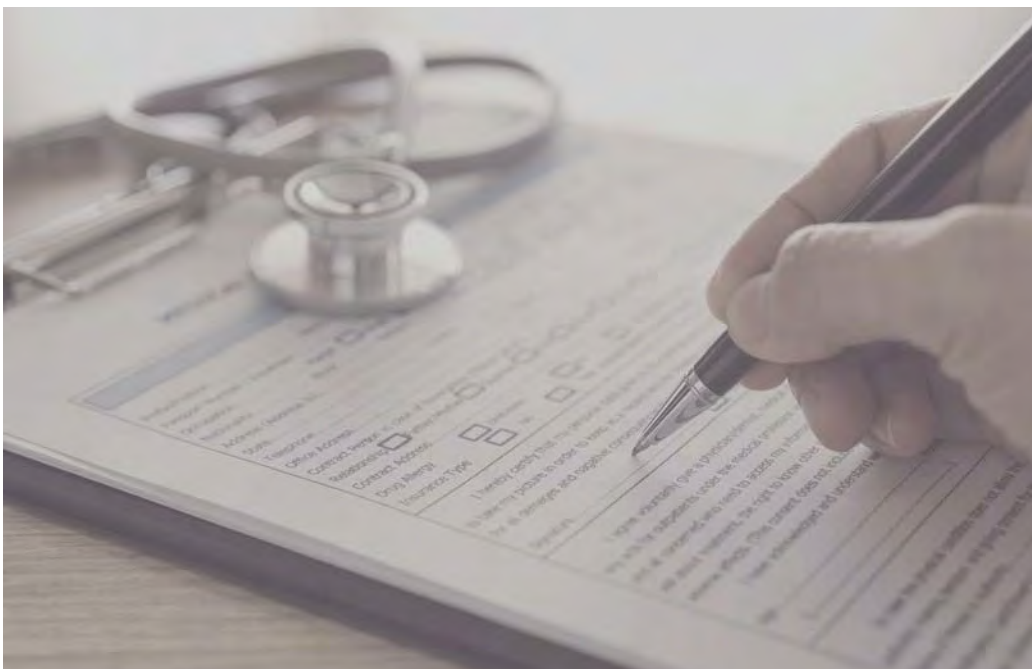
1. The patient consents in writing: or
2. The disclosure is allowed by a court order: or
3. The disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation: or
4. The patient commits or threatens to commit a crime either at the program or against any person who works for the program.

Federal law and regulations do not protect any information about suspected child or elder abuse or neglect from being reported, under State law, to appropriate State or Local authorities.

PATIENTS GRIEVANCE PROCEDURE

Gosnold policy provides patients and significant others with the opportunity to freely express their concerns or complaints about any aspect of the treatment program. When you feel that these concerns are not adequately resolved by staff and/or you believe you have been treated unfairly or denied your rights, you should contact the Program Director, who will discuss and attempt to resolve the complaint. If the matter remains unresolved the Program Director will contact a member of senior management who may also meet with you and the Program Director. No one who initiates a grievance shall have their access to treatment affected or compromised in any way. You may also present your grievance directly to the Massachusetts Department of Public Health, Bureau of Substance Addiction Services.

Contact information is as follows: MDPH-BSAS Complaint Line at 617-624- 5171; MDPH BSAS hotline at 800-720-3479; MDPH BSAS website at www.mass.gov/dph/bsas.



***“Start where
you are. Use
what you
have. Do what
you can.”***

- Arthur Ashe

PATIENT BILL OF RIGHTS

We encourage patient and families to have clear knowledge of, and to participate in, matters and decisions relating to their treatment. In accordance with Massachusetts law, every patient shall have the right to:

- a. Upon request, obtain from the facility in charge of his/her care the name and specialty, if any, of the physician or other person responsible for his/her care or the coordination of his/her care.
- b. Confidentiality of all records and communications to the extent provided by law.
- c. Have all reasonable requests responded to promptly and adequately within the capacity of this facility.
- d. Upon request, obtain an explanation as to the relationship, if any, of the facility to any other health care facility or educational institution insofar as said relationship relates to his/her care or treatment.
- e. Obtain from the facility a copy of any rules or regulations of the facility that apply to his/her conduct as a patient.
- f. Upon request, receive from a person designated by the facility any information which the facility has available relative to financial assistance and free health care.
- g. Upon request, inspect his/her medical records and to receive a copy thereof for a reasonable fee.
- h. Refuse to be examined, observed, or treated by students, or any other facility staff without jeopardizing access to psychiatric, psychological, or other medical care and attention.
- i. Refuse to serve as a research subject and to refuse any care when the primary purpose is educational or informational rather than therapeutic.
- j. Privacy during medical treatment or other rendering of care within the capacity of the facility.
- k. Prompt life saving treatment in an emergency without discrimination or delay on account of economic status or source of payment unless such delay can be imposed without material risk to his/her health.
- l. Informed consent to the extent provided by law.
- m. Upon request, receive a copy of the bill or other statement of charges submitted to any third party by the facility for the care of the patient.
- n. Express complaints regarding their treatment. No person will be compromised for initiating a complaint.

Patients are also assured the following as required by the Department of Public Health.

- Freedom from physical and psychological abuse, coercion, strip searches and body cavity searches;
- Control over his/her bodily appearance, provided, however, on program premises, the program may prohibit attire and personal decoration which interfere with treatment;
- The right to challenge information in his/her record by inserting a statement of clarification or letter of correction signed by both the clinician and the patient;
- The right to terminate treatment at any time;
- Treatment without regard to race, ethnicity, creed, national origin, religion, sex, sexual orientation, age, or disability, that is sensitive to individual needs and promotes dignity and self-respect;
- Full disclosure regarding the cost of services and any patient benefits to be contributed;
- Freedom to practice his or her religious faith;
- The right to request referral to a facility which provides treatment to which the patient has no religious objection;
- Drug screens conducted in a manner which preserves the patient's dignity and, when the drug screen is by urine sample, accommodates any medically confirmed inability to give urine by providing for an alternate effective means of screening such as oral swab;

If you have questions about these rights, please contact your counselor or program director. If you feel your questions are not satisfactorily resolved and wish to further discuss your rights with someone outside of the Gosnold program, you may contact the Regional Manager of the Bureau of Substance Addiction Services at 781-774-6611 or the Division of Health Care Quality at 617-727-5860.

RESOURCES

HIV Testing

Outer Cape Health Services Wellfleet Community Health Center	508-349-3131
Cape Cod Healthcare Infectious Disease Clinical Services of Cape Cod Healthcare, Hyannis	508-862-5650
Provincetown Health Center	508-487-9395
Harbor Health Services Incorporated Mid Upper Cape Community Health Center, Hyannis (<i>Spanish speaking providers available</i>)	508-778-0300
Health Care of Southeastern Massachusetts (<i>Family planning available</i>)	Hyannis: 508-771-8010 Plymouth: 508-746-8353 Wareham: 508-295-0383

Hepatitis Screening & Vaccination

AIDS Support Group of Cape Cod Prevention & Screening	Provincetown: 508-487-8311 Hyannis: 508-778-1954
Cape Cod Hospital – Infectious Disease Clinical Services, Hyannis	508-862-5650

Sexually Transmitted Disease (STD) Screening

Outer Cape Health Services Wellfleet Community Health Center	508-349-3131
Cape Cod Healthcare Infectious Disease Clinical Services of Cape Cod Healthcare, Hyannis	508-862-5650
Outer Cape Health Services Incorporated Provincetown Health Center	508-487-9395
Harbor Health Services Incorporated Mid Upper Cape Community Health Center, Hyannis	508-778-0300

Homeless Shelters, Transitional Housing, & Supportive Housing with Services

NOAH Shelter, Hyannis	508- 778-5255
Carriage House, Falmouth	508-564-6485
Safe Harbor, Hyannis	508-790-2933
Homeless Prevention Council, Orleans	508-255-2143

Hotlines

Disabled Abuse	800-426-9009
Elder Abuse Hotline	800-922-2275
Abuse and Neglect	800-792-5200
AIDS	800-235-2331
Alcohol/Drugs	800-252-6465
Child Care for Kids	800-637-2011
Client Services/Welfare	800-841-2900
Domestic Violence	800-992-2600
Parental Stress	800-632-8188
Runaways	800-355-3855
Social Security	800-772-1213
Child at Risk	800-792-5200

Food Assistance

Food Stamps	800-645-8333
Salvation Army	508-775-0364
Hyannis WIC	508-771-7896
Orleans WIC	508-240-0853
WIC	800-942-1007
Interfaith Food Pantry	508-432-6519

Domestic Violence

Cape Cod Center for Women	508-564-7233
Independence House	800-439-6507
Women's Place Crisis Center	508-588-8255

Emergencies

Domestic Violence	800-323-4673
Mental Health	800-322-1356
Rape	508-588-8255
Suicide -- Samaritans	508-548-8900

Housing

Salvation Army	508-746-1559
Community Action Committee of Cape Cod	508-771-1727
Housing Assistance Corporation of Cape Cod	508-771-5400
Cape Homeless Prevention Council	508-255-2143

Legal

Plymouth Legal Assistance	508-746-2777
SE Legal Assistance	508-586-8396

State Government Departments

DMH	508-775-6173
DCF	508-760-0200
Social Security	800-772-1213
Mass Rehab	508-747-5922

Sexual Assault

Mass Coalition of Battered Women	617-248-0922
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Cape Cod and Surrounding Areas

Medication Assisted Treatment :

Habit Opco South Yarmouth- 508-398-5155

Habit Opco Brockton 781-476-3116

Habit Opco East Wareham 508-342-5973

Fall River Methadone Clinic 800-305-5264

Family Support Services:

Learn to Cope Taunton 508-738-5148

Bay Cove Boston 617-371-3030

Al-Anon & Al-Ateen South Dennis-508-366-0556

PIER Recovery Center of Cape Cod 508-827-6150

Nantucket

Medication Assisted Treatment:

Dr Lepore (Nantucket Cottage Hospital) 508-825-8100

Family Support Services

A Safe Place-508-228-2111



Gosnold

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800-444-1554
www.gosnold.org