



## PATIENT GUIDELINES

# GOSNOLD TREATMENT CENTER

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



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# THE GOSNOLD TREATMENT PROGRAM

Addiction is a chronic and progressive disease. What you are about to begin may be the most important task you have ever undertaken. For many who have completed the Gosnold program, sobriety has become the brightly burning flame that has guided them to recovery and a new life. It was here that the spark was kindled and nurtured--and that is our hope for you also--that your flame of sobriety will burn brightly--one day at a time.



You will be involved in several treatment activities each day. You are expected to attend all groups and meetings.

## Educational Sessions

These sessions are held for about an hour each morning. They focus on topics related to opiates, alcohol and other drugs, the medical aspects of addiction and the progression of the disease. They also include a discussion of basic recovery concepts, identification barriers to recovery, and the beginning of change and self-awareness.

During your stay, if appropriate and recommended by the clinical staff, you will be presented with information about medications that may be helpful in the the management of your substance use disorder. This may be part of your continuing care plan once the detoxification process is complete. Staff will explain the pros and cons of each medication and help determine which, if any, may be right for you. We will also provide information to you about where to receive these medications and, if necessary, make those appointments for you.

While it is our goal to initiate you into a recovery which will prevent a return to active use, if you are opiate dependent, we will provide you with education about the medication available to reverse opiate overdoses. This will be included in sessions aimed at preventing relapse and you will be informed about how this medication (Naloxone) works and where it can be obtained.



### **Group Sessions**

Each day you will meet with your counselor and other patients to participate in group sessions where you can talk about your addiction and related life problems; begin identifying your recovery strengths and liabilities, and to develop continuing care plans that can help you start your recovery.

### **Counseling**

When you begin the treatment program, you will be assigned a counselor who has responsibility for coordinating your treatment program and continuing care plan.

### **Recovery Support Meetings (AA and NA)**

Since Recovery Support meetings are an important part of your recovery, Gosnold provides nightly meetings in the dining room. Visiting groups from the local area generously contribute their time to share their experience, strength and hope with you.

### **Family Support and Education Program**

Involvement of family and other persons significant in your life can be an important part of recovery. Counselors will, with your authorization, contact these persons to support them while you are in treatment. We will also encourage them to attend our family support meetings.

### **Continuing Care**

Your involvement in preparing a continuing care plan will help you continue the progress you make during your inpatient stay. Experience has proven that patients who continue in continuing care do much better in attaining a lasting recovery. Your counselor will assist in developing a plan suitable for your personal recovery needs. Minimally, this plan will include referral for day treatment, evening treatment, outpatient counseling and specific AA and NA meetings. In some instances, you may be referred for medical follow-up or longer-term residential care.

### **Discharge and Referral**

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

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to begin may be the  
most important task  
you have ever  
undertaken.

# PATIENT GUIDELINES

These guidelines will help make your stay at Gosnold as comfortable as possible. Living within these guidelines is part of your recovery program and you are expected to abide by them while you are here.



## PERSONAL POSSESSIONS & RESPONSIBILITIES

### **Clothing**

You must be appropriately dressed at all times. For men, shirts are to be worn at all times and no tank tops are allowed. For women, tops that expose the midsection, short shorts/skirts, and low-cut or tight clothing are inappropriate and will not be permitted. No halters, tank tops, or tube tops are to be worn. If shorts are worn, they must not be extremely short (knee length). Hats and sunglasses are not permitted and will be stored and returned to you at discharge. Clothing that contains sexually graphic, drug or alcohol insignia, promotes the use of alcohol/drugs, or vulgar or obscene words or pictures are not permitted. Skin tight clothing or bathing suits are not permitted. Health regulations require that shoes, sandals, or slippers be worn at all times. Stuffed animals, personal bedding and pillows are not allowed on the unit for safety and security reasons. These items will be discarded upon admission if brought with you.

### **Valuables and Cash**

You are responsible for all personal possessions during your stay. GTC does not require any cash, therefore money or valuables should be sent home with your family. If you do bring valuables or cash to Gosnold and there is no family member available to retain for you, these items will be deposited in the facility's contraband closet and can be retrieved with a staff member from 8:00 AM-8:00 PM.

Please take note that Gosnold does not assume liability for any loss of your personal possessions. We are not able to cash personal checks.

“Success is the sum of small efforts, repeated day in and day out.”  
– Robert Collier

## **Computers, Tablet Devices, Cell Phones**

An important part of your treatment involves sharing and relating to your fellow patients. Since cell phones, radios, tablets and similar electronic devices can interfere with your involvement in the program, they are not allowed at Gosnold. Television viewing may be available in the lounges during scheduled hours.

## **Reading Material**

You are encouraged to read as long as this does not occur during scheduled groups. Reading material can generally include recovery literature and books. However, if appropriate and approved other reading material will be allowed and available in limited selection. Publications glorifying sex, drugs or violence and scandal type newspapers or magazines are not permitted at Gosnold.

## **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 vision trouble, we can provide large print material; if you are hearing impaired, please notify us prior to admission and we will work with the Massachusetts Commission of the Deaf and Hard of Hearing to provide interpreter services as often as possible throughout your stay.

## **Personal Effects**

We will issue a toiletry kit to you upon admission. Personal items are not permitted and, if you bring them, if storage permits, they will be stored and returned at discharge. However, with limited storage space available, personal items may be discarded prior to admissions or upon admissions process. The use of five personal cosmetic items is permitted. Fire safety regulations prohibit the use of flatirons and curling irons and therefore the use of these is not prohibited. Electronic razors or such products are not permitted and will be stored and returned on discharge.

## **Personal Supply Needs and Packages**

If you need personal necessities, you should contact family or friends to send or bring these items. If packages are brought for you by visitors or sent to you by mail, our staff will check them before being delivered to you. No food or other perishables may be brought into the facility.



“

“Believe you can  
and you’re halfway  
there.” - Theodore  
Roosevelt

## Personal Housekeeping and Hygiene

You are expected to make your bed each morning before breakfast and to 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 your closets and dresser drawers, so you are expected to keep them neat and clean. Please do not tape or nail anything to the walls. Personal photographs are allowed in your room. It is the sole discretion of program as to whether a personal display is appropriate. Only appropriate family pictures or other recovery related materials may be posted. Please observe basic infection control guidelines in all areas of personal hygiene. Do not share razors, electric shavers, toothbrushes or linens and towels. Always wash your hands after using the bathroom. 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

Washers and dryers are available free of charge in two areas of the building.

## Mail

Mail is delivered each weekday and is given to your counselor, who will distribute it to you. To insure safety and security, you will be asked to open mail in the presence of a counselor. Outgoing mail may be left in the front lobby mail basket and it will be mailed for you. You may purchase stamps at the front desk.

## Automobiles

Due to space availability and security concerns, automobiles are not allowed at the Gosnold Treatment Center. Please obtain a safe ride to Gosnold facilities for your admission. Any vehicles that are left on Gosnold property are subject to tow at the owners expense.

## 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”, Wake-up begins at 6:30 AM. For those patients that are struggling to sleep that wake up between the hours of 5:30 AM-6:30 AM that our Small Lounge will be available for use to read, or just sit quietly, you can also take a shower. We ask that everyone keeps the noise to an appropriate level to respect the other patients that are sleeping. Also that patients are not walking around congregating in the hall ways. The T.V. will be turned on at 6:30 AM.



*“Be yourself; everyone else is already taken.” – Oscar Wilde*



### **Emotional Relationships**

As you go through the treatment program, you will grow close to your fellow group members through openness and sharing. We encourage this sharing and believe it is an important part of your treatment. However, intimate involvement at this early stage of recovery can be a major block to your recovery program. We strongly discourage you from offering fellow patients jobs, living accommodations or money. 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 guideline may result in discharge or transfer from the program. Patients are not permitted in each other's rooms. Anyone who engages in overt sexual activity, or if there is significant evidence that such activity has occurred, may be discharged from the program.

### **Gambling**

Gosnold is a gambling-free program. No illegal wagering may occur on the premises including, lottery games, pools, scratch tickets, card or board games for money, etc. Do not ask our staff to purchase any such illegal wagering items as they are not permitted to make those purchases. If compulsive gambling is a problem for you, speak with your counselor. He/she will provide you with information about the problem and can direct you to specialists who can treat the problem. If our staff observes gambling activity on the premises they will ask that you cease such activity.

### **Expressions 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 at any time.

*“It always seems impossible until it's done.” – Nelson Mandela*





### **Cigarette Smoking and the Use of Tobacco Products**

Smoking is not permitted in the interior of the facility and may take place only in the patio area outside the building. Please use the ashtrays to dispose of smoking materials. The use of chewing tobacco, cigars, pipes and related products are not permitted at Gosnold. Rolling cigarettes is approved but must be rolled in the presence of a staff member. Pre-rolled cigarettes are not allowed upon admission. The Gosnold staff is not allowed to purchase tobacco products for patients. We do offer nicotine gum and patches.

“What lies behind us and what lies before us are tiny matters compared to what lies within us.” – Ralph Waldo Emerson

### **Fire**

Gosnold is protected by a fire safety system that includes smoke and heat detectors, automatic sprinklers and a fire alarm connected to the Falmouth 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 horn signal. When the fire alarm sounds you should:

**WALK** to the nearest exit door and leave the building.

**GO** to the front of the building and assemble in the parking lot near the outpatient building

**AWAIT** the arrival of the 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**

Gosnold is equipped with an alarm system that secures certain areas of the building and a video monitoring system. In the evening, certain areas of the building are secured electronically. These areas include all doors and entries to business and administrative offices. Since violation of secured zones will activate an alarm, you must be careful not to enter these areas.

“When everything seems to be going against you, remember that the airplane takes off against the wind, not with it.”

– Henry Ford

### **Regular Meals**

The designated times are posted in your individual rooms and you will also be provided a copy during your orientation to the program. Any changes to the meal times will be posted in the unit.

Please notify staff immediately of any food allergies or intolerances you may have. You are expected to be at each meal. If you are having trouble eating, please make your counselor or the nurse aware of it so we can assist you as necessary. If you are on a special diet ordered by the physician, please identify yourself to the dietary staff when you pick up your meals.

### **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 in this area. All 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. You may not store food in your room. Health and sanitation regulations dictate this policy, and staff will remove and dispose of food items found in your room.



### **OUTDOOR AREAS**

During daylight hours, if staff is available and you are not involved in a treatment activity, you may relax on the patio in the courtyard. You may not walk in the front of the building, near the loading dock on the west side of the building, on the main road leading away from the property or in the adjacent wooded areas. Periodically, staff will conduct guided walks at scheduled times of the day depending on weather and staff availability. Gosnold does reserve the right to limit these walks if staff feels a patient is not appropriate for this activity.

You are allowed to smoke when Group/Recovery related activity's are not going on. A schedule for smoke breaks are posted around the unit. Lighters are not permitted in the program at this time and will be provided by staff.

## **ALCOHOL, DRUGS, AND MEDICATIONS**

Use or possession of alcohol, drugs or medications may result in discharge or referral to a more secure program setting. Gosnold reserves 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 test to determine the presence of alcohol or drugs and are expected to cooperate with this request.

## **PRESCRIBED MEDICATIONS & MEDICAL CARE**

Prescribed medications necessary for medical 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 nurses' station according to that schedule. Except in emergencies, the nurse will be available at the following times. The designated times are posted in your individual rooms and you will also be provided a copy during your orientation to the program

**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.



*"The best way out is always through."  
-Robert Frost*

## 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](http://www.mass.gov/dph/bsas).



*“What progress, you ask, have I made? I have begun to be a friend to myself.” - Hecato*

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

## Hepatitis Screening & Vaccination

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

## 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  
200 Ter Heun Drive,  
Falmouth MA 02540

800-444-1554  
[www.gosnold.org](http://www.gosnold.org)