

Family Guide

Keystone Center



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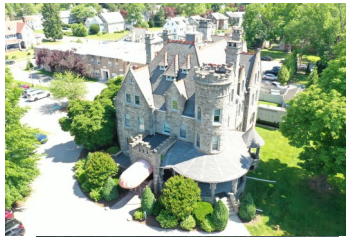


Program Philosophy

KeyStone Center is committed to achieving recovery and maximizing the change process for patients in the safest, most clinically effective, ethical, and briefest manner possible. Respect for the patient's experiences, worldview, strengths and personal goals is paramount in the program. The delivery of the program's services is determined by the specific needs of the patients and others invested in their treatment, using the best evidence-based therapeutic practices currently available.

While the responsibility to recover resides with the patient and, while there is an emphasis on each patient's active involvement and responsibility in the treatment process, it is the task of the program's multidisciplinary treatment team to provide the necessary interventions to address ambivalence, enhance motivation and develop strength-based attitudes which will increase participation and

Welcome to Keystone Center!



retention in treatment, and achieve such positive treatment outcomes as higher abstinence rates, better personal, interpersonal and social adjustment, and maintenance of new behaviors.

Implicit in KeyStone Center's philosophy is the importance of family/support system involvement in the treatment program. The family (when available) is involved in treatment to address the pertinent issues in their family system and enhance support. Family therapy sessions are conducted by Masters Prepared Family Therapists. The goal is to restore and maintain functional, healthy family systems and to provide for continued emotional growth, development and wellbeing of the resident. In addition, identified support systems beyond immediate family are recruited as part of each resident's individual recovery plan.

The program is individualized to meet the specific treatment needs of each patient. A comprehensive assessment of each patient is made immediately upon admission including the patient's own strengths and resources, level of motivation, recovery environment, and family support.

The treatment process integrates a variety of interventions that have been found to be most effective, including Cognitive-Behavioral Therapy, Motivational Interviewing, Solution-Focused Therapy, Dialectical Behavior



Therapy and Brief Intervention techniques. Additionally, psychotropic medication is prescribed as appropriate to facilitate emotional regulation and the treatment of medication-responsive psychiatric disorders. These interventions are conducted in the context of a trauma informed therapeutic milieu where these strategies and resultant behavioral changes can be practiced and reinforced. Appropriate services will be delivered when specific areas needing development are identified, such as social skills, coping strategies, or emotion management .

Keystone Programming

Motivational Interviewing: is a collaborative, goal orientated style of communication with particular attention to the language of change. It is designed to strengthen personal motivation for and commitment to a specific goal by eliciting and exploring the person's own reasons for change within an atmosphere of acceptance and compassion. (Miller and Rollnick 2013) The essence of MI is that it is the client rather than the staff/therapist who makes the argument for change. It is not a collection of techniques but a way to guide conversation to activate a person's own motivation and resources for change.

Twelve-Step Facilitation Approach: This therapy is grounded in the concept of alcoholism as a spiritual and medical disease. The content of this intervention is consistent with the 12 Steps of Alcoholics Anonymous (AA), with primary emphasis given to Steps 1 through 5. In addition to abstinence from alcohol, a major goal of the treatment is to foster the patient's commitment to participation in AA. During the course of the program's 12 sessions, patients are actively encouraged to attend AA meetings and to maintain journals of their AA attendance and participation. Therapy sessions are highly structured, following a similar format each week that includes symptoms inquiry, review and reinforcement for AA participation, introduction and explication of the week's theme, and setting goals for AA participation for the next week. Material introduced dur-

Keystone Programming

ing treatment sessions is complemented by reading assignments from AA literature.

Cognitive Behavioral Therapy (CBT): is based on the theory that learning processes play a critical role in the development of unhealthy patterns linked with mental health and substance abuse problems. The CBT program consists of a collection of methods intended to enhance a person’s self-control. Specific techniques include: Exploring the positive and negative consequences of self-defeating thinking or using drugs and alcohol, self-monitoring to recognize drug cravings early on and to identify high-risk situations for use, developing strategies for coping with and avoiding high-risk situations and the desire to use. The CBT program is an 8-week program that is broken down into Early Recovery Skills, Relapse Prevention Skills and Pre-Discharge Planning- *All group participants might not complete the 8-weeks depending on their length of treatment. The CBT program is comprised of therapists trained in CBT.

Dialectical Behavioral Therapy (DBT): is a research-based treatment that combines cognitive (thought-related) and behavioral therapies. It incorporates methodologies from various practices, including mindfulness techniques, through a course of daily skills groups and weekly small group or individual therapy. In DBT, four skills modules are designed to specifically assist individuals in better managing behavioral, emotional and cognitive dysregulation. Their intent is to help people learn how to manage problems more effectively so they can make progress towards goals. Therapy is about learning skills that are likely to increase the ability to have a life that is worth living. DBT is not about “feeling better”, but it is about learning to be “better at feeling” uncomfortable emotions, and beginning to live a life that is worth living.

The Four Skill Modules:

Mindfulness, Distress Tolerance, Emotion Regulation and Interpersonal Effectiveness.

Gambling: The Gambling Program at the KeyStone Center is an intensive, flexible length of stay inpatient treatment experience with the goals of instilling internal motivation in the patient, developing a solid Aftercare/Relapse Prevention plan, addressing *current* problems, identifying barriers to progress, identifying the patient’s strengths and resources, and establishing medical and emotional stability for the patient.

Program Highlights

Relapse Prevention	Using the 12 Steps
Goal Setting	Medication Management
Family Dynamics and intervention	Mental Health Symptoms Management
High-Risk Situation Management	Wellness Education
Re-engaging a Sober Support Network	Spirituality
Gender and Issue specific groups	Symptom Management Education



Orientation Overview and the Rules of Visits:

Saturday and Sunday Visits; 1 pm to 3 pm

Triumph and Freedom- Saturday

Victory, CBT, and DBT- Sunday

Family and Friends will need to complete the orientation on Friday, they then must wait the 7-day black out period to come for the visit.

Family and Friends who were previous patients will not be able to attend a visit unless they are 90 days+ since their discharge.

No visits can occur prior to the black out week post orientation.

Patients are allowed to have 2 visitors on orientation day. All visitors must be over the age of 18.

Visitors must show their ID in order to visit.

Visitors do not need to sign up to attend orientation, they can show up.

- No items can be brought in, including cigarettes, clothes, food, drink, candy, gum, cell phones, weapons, water bottles, and purses. Only item that can be brought in is your ID.
- If you do not have a vehicle to leave these items in, Keystone Center will lock you items in admissions for the duration of the visit.
- No items can be dropped off for a loved one for the duration of the visitation time period.
- Only 2 visitors can come and see your loved one for that day. Your loved one will need to request your visit, and this must be approved by their primary therapist.
- If the visit has not been approved, you may be turned away from visiting. Keystone Center reserves the right to turn away a visitor if there is a strong suspicion of being under the influence of a substance, including alcohol and marijuana.
- During visitation, appropriate physical boundaries must be maintained. A hug or kiss in the beginning of the visit and at the end of the visit is appropriate.
- No visitor may be under the age of 18, state issued ID is required for visitation.
- Visitation is for 2 hours. Starts at 1:00pm and ends at 3:00pm. If you arrive after 2:30pm you will not be allowed on the unit and to visit with your loved one.
- Every loved one that would like to visit has to have attended and completed the orientation for themselves.



Keystone Programming Continued

- Every visitor of the Keystone Center must be appropriately dressed. (i.e. noting revealing, sheer, see-through; crop tops; drug or alcohol references on attire and accessories; no hats)
- Helpful visitation discussion topics and guidance:
Your loved one may want to go home with you after seeing you. You may want to encourage them to focus on their program and completing to help sustain their recovery.
- Keystone Center does not enable abrupt termination of treatment. Completing treatment is the recommendation for every patient. Ask questions about their goals and what they have been working on. Refrain from bring up confrontational topics that might be better suited for a family session with our family therapist. If the visit is becoming too much for you or your loved one, alert our staff for assistance. You may see someone besides your loved one during your visit; to ensure confidentiality, conversations should be held only with your loved one.

Orientation Key Points:

Family Therapy Group- Every Wednesday of the Month at Key Recovery. 6:00 pm to 7:30 pm.

No items brought in, no drop offs allowed during visitation hours.

Patients will need to put in the request for visitation with their primary therapist. The therapist will then need to approve the visit. Visits will be allowed/approved after confirmation that the visitor is a positive influence on the patient does not have any behaviors that would inhibit the visit.

Any visitor that may smell like a substance or appear under the influence is subject to being denied by the supervisor of the building.

Orientation occurs at the Brookhaven Location and Visits will occur in the Piano Room/Cafeteria depending on amount of visitors. Staff will be assigned to monitor the visit.

Patient and Family Grievance Procedure

Keystone Center is concerned about the quality of care received by its patients and recognizes and respects the personal rights of its patients. Policies and procedures at Keystone Center are established to prevent problems and to protect patient rights. However, at times these policies and procedures may cause some patient/family members difficulty, or patients/family members may perceive a problem with the services being received. Patients/family members may voice grievances and recommend changes in Keystone Center policies and services to staff and to outside representatives, free from restraint, interference, coercion, discrimination or reprisal. The patient or his/her family (or legal guardian) has the right to initiate a complaint or grievance and to receive a timely response from the management of Keystone Center. If you believe one of your rights has been violated, you should contact members of the Keystone Center program staff for assistance. The Patient Advocate, the Director of Clinical Services, and Medical Director are also available to discuss any problem and to process your complaint. Often, it is possible to resolve a problem by talking through the problem with the appropriate staff person(s). However, if resolution cannot be reached in this manner, you may file a written formal complaint with the Patient Advocate or Director of Clinical Services or Medical Director. If



you need assistance, please call Keystone Center and ask to speak to one of the above-mentioned staff. Your written complaint will be responded to within a reasonable number of days of your submitting the complaint.

Write an Impact Letter!

During the first weeks of treatment, your loved one is involved in a many aspects of identifying triggers, stressors, warning signs, coping skill and supports. During this process, your loved one will begin to identify loved ones and family that have been deeply affected by their addiction and behaviors. Often times, individuals active in their addiction are unaware of the impact their addiction has had on those around them. Thus, to assist the individual in writing this section, we encourage him/her to request Impact Letters from you. This is where your help is needed. An impact letter is a valuable tool and as a part of this therapeutic and healing process when it is read in group(s). In the letter(s) we ask that you write about your perception of how the individual's addiction has impacted you and others. Please try to give specific examples of their using behaviors and your immediate feelings and reactions to these behaviors. Have you been manipulated emotionally or financially to support the individual's addiction? Have there been incidents when the addict/alcoholic blamed, justified, lied or minimized his or her behavior? Have there been broken promises or forgotten commitments? Have you lost sleep or missed work to care for the individual? It may be helpful to think of it in terms of "When you did, I felt ". It is helpful for the patient to receive very open and honest feedback from family because they may have a different perception of their behaviors and how they may have impacted you. We ask you to start with most recent events and go backwards and the letter be no longer than 3 pages. Writing this letter will most likely be a difficult process. However, we hope this will begin to assist you and your loved one to develop open and honest communication, as the disease of alcoholism/addiction impacts this area of relationships the most. You may have some fears about how your loved one will react to hearing this honest and direct feedback. Please remember, the patient is in a therapeutic environment surrounded by the support of peers and staff to help them process their thoughts and feelings about what they read. Honesty is the cornerstone of recovery and being honest with your thoughts and feelings can help your loved one enter recovery. You can also begin your own healing process by sharing openly. This is a time when you may want to gain support through your own counseling. Thank you for



Write an Impact Letter! continued

your work in this process. We ask that you write the letter in first person to the patient but send the letter directly to the family therapist via Email or U.S Mail. If you should have any additional questions/concerns regarding the impact letter, please feel free to contact the family therapist. *Please note: Federal laws and regulations do not protect any information about suspected child or elder abuse or neglect from being reported to appropriate authorities. The impact letter does not become a part of the medical record.*

Email your impact letter to KeystoneFamilyTherapy@uhsinc.com

Program Rules

MAIL: Your loved one may send and receive mail. Incoming mail may be opened in your loved ones' presence if there is reason to believe that it contains contraband which may be a danger to the health and welfare of you and the community.

LAUNDRY Washers and dryers are located throughout the building and are available free of charge.

No Outside Food or Drink is permitted in the building.

KeyStone cannot be responsible for any items that are lost, stolen, or broken. If your loved one cannot afford to lose it, then do not bring it with you.

Unfortunately, not everyone here may be as honest as you are. We do not store personal items after discharge. Any items left behind that were not secured in the safe will be disposed of after one week. Items left in the safe will be kept for no more than two weeks. Contraband items will be secured in designated areas and returned upon discharge. Musical instruments must be kept secured and used only at approved times.

KeyStone Center strives to provide a place of absolute safety and respect for the people we serve and for our employees. For your safety and the safety of others, certain behaviors and items are not allowed.

The following are unsafe behaviors that are strictly prohibited:

1. Sexual acts or inappropriate physical contacts between patients are not permitted.
2. Violence of any sort is not tolerated. This includes verbal threats, physical aggression or destruction of property.
3. Drinking alcohol or using non-prescribed drugs or possession of alcohol or non-prescribed drugs is not permitted. Patients can not share or misuse your prescribed medications in any way.

4. Compromising the safety and security of the facility will not be tolerated. This includes tampering with any equipment, attempting to access restricted areas or any destruction of property in general.
5. Smoking is allowed in a designated area outside of the facility. Smoking is allowed at designated times throughout the day and cigarettes are stored by appointed staff.

Patient Items Considered Contraband

<ul style="list-style-type: none"> ● Illegal Drugs or Drug Paraphernalia (Items you use to take or store drugs) ● Weapons (such as guns, knives, scissors or other sharp tools) ● Lighters or Matches ● All Tobacco Products including vaping equipment ● Pagers, cell phones, camera equipment ● Car Keys (if vehicle on premises) ● Wire/metal hangers ● Glass Items ● Q-Tips ● Personal Pillows, Blankets ● Personal Towels, Washcloths ● Medications ● Hats/Headwear/Do-Rags ● Scarves ● Bandanas ● Curling Irons/Flat Irons ● Clippers and Trimmers ● Spaghetti Straps tank tops ● Short Shorts (above the knee) ● Button Batteries ● Para-cords ● Playing Cards 	<ul style="list-style-type: none"> ● Nail Clippers/Nail Files ● Tweezers/Eyebrow Shaper ● Pens/Markers ● Hemp/Rope Shoes ● Light Up Shoes ● Money ● Perfume, oils, cologne, nail polish remover or aftershave. ● Opened Deodorant ● Baby Powder ● Loose Make-up Powder ● Radios, iPods, tape recorders, headsets. ● Irons ● Plastic bags ● Laundry Detergent (we provide) ● Electrical equipment and appliances ● Mouthwash or other items containing alcohol ● Aerosol Hair Spray or other aerosol products ● Stuffed Animals ● Bar Soap ● Sunglasses ● Candy, soft drinks, food products ● DVDs or CDs ● Hair Dye or Hair Perm products
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Patient Items Considered Contraband

Controlled Items (Can only be used on a limited basis)

- Hair Dryers
- Razors, Shaving Cream
- Nail Clippers only at Nursing Station during room time

PLEASE NOTE: PATIENTS ARE NOT ALLOWED TO LEAVE THE PREMISES EXCEPT ON AN AUTHORIZED PASS. ANY CONTRABAND BROUGHT BACK FROM A PASS WILL BE CONFISCATED AND IMMEDIATELY DISPOSED OF.





Keystone Suggested Readings

There are many valuable books on the topics of family recovery, codependency, anger and adult children of alcoholics. The larger bookstore chains carry many of these in the self-help sections, Amazon.com or Hazelden Publications. Our staff has contributed titles they believe to be most helpful in the early stages of family recovery:

12-STEPS

How Al-Anon Works for Families & Friends of Alcoholics.....Al-Anon Publications
The Big Book.....Alcoholics Anonymous
Narcotics Anonymous.....Narcotics Anonymous
One Day at a Time in Al-Anon (Daily Meditation)..... Al-Anon Publications
Everything Changes – Help for Families of Newly Recovering Addicts.....Beverly Conyers

CODEPENDENCY

Codependent No More.....Melody Beattie
Beyond CodependencyMelody Beattie
The Language of Letting Go (Daily Meditation).....Melody Beattie

ADULT CHILDREN OF ALCOHOLICS

Adult Children of Alcoholics..... Janet Woitiz
The Struggle for Intimacy..... Janet Woitiz

RELATIONSHIP ISSUES

Another Chance..... Sharon Wegscheider-Cruse
Choice Making.....Sharon Wegscheider-Cruse
Women Who Love Too Much.....Robin Norwood
The Dance of Intimacy..... Harriet Lerner

EMOTIONS

The Dance of Anger..... Harriet Lerner
The Angry Book.....Theodore Isaac Rubin
The Anatomy of Trust.....Dr. Brene' Brown

AL-ANON

We strongly recommend that family members participate in the 12-Step Program.

Al-Anon/Alateen is a support group available to individuals who have a family member or friend struggling with the disease of alcoholism/addiction. Al-Anon is based on the Twelve Steps of Alcoholics Anonymous. It is free and offers confidential support for families and friends of alcoholics. Living with alcoholism has been described as living on a merry-go-round, where family members play a role with the alcoholic in their lives. These behavior patterns are like the script of a play, repeated over and over, centering on the alcoholic. By attending Al-Anon, family members can gain an understanding of the disease of alcoholism and how it has affected them and learn a new role. Changing one's behavior can be uncomfortable and very difficult to do, but Al-Anon members learn that they have to



Keystone Suggested Readings Continued

take responsibility for themselves and their own recovery.

For more information about Al-Anon/Alateen, call 1-888-4-AL-ANON (weekdays, 8:00 am to 6:00 pm ET) or visit the website: www.al-anon.alateen.org. For the Al-Anon meetings in your community, select your favorite web browser (Yahoo, Google, etc.) and type: "Al-Anon", "your city" and "your state". For example: Al-Anon, Atlanta, GA. If Al-Anon is available in your area, it should be listed in the first ten listings.

Also available for support is Nar-Anon, a Twelve Step fellowship for the family and friends of the narcotic addicts. For more information about Nar-Anon, call (800) 477-6291 or visit the website: www.naranon.org/naranongroups.html.



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