INTRODUCTION

Hazel House is proud to offer you comprehensive individualized treatment along with a serene and beautiful environment designed to allow you to focus on your mental health and spiritual goals. Our mission is to deliver quality mental health services while demonstrating a high level of respect and a deep level of commitment to our patients. We specialize in caring for the whole person, not just their symptoms, tailoring our approach by carefully selecting evidence-based approaches that best fit your specific situation, personality, culture, values, and strengths. We recognize that each individual is unique and possesses her own qualities and strengths which are drawn upon in treatment. Therapy is tailored to meet each individuals’ needs, because while symptoms may be the same, people are not. Our therapists bring a wide variety of experience to our practice and therefore are able to address issues in many different areas. This Handbook is to help you understand our program’s guidelines, schedules, procedures, rules, expectations and core values. We are glad you are here and look forward to partnering with you towards recovery and wellness.

HAZEL'S HOUSE

VISION

Our Vision is that Honey Lake Clinic will be an instrument that God uses to bring his love, forgiveness, peace, joy, and deep healing in a practical and life-changing way.

A CLOSE-KNIT, HEALING COMMUNITY

Girls will discover that the environment at Honey Lake Clinic is most supportive and encouraging. We’re a community here. A family. Doctors, therapists, clinicians, nurses, and even other patients—we’re all here with one goal in mind, healing.

THE HONEY LAKE DIFFERENCE

- Biblical Counsel
- Holistic Approach
- Evidence Based
- Treatment and Therapies
- Board Certified Psychiatrist, Psychologist, & Therapist
- Outdoor activities
- Compassionate and Comprehensive Treatment
- Healing Environment
- Wrap Around Services
- Innovative Programs
Our program is based on the following beliefs and principles:

The goal for our patients is to shape their recovery from behavioral and mood health disorders, or addiction by offering holistic mind, body, and spirit solutions. Clinical services that are critical to successful recovery include holistic and integrative psychiatric care, individual and group counseling sessions, as well as several therapeutic experiences including but not limited to equine therapy and art therapy. Utilizing multiple modalities of treatment can provide skills and tools needed to prevent relapse, offer lifestyle changes, reduce risks, improve health, and create new healthy relationships as your recovery progresses. You can expect to be treated with dignity and respect. We also expect that staff will be treated with the same respect. You will need to work with your counselors to make informed decisions about your treatment needs, plans, and goals. It is asked that you participate to the best of your abilities in order to achieve the fullest potential and growth from treatment.
WHAT SHOULD I BRING WITH ME?

CLOTHING
You should bring one and a half weeks' worth of clothing (9 days); should be comfortable for exercise and movement, and be appropriate for seasonal weather. Strapless, spaghetti strap, and tank tops may not be worn without a cover or outside of the patient's bedroom.

SHOES
At least one pair of comfortable tennis shoe type shoes that will be acceptable for hiking, walking and exercise. It is recommended patients also bring a pair of slippers as well.

PERSONAL HYGIENE ITEMS
Remembering you will be in the program at least 30 days please bring shampoo, conditioners, self-care items, to include feminine hygiene items as appropriate. Hair dryers, curling irons, and straighteners will be allowed provided it can be stored safely in the patient's cubby area.

PERSONAL MEDICATIONS
Patient’s must bring all currently prescribed medications with them; all medications must be included on the application. Patients must also indicate any and all supplements they plan on bringing on the application. All medications and supplements must be provided in their original labeled containers.

WEATHER SPECIFIC CLOTHING
If you will be attending treatment during winter season please ensure you have a warm winter coat. In the summer please ensure you have a light jacket.

SWIMSUITS:
As part of our program patient’s may participate in aquatic exercise experiences. Please ensure you bring one swim suit. Bikini’s and speedos are not considered appropriate swimwear.
WHAT SHOULD I LEAVE AT HOME?

PERSONAL BEDDING, BLANKETS, PILLOWS
STUFFED ANIMALS
PERSONAL ELECTRONIC DEVICES
AEROSOL SPRAY DEODERANTS AND BODY SPRAYS
PERFUMES OR COLOGNES
CELLULAR PHONES
ADULT MATERIAL MEDIA
REVEALING, TIGHT, OR INAPPROPRIATE CLOTHING
PETS
PRODUCTS CONTAINING ALCOHOL
CONTRABAND ITEMS
TOBACCO, SMOKING, & VAPE PRODUCTS
CREDIT CARDS / LARGE AMOUNTS OF CASH
FURNITURE ITEMS
FOOD
DRINKS
CANDY
Upon your admission to Hazel House, you will meet with agency staff and be oriented to your program. You will be given a tour of the residential site including your sleeping and living area, as well as the staff office. You will participate in an initial assessment with a nurse and be assigned a Primary Therapist. You will also complete an intake packet where you will sign your participation agreement and an inventory will be made of all your luggage and personal property.

ADMISSION:

During this time period you will receive a copy of this handbook, meet your peers and other residential and clinical staff, and determine in conjunction with your therapist what your daily programming will be. As a Hazel House patient, you are required to participate in daily structured activities such as individual and group therapy, educational and enrichment activities. Prior to your arrival, a welcome packet was sent to you and your family, detailing a program description, contact information, on going contact, directions to the program, explanation of visitation procedures, consent for medication administration, consent for treatment and release of medical information, medical history form, consent for patient photograph for chart identification, patient rights, and how to file abuse reports or a grievance. This information will be reviewed with you again during orientation to the program, which occurs within 24 hours of admission.
ORIENTATION:

At orientation, this handbook will be presented to you, along with patient rules. The therapist will review the behavior program and discharge criteria, daily schedule, program activities, visitation, telephone privileges and an overview of the program and goals for treatment. You will then participate in a tour of the campus, including an explanation of the physical layout, postings, and emergency procedures. This is also a great time to meet all available staff! The following information is provided at orientation:

- Identification of key staff and their roles
- Review of the emergency evacuation procedures
- Tour of the program
- Review of the daily program schedule
- Copy of the grievance procedure, and review of the procedure (see attachment)
- Review of the patient’s rights, including how to contact the Florida Abuse Hotline and or Inspector General
- Review of the program goals and services available
- Review of the procedure to access medical care
- Review of the procedure to access mental health and substance abuse care
- Review of the performance contracting process and its impact on eligibility for release from the program
- Review of the visitation schedule and policies
- Review of telephone procedures
- Review of program rules governing patient conduct
- Review of policies identifying contraband
- Review of the program’s dress code and expectations relative to patient’s hygiene practices
- Eligibility criteria for off campus activities
- Review of the program’s search policy
- Review of the consequences which may result when patients violate rules of the program
- Review of the correspondence policy
- Review of the HIPPA confidentiality standards.
YOUR TREATMENT TEAM

TREATMENT TEAM REFERS TO ALL THE PEOPLE WHO WORK WITH YOU TO HELP YOU IN YOUR RECOVERY. EACH MEMBER OF YOUR TREATMENT TEAM HAS SPECIAL SKILLS AND A UNIQUE ROLE IN THIS PROCESS, INCLUDING YOU.

Dr. Luca, MD
Medical Director

Charity Schramm, LMHC, MCAP
Clinical Director

Nicole Miller, MS.
Education Director

Michelle Miller, RN
Director of Medical Services

Audrey DeBruler, MS.
Therapist
HAZEL'S HOUSE HANDBOOK

PHASE UP PROGRAM

HAZEL HOUSE PHASE UP PROGRAM
Students at Hazel House will progress through 4 levels in the Behavior Management System.

PHASE ONE
Safety/Orientation for the first 10 days upon admission to the Program. This will be time acquire information and an understanding of the program expectations and guidelines, as well as develop treatment plan goals. Patients will display behavior that is consistent with helping to make the environment safe for themselves and their peers.

PHASE TWO
Emotional Exploration & Management. At this point, you will meet with your treatment team and review your progress through Phase 1. Your treatment plan will be fully developed with defined goals and objectives. If it is determined that you meet your goals and objectives you will advance to level 3.

PHASE THREE
Love Self/Others. At the beginning of this level you will choose and prioritize the goals that you wish to complete during this level. At the end of the 30 days you will meet with your treatment team to determine if all of the goals/objectives that you have chosen have been met. If it is determined that you have successfully met all of your goals/objectives you will advance up to the fourth level.

PHASE FOUR
Future Planning. At the end of the 30 days you will meet with your treatment team to determine if all of the goals that you have chosen have been met. During this level, you will diligently work on transitional goals designed to assist you with being successful upon discharge. If it is determined that you have successfully met all of your goals, you will be eligible to graduate Hazel House.
THE SELF PROGRAM

S.E.L.F. PHASES
The SELF program utilizes stages to help reinforce the core values and expectations of our community. The requirements and privileges of each stage are built upon the previous stage. Promotion to the next stage is conducted only at treatment team meetings, if you meet the requirements and the treatment team approves. Each stage listed below varies in length based on how well you do.

PHASE ONE: SAFETY / ORIENTATION
Upon arrival at Hazel House you will be placed on Orientation for your first 10 days. During this time, you will learn about the program by becoming familiar with the daily schedule, meeting staff and learning the program rules and expectations.

PHASE TWO: EMOTIONAL EXPLORATION AND REGULATION
During this phase, you will develop a plan to reach your goals for your future. Once in this phase, you begin taking action towards meeting the goals and can clearly define your motivation for change. Phase 2 is about personal exploration, developing skills to handle trauma and intense emotional distress through using coping strategies that will enable more self-control.

PHASE THREE: LOVING SELF AND OTHERS
Love Self/Others. At the beginning of this level you will choose and prioritize the goals that you wish to complete during this level. At the end of the 30 days you will meet with your treatment team to determine if all of the goals/objectives that you have chosen have been met. If it is determined that you have successfully met all of your goals/objectives you will advance up to the fourth level.

PHASE FOUR: FUTURE PLANNING
During this phase of the program, you will be “putting the pieces together”. Utilizing what you have learned throughout the program, you will begin to plan for the future. This phase will enable you to showcase leadership, problem-solving, and assertiveness skills that you have worked hard to obtain.

EVALUATION
Phases 1-4 will be evaluated by the patient and the treatment team for progress and together we will determine advancement to the next phase. Moving through the phases of treatment will allow for increased responsibility, greater degrees of leadership and participation in fun/rewarding activities.
CORE VALUES

Respect:

“We believe in Respect; we believe that you should respect yourself and others. We believe that you should respect each other’s privacy and property. We believe that you should respect the authority of others and the beliefs of others. But mostly, we believe that you should respect the goals you have set for yourself and respect the opportunity you have to achieve them.”

- You are expected to do the following to show Respect:
- You are expected to not swear or use any inappropriate language.
- You are expected to follow the dress code and keep yourself in a clean and orderly manner.
- You are expected to be attentive in class, group, and at any appointment with staff.
- You are expected not to go into unauthorized areas.
- You are expected not to belittle or degrade your fellow students.
- You are expected not to enter another student’s personal area.
- You are expected not to damage or destroy community property
CORE VALUES

Responsibility:
“We believe in Responsibility; we believe that you should take responsibility for your own actions and accept your responsibilities. We believe that responsibility means to stand up and do what is right, regardless.” You are expected to do the following to show Responsibility:

- You are expected to keep your bed made.
- You are expected to keep your personal area clean.
- You are expected to keep the day room neat and clean.
- You are expected to put your dirty laundry in the proper place after showers.
- You are expected to deposit your tray, eating utensils and trash in the appropriate place after every meal.
- You are expected to apply yourself in class and group.
- You are expected to be on time to all appointments with staff.

Safety:
“We believe in Safety; we believe that you should refrain from doing anything that puts Staff, Students, Visitors, and community property at risk or danger.” You are expected to do the following to be Safe:

- You are expected to clean up any “mess” you’ve made.
- You are expected to follow the safety rules.
- You are expected to follow all instruction from Staff.
- You are expected not to horseplay at any time.
- You are expected to wear your seat belt whenever in a moving vehicle.
- You are expected not to introduce contraband onto your campus.
THE BEHAVIOR MANAGEMENT SYSTEM

All the elements of our behavior management system are designed to work together to promote a healthy, safe and positive environment. A point system is used to gain privileges. Consequences result in loss of privileges and loss of good days. As you advance through the “SELF” stages of change, you will be rewarded with progressive privileges. You will never be denied regular meals, clothing, sleep, physical or mental health care services, school, exercise, correspondence privileges or contact with parents/guardian. You will receive a Behavior Motivation System guide upon your arrival. Each student starts out with a clean behavior card 100% on mission; however, if a student fails to abide by the core value expectations and guidelines of Hazel House, the student will be addressed regarding their behavior. Some examples are: disrespectful language, horseplay, not completing chores. Major negative confrontation may include restraint, assault, and destruction of Hazel House property, causing a disturbance, being out of supervision, and/or four negative confrontations in one day.

Point Cards:
The point card system was designed after what is called a “token economy” system. You may not have realized it but all of us have taken part in many systems like this. Some forms of token economies are grades at school, merit badges, and gold stars. The most obvious is pay for work. You get paid based on the work you do. In our community, your “paycheck” is your point card. So, when you participate in scheduled activities and demonstrate behaviors that are above expectations we will award points in recognition. Those points will be recorded on your point card (paycheck) and you will use those points to purchase items in our point store.
THE BEHAVIOR MANAGEMENT SYSTEM

The SELF Phase program utilizes a point system. Point cards are given out to you each Monday morning at wake up and you are responsible for keeping up with your point card throughout the week. You are to never allow another youth to hold, carry or have your point card in their possession. In this system, youth do not lose points but instead you earn points by participating in scheduled activities and by demonstrating behavior that exceeds the expectations of the program. Both participation points and behavior points are documented on your point card by using a coding system. You can earn points each day for participating in the scheduled activity and additional Behavior points can be earned when you display behavior that exceeds the expectations of the program. For example, if you volunteer to complete an additional chore, you would be exceeding our expectations and this should result in the staff documenting this on the “Above Expectation” section of your point card.

It is your responsibility to keep your point card with you at all times so that staff can immediately document behaviors as they are observed. Any staff at any time can document a behavior that exceeds or falls below our community’s expectations. However, only the staff responsible for the activity can assign participation points. For example, after a mental health group the Therapist must assign participation points since they were responsible for conducting the group. No staff should ever fill in a participation score for an activity that they were not responsible for. This includes a staff going back and filling in areas that were not scored by other staff.

If you refuse to present your point card when a staff requests, staff is not going to argue with you or get into a “power struggle” to get your point card. They will talk with you and remind you of the importance of meeting the community expectations. If you still refuse to present your card, the staff will simply remind you that it is a major community violation and that they will let the shift leader know. The shift leader will ensure that the information gets put on your card when they are collected at night by the night shift. Youth are not allowed to fill in any section of their point card. If a youth changes or fills in any section of their card it is considered forgery. If a youth is found to have forged any information on their point card, they will forfeit all points earned on the card up until the time the forgery was discovered. Youth should not deface their point cards with negative language, etc.
**POINT CARD MANAGEMENT SYSTEM**

**Distributing Point Cards:**
Each Monday morning, your Team Leader will give you a new point card for the week.

**Collecting and Tallying Point Cards at Night:**
The night shift Team Leaders will collect their dorm's point cards each night before you go to bed. The night shift Team Leader will record the data from each point card on a daily status sheet. Once the daily status sheet is completed for that night, there will not be any changes allowed thereafter. The point cards are held by the night shift Team Leader while the youth are asleep and the passed to the on-coming day shift Team Leader to be passed back out to you by 6:30 am each morning. On Sunday night, the night shift Team Leader will collect the point cards and then turn them into the Shift Leader to be filed.

**Lost Point Cards**
If you lose your point card, you must notify a staff as soon as you realize that it is missing. You will not be issued a new card until it can be proven that the loss was not intentional. The staff should immediately, or as soon as possible, contact the shift leader so that the card can be replaced. The shift leader will get a new card and code an “LC” in each period for that day up to the time the new card is issued. Any points that you earned that day will be able to be transferred to your new card. So, make sure that you keep up with your card at all times. Should you destroy your card intentionally, it will be left to the discretion of a treatment team member as to if another card is issued to you.
EDUCATIONAL SERVICES

OUR SCHOOL

Our fulltime Director of Education, Nicole Miller, MS, specializes in alternative educational settings. She puts her vast experience into making sure each of our adolescent patients get the most out of every educational opportunity while they are here, beginning at intake and admission, and carrying through each student’s entire stay. Our staff also includes other exceptional educators, experienced teachers and tutors, who work directly with the students, relative to each girl’s individual needs.

WHAT IS INCLUDED?

• Individualized Instruction
• Tutoring & Specialized Instruction
• Non-typical, Student Centered Classroom

INDIVIDUALIZED INSTRUCTION

As a part of the admission process, parents request an official sealed transcript from their daughter’s school of record. These records help us tailor the education program to each girl’s specific needs.

At Honey Lake Clinic, we use the Edgenuity Curriculum as the primary delivery model. We will also use Abeka as a supplement. Abeka offers a comprehensive, biblically-based, developmentally appropriate curriculum. This curriculum is paired with strategically designed instructional materials and learning opportunities, ensuring our educational program meets the academic, social, emotional and spiritual needs of each student.

Our education program is year-round. Yes, the education program continues through the summertime. For those students who’ve fallen behind—which is very common among students in treatment—this is an ideal window in which to pick up skills they’d missed. For those students who are not behind, this is an excellent opportunity to further refine and hone their skills.

TUTORING & SPECIALIZED INSTRUCTION

Future Planning. At the end of the 30 days you will meet with your treatment team to determine if all of the goals that you have chosen have been met. During this level, you will diligently work on transitional goals designed to assist you with being successful upon discharge. If it is determined that you have successfully met all of your goals, you will be eligible to graduate Hazel House.
DESIGNED TO MEET THE DIVERSE NEEDS OF ALL OF OUR STUDENTS, OUR EDUCATION SPACE LOOKS NOTHING LIKE A TYPICAL CLASSROOM. RATHER, OUR SPACE IS A MOST INVITING AND COMFORTABLE STUDENT-CENTERED LEARNING LAB. THIS ENVIRONMENT LENDS ITSELF PERFECTLY TO THE DAILY ROUTINE THE GIRLS UNDERTAKE, ALLOWING THEM TO ACCESS THEIR PARTICULAR CURRICULUM IN A WAY THEY ARE MOST COMFORTABLE.

As every student is unique, and each of their educational journeys differ, our education space at Honey Lake Clinic is designed using evidence-based practices and flexible seating to address a wide variety of learning styles. Students step into their 21st Century Learning Lab excited to create and learn. This approach to design is centered around community, comfort, health, communication, and collaboration.
DAILY SCHEDULE:

Hazel House Residential Treatment Services provides evidence-based programming that includes Dialectical Behavioral Therapy, Trauma Focused Cognitive Therapy and other substance, trauma, and recovery skills groups.

Schedules will be adjusted for special programs and during holidays. Schedules may also be adjusted at the discretion of the Program Team Lead and/or Director.

<table>
<thead>
<tr>
<th>TIME</th>
<th>MONDAY</th>
<th>TUESDAY</th>
<th>WEDNESDAY</th>
<th>THURSDAY</th>
<th>FRIDAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>6:30 AM</td>
<td>Wake up Call</td>
<td>Wake up Call</td>
<td>Wake up Call</td>
<td>Wake up Call</td>
<td>Wake up Call</td>
</tr>
<tr>
<td>7:30 AM</td>
<td>Breakfast</td>
<td>Breakfast</td>
<td>Breakfast</td>
<td>Breakfast</td>
<td>Breakfast</td>
</tr>
<tr>
<td>8:30 AM</td>
<td>Morning Devotional</td>
<td>Morning Devotional</td>
<td>Morning Devotional</td>
<td>Morning Devotional</td>
<td>Morning Devotional</td>
</tr>
<tr>
<td>9:00 AM</td>
<td>School</td>
<td>School</td>
<td>School</td>
<td>School</td>
<td>School</td>
</tr>
<tr>
<td>12:30 PM</td>
<td>Lunch</td>
<td>Lunch</td>
<td>Lunch</td>
<td>Lunch</td>
<td>Lunch</td>
</tr>
<tr>
<td>2:45 PM</td>
<td>Group Discussion/Activity</td>
<td>Group Discussion/Activity</td>
<td>Group Discussion/Activity</td>
<td>Group Discussion/Activity</td>
<td>Group Discussion/Activity</td>
</tr>
<tr>
<td>4:00 PM</td>
<td>Free Time</td>
<td>Free Time</td>
<td>Free Time</td>
<td>Free Time</td>
<td>Free Time</td>
</tr>
<tr>
<td>5:30 PM</td>
<td>Dinner</td>
<td>Dinner</td>
<td>Dinner</td>
<td>Dinner</td>
<td>Dinner</td>
</tr>
<tr>
<td>6:30 PM</td>
<td>Artistic Process Group with Ashley</td>
<td>Life Skills with Carol</td>
<td>Dance Movement with Allison</td>
<td>Reenacting and Reframing with Charity</td>
<td>Free Time</td>
</tr>
<tr>
<td>8:00 PM</td>
<td>Journaling</td>
<td>Journaling</td>
<td>Journaling</td>
<td>Journaling</td>
<td>Journaling</td>
</tr>
<tr>
<td>8:30 PM</td>
<td>Personal Hygiene/Designated Phone Time</td>
<td>Personal Hygiene/Designated Phone Time</td>
<td>Personal Hygiene/Designated Phone Time</td>
<td>Personal Hygiene/Designated Phone Time</td>
<td>Personal Hygiene/Designated Phone Time</td>
</tr>
<tr>
<td>10:00 PM</td>
<td>Lights Out</td>
<td>Lights Out</td>
<td>Lights Out</td>
<td>Lights Out</td>
<td>Lights Out</td>
</tr>
</tbody>
</table>
**MAIL**

ALL RECEIVED MAIL, INCLUDING MAIL AND PACKAGES FROM USPS, UPS, AND FEDEX IS DELIVERED TO 1449 NW HONEY LAKE RD. GREENVILLE, FLORIDA 32331. TO ENSURE AGAINST CONTRABAND AND SUSPICIOUS DELIVERIES, THE THERAPIST WILL OPEN AND READ ALL MAIL AND PACKAGES SENT TO PATIENTS AT HAZEL HOUSE.

**CONTRABAND**

HAZEL HOUSE IMPLEMENTS AND MAINTAINS A SYSTEM TO PREVENT THE INTRODUCTION OF CONTRABAND INTO THE PATIENT ENVIRONMENT AND TO IDENTIFY CONTRABAND ITEMS AND MATERIALS AND RESPONSE. CONTRABAND IS CONSIDERED TO BE ANY ITEMS NOT PROVIDED TO THE PATIENT UPON INTAKE OR LISTED AS AN AUTHORIZED ITEM CAN BE CONSIDERED CONTRABAND. UPON INTAKE, THE PATIENT SHALL BE PROVIDED WITH A LIST OF ITEMS THAT ARE CONSIDERED TO BE CONTRABAND. DEPENDING ON THE SEVERITY OF THE CONTRABAND INFRINGEMENT THE TREATMENT TEAM MAY DETERMINE THE FORM OF ACTION AND/OR CONSEQUENCE DEEMED NECESSARY. CONTRABAND AT A PROGRAM INCLUDES BUT IS NOT LIMITED TO:

- ILLEGAL ITEMS
- ILLEGAL SUBSTANCES (DRUGS, TO INCLUDE PRESCRIPTION OR OVER THE COUNTER MEDICATIONS, ALCOHOL, ETC.) AND PARAPHERNALIA
- PORNOGRAPHIC MATERIALS
- ITEMS DISPLAYING GANG RELATED SYMBOLS TO INCLUDE CLOTHING
- OTHER ITEMS THAT ARE DETERMINED TO BE UNSAFE BY THE FACILITY ADMINISTRATOR OR MEDICAL OPERATIONS DIRECTOR
- MUSIC OR POEMS THAT ARE GANG RELATED OR EXPLICIT IN LANGUAGE.
- KEYS, OR ANY ITEM DEEMED UNSAFE OR A THREAT TO THE FACILITY SECURITY
- CASH

AT THE DISCRETION OF HAZEL HOUSE, CONTRABAND THAT IS NOT ILLEGAL SHALL BE DISCARDED, RETURNED TO ITS ORIGINAL OWNER, MAILED TO THE PATIENT’S HOME OR STORED AND RETURNED TO THE PATIENT UPON RELEASE. IN ALL INSTANCES INVOLVING THE CONFISCATION OF CONTRABAND THAT IS ILLEGAL, THE CONFISCATED ITEM(S) SHALL BE TURNED OVER TO LAW ENFORCEMENT AUTHORITIES AND A CRIMINAL REPORT FILED.
ELECTRONIC DEVICES
No electronic devices are allowed on premises. There are facility devices that can be utilized for specific instances, as approved by therapeutic and support staff.

SMOKE / VAPE / TOBACCO FREE
Hazel House, Inc. deeply values the safety and well-being of all patients and employees. Smoking and other tobacco use are not permitted in any buildings on campus. Hazel House maintains smoke and tobacco free buildings and offices. No smoking or other use of tobacco products are permitted in any part of any buildings on the campus.

VISITIATION
Depending on level of care, patient may be granted visitation time on the weekend for off-campus visitation with parents/caregivers only. It is at the discretion of the Treatment Team as it applies to the appropriate care of their child.

BEDROOMS
Patients are not allowed in their peer's room. Only the Clinical Director may initiate room assignment changes. This will be done in order to meet program needs. Patients are expected to keep their belongings stored neatly in the provided storage areas. Trash will be disposed of in the proper containers. Beds are to be made each morning and rooms straightened each morning and evening.
Patients are to be respectful of others by not moving or tampering with others’ belongings, being quiet during sleeping hours, and maintaining a clean and safe environment.

PATIENT RIGHTS
Patient rights are posted in common areas, easily accessible to the Patient. Individuals receiving services from Hazel House have the right:

- To be treated with dignity and respect
- To receive services regardless of race, religion, ethnicity, age, handicap, or the course of financial support
- To obtain from her counselor, current information regarding diagnosis, treatment and prognosis in terms the patient can reasonably understand unless it is detrimental to her present condition
- To receive from her counselor information necessary to give informed consent prior to the start if any procedure and/ or treatment
- To refuse treatment and receive information from the clinical staff about any consequences that may occur as a result
- To every consideration of privacy concerning her treatment program. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. Those not directly involved in the patient’s care must have permission of the patient to be present
- Patients who believe that their rights
- have been violated are encouraged to talk with their Treatment Team, Counselor,
- or Direct Care staff immediately.
- Individuals also have unimpeded access to call the Florida Abuse registry at 1-800-96-ABUSE (children and vulnerable adults), Florida AHCA
- Complaint Line 1-888-419-3456, and or to complete a grievance.
GRIEVANCE PROCEDURES

The Hazel House Grievance Procedure consists of three parts that include:

PART ONE:
The first step in the grievance procedure must be personal contact. It is the Patient’s responsibility to contact the person involved and talk about the matter in a calm and polite way. If this conference does not resolve the problem, the Patient will meet with their Primary Therapist to discuss the issue and complete and submit a grievance or submit a previously written grievance. This meeting must occur within 3 days of submission of the grievance. The grievance form includes a section for the Patient to complete after the conference with the Primary Therapist that explains in the Patient’s own words whether the Patient agrees or disagrees as well as the Patient’s opinions on how to solve the problem. If the grievance is related to the Primary Therapist, the grievance form will be submitted directly to the Medical Operations Director. If the Patient agrees, then the resolution is implemented and this is considered

PART TWO:
Within 3 days of the Part 1 completion, the Medical Operations Director will formally meet with the Patient to discuss the situation. Upon conclusion of the meeting, the Medical Operations Director will complete the Part 2 resolution section of the grievance form. Patients will sign the form, indicating if they agree or disagree with the resolution provided by the Medical Operations Director. If the Patient disagrees with the resolution made by the Medical Operations Director, the process will move to Part 3

PART THREE:
Within 3 days of Part 2 completion, the Facility Administrator will formally meet with the Patient to discuss the situation. Upon conclusion of the meeting, the Services Facility Administrator will complete the Part 3 and final resolution section of the grievance form. Patients will sign the form, indicating if they agree or disagree with the final resolution provided by the Facility Administrator.