

# Wellness Recovery Center – Resident Handbook

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## Program Description

The Wellness Recovery Center's (WRC) Crisis Stabilization Unit (CSU) serves adults age 18 and older from Charlottesville and surrounding areas. WRC's purpose is to divert, prevent, or reduce psychiatric hospitalization for individuals who are experiencing a behavioral health crisis, or assist them in returning to their community from such a hospitalization. WRC accomplishes this by providing daily program services, assisting individuals to mobilize community resources, and connecting individuals to those around them for ongoing recovery. Service modalities include: psychiatric assessment, medication and symptom management, crisis counseling, mind-body techniques, acudetox (auricular acupuncture), introduction to mental health recovery concepts, coping skills training, case management, and linkage to community resources.

## Mission/Philosophy

WRC works toward Region Ten's mission by respecting the dignity of people in crisis, assuring safety, serving their needs in the least restrictive environment possible and linking with other community service providers as needed.

We believe recovery is possible for each individual and that having a sense of hope lies at the foundation of recovery. We also recognize that each resident in the program is at a different stage in their own recovery. Knowledge about mental health and access to available resources is critical to the recovery process. In light of this, WRC's primary goal is to instill hope. The Wellness Recovery Center strives to assist each individual in identifying their goals while assuring their safety in a thorough, expedient, and professional manner. WRC will make appropriate, individualized follow-up referrals for each person who participates in the program.

## Length of Stay

Wellness Recovery Center admits individuals for up to two weeks. WRC clinical staff will work with you to evaluate your progress toward the goals in the Individual Service Plan (ISP) that you will develop with your therapist. When you have met them, it will be time to take what you have learned and practice it in your community, knowing that we understand recovery can be a lifelong journey with multiple challenges along the way.

Most of our education and coping strategies are presented in groups. Attendance and participation in the groups offered each day is expected and will be critical to your success here. Your length of stay will be based on your clinical progress in groups and individual sessions, as well as your overall commitment to your treatment. From the beginning of your treatment stay, you will be working on a Safety Plan for ongoing treatment in your home community.

## Facility Information

**Address:** 504 Old Lynchburg Road, Charlottesville, VA 22903.

**Resident Phone:** (434) 970-1469, available between the hours of 7:00-8:45 am; 12-1 pm; 5:30-7:00 pm and 8:00-10:00 pm.

**Staff Phone/Care Coordination:** (434) 972-1876.

**Fax:** (434) 296-6157.

Your friends and family may contact you at (434) 970-1469 during these times slots. Calls directed to staff will only be accepted with your written permission on a consent to release form that will be discussed during your admission.

## Participation Guidelines

WRC serves individuals from various backgrounds, each with unique gifts and also unique challenges. Due to this diverse client population, program participants may be triggered by a range of issues. This includes topics and language that is racially, sexually, or politically charged. At times, this may take the form of conversations that may be totally acceptable outside of WRC. In the WRC setting, these discussions in groups can be triggering for program participants and set back their recovery. We encourage you to speak freely about any of these topics in your individual sessions with your clinician; however, in group settings, we may ask you to refrain from certain topics. WRC has the obligation to consider each and every one of its program participants as individuals, and ensure the safest space possible for their recovery. Staff have been trained to redirect groups in situations such as this. We ask that you are not only understanding but also accepting in the event staff may need to redirect certain topics in group settings.

People grow and resolve a crisis best when they feel safe and respected. Living and working closely together can be stressful, especially when people are already in a state of crisis. We have developed guidelines to ensure a safe and respectful environment for everybody. If you need additional assistance resolving conflicts, please let program staff know.

- Communicate respectfully with each other. Even if we have opposing points of view, we can strive to understand each other's perspective. We request that you save political, religious, and other contentious discussions and points of view for private conversations.
- Be mindful of each other's privacy and confidentiality within the program and in the community. Avoid gossip, which is a form of violating someone's privacy.
- Respect individual space.
- Clean up after yourself.
- Respect each other's belongings and only borrow them with explicit permission every time. Avoid giving, lending, or accepting money or other valuable items while you are a resident.
- Ask and receive permission every time before touching or hugging.
- Extended fasting is not allowed while at the Wellness Recovery Center. Residents are expected to consume at least 1,000 calories per day, the minimum required for your body's metabolic

functioning. If you are fasting for religious reasons or for religious holidays, please let staff know at admission so that reasonable accommodations can be made.

- Detailed “war stories” of trauma and drug and alcohol use can be triggering for people in recovery. Please discuss your past in general terms and keep your focus on how you are doing now. You may, of course, discuss your history in greater detail with your counselor.
- If you are feeling unsafe, please clearly communicate that with staff so that they may assist you.
- If you are aware of another resident having difficulty with their safety or another issue of a serious nature, please notify staff immediately. This is your responsibility to the entire WRC community. Your reports will be kept confidential.
- Group psychoeducation is a primary modality of treatment at Wellness Recovery Center. Group attendance is an expectation for all residents.

### Personal Property and Inspections

To maintain a safe environment, WRC staff will inspect your personal belongings at the time of your admission, at discharge, and at any time during your stay. We may ask your assistance in demonstrating that there are no unsafe items on your person or in your belongings. Anything potentially harmful will be held for you while you are participating in the program. WRC is not responsible for any money or credit cards you choose to keep with you.

At the time of admission, staff will treat all incoming clothing with a special clothing heater that kills bedbugs. This is to prevent any possible bedbugs coming on to the unit. Bring only clothes which can safely be washed and dried with high heat. Please do not bring delicate items or flammable fabrics. All clothing and fabrics will be placed in a bedbug heater for 1+ hour. Clothing or fabric items that are delicate should be sent home or stored in plastic bags at admission as Region Ten is not responsible for damage to personal items in the bedbug heater.

Any belongings dropped off after admission will also be searched for appropriateness and clothing will be treated in the clothing heater.

### Smoking

The Wellness Recovery Center became a nicotine-free program on June 30, 2018. We can provide gum, patches, and other support, as well as coping skills for staying nicotine-free after you leave.

### Substance Use

Possession and use of alcohol or illegal or unprescribed drugs is not allowed in the program and is grounds for immediate discharge. On admission, all participants will be asked to complete a breathalyzer and urine drug screen for considerations around potential medical needs. WRC reserves the right to request an additional urine sample at any time during your stay. Failure to provide a urine sample or evidence of tampering is grounds for dismissal. WRC reserves the right to conduct room and belonging searches in instances where possible substance use or possession is indicated.

## Meals and Food

- The Wellness Recovery Center provides food for breakfast, lunch, and dinner. Dinner is typically purchased pre-prepared from Wegmans. Healthy snacks will be provided.
- Please wear gloves at all times when working in the kitchen. You are responsible for cleaning up what you make and eat.
- Personal food, drinks, or candy are not allowed unless medically necessary and with approval prior to admission. Residents are not allowed to purchase food for the group.
- Food is only allowed in the kitchen, dining areas, and the courtyard.
- If you have specific dietary needs, please discuss them with staff before admission. WRC will make reasonable efforts to accommodate individual dietary needs. For individuals with prescribed dietary needs, a physician order must be presented at admission. Energy drinks are not allowed unless there is a medical need and a doctor's order.
- Some clients with medically prescribed or medically indicated special diets may be allowed to bring in sealed, dated, and labeled food to accommodate their dietary needs. This must be approved by nursing prior to admission and is dependent on having adequate space to store these items onsite. WRC staff are not responsible for monitoring personal foods stored in the client kitchen.

## Laundry

- We provide scent-free laundry products. No outside laundry products are allowed.
- You may use the laundry during breaks and at the end of the program day. Staff will provide you with the detergent.
- If you have questions, please ask for assistance.
- If we have an exceptional number of rooms to prepare for new arrivals, we may ask you to wait to do your laundry.
- A load of laundry takes approximately 2 hours, for this reason laundry should be started no later than 8 pm.

## Leaving the Campus

For safety reasons, while you are a resident at WRC you are required to stay on the WRC campus. Please reschedule any appointments or obligations you may have until after your stay here.

[Exceptions are only made in advance and when the appointments cannot be readily rescheduled.]

## Phone Use

The Wellness Recovery Center became a cell phone-free program on June 30, 2018. Cell phones will be held in locked storage during your stay. Clients and their visitors are prohibited from carrying a cell phone on the unit (unless under staff supervision) and are prohibited from using any photographic or recording device (to include cell phones) on the unit as this carries the risk of violating confidentiality. WRC prohibits posting any information that explicitly identifies any other client or staff on the unit on any social media site (including, but not limited to, Facebook, Instagram, Snapchat, LinkedIn, etc.).

The WRC client phone is not to be used during scheduled group times. We reserve the right to regulate client phone access if any use of the phone is creating a problem to the client or other residents. WRC client phone use at (434) 970-1469 is available between the hours of 7:00-8:45 am, 12-1 pm, 5:30-7:00 pm, and 8:00-10:00 pm.

## Computers

There is a computer available for resident use during breaks and at the end of the program day.

Computer use is not allowed during scheduled group times.

- The computer is intended to assist you in your recovery and in discharge planning.
- Social media is discouraged due to repeatedly creating stressors for WRC clients during their stay.
- You are not allowed to view offensive material or download anything to these computers.
- You will need to ask staff to print anything from the computers.
- We reserve the right to regulate computer access in cases of misuse or overuse.

## Radio, Television, Streaming Content, Xbox, Wii, and Electronic Devices

- No personal electronic devices are allowed in the program.
- Amazon Fire tablets can be signed out and used during breaks and after 8:00 pm.
- Television/streaming content is not allowed during group times.
  - Subject matter may not be sexual or violent or otherwise inappropriate and are limited to a PG-13 rating.
- Videogames must be signed out and you will be charged for them if they are not returned before you discharge.
- The TV in the living room area can be used from 8:00 pm (9:00 pm on 12-step meeting nights) until 11:00 pm.

## Personal Space

- You are not allowed in any other person's bedroom.
- Room assignments are made to fit individual needs and program concerns. It is possible that your room assignment will change while you are in the program.
- You are responsible for keeping your space neat and tidy. Please do not keep food or drinks in your room.
- Staff will hold items that may be harmful.
- The center is not responsible for lost or stolen items so please keep your valuables secure or leave them at home.
- Please be mindful of privacy and confidentiality around the medication desk. Please do not interrupt staff or residents when people are receiving meds.

## Dress Code

- We ask that you wear modest clothing with no profanity, drug, or alcohol emblems or slogans.

- Shirts with low necks and spaghetti straps, tops that bare your midriff, short shorts, bathrobes or revealing pajamas, and clothing that display undergarments are not allowed.
- You are required to wear shoes or socks at all times. We can provide non-skid booties if needed.

## Coffee

Caffeinated coffee is available 5 am till 4 pm. No soda or energy drinks are allowed at WRC.

## Behavioral Guidelines

Any of the following behaviors are grounds for discharge from the program:

- Sexual activity;
- Possession or use of illegal drugs/alcohol;
- Stealing;
- Damage to property;
- Exclusive relationships with other residents, whether sexual or not;
- Verbal or physical abuse to staff or other residents;
- Violations of confidentiality including cell phone misuse; and
- Any behavior that seriously and adversely affects the WRC milieu.

Residents may occasionally be offered a “Behavioral Contract” in situations where a resident’s behavior disturbs the milieu but may not meet the threshold for immediate discharge. Behavioral Contracts are signed agreements between residents and clinical staff stating that the resident agrees to abide by appropriate behavioral guidelines or be discharged.

## Medication Guidelines

We require that you bring all your medications with you, including over-the-counter medications, in their original labeled bottles from pharmacy or manufacturer. If you are unable to access a 14-day supply of medications, we will require a plan to access these medications to be established prior to admission.

- Medications will be turned over to nursing staff upon admission for review and storage during your admission. Our staff will observe you taking your own medications and are required to document this per state regulations. All medication must be taken the way that they are labeled by pharmacy or manufacturer unless changes are made by the physician in person. Non-FDA approved medications may require review by physician before use.

You are responsible for paying for your medications, and any co-pays for medications, if medication changes are recommended by the treating physician. Medications purchased by WRC for you will be added to your bill. Any expired medications brought in by residents and any medications that have been discontinued while in the program will be disposed of by the center staff with you present. Any

sharing, giving away, or selling of any medication is not allowed. Our policy is to not change any existing pain medication plan.

### Weekday Daily Schedule

7:30 am – 9:00 am	Wake up/Breakfast/Meds/Mindfulness
9:00 am – 9:45 am	Community Meeting/Movement
10:00 am – 11:15 am	Clinical/Dialectical Behavioral Therapy (DBT) Group
11:30 am – 12:00 pm	Lunch/Individual Study/1:1 Sessions
1:30 pm – 2:30 pm	Clinical/Psychoeducation Group
2:45 pm – 3:45 pm	SPARK (Skills Practice and Review)
4:30 pm – 5:15 pm	Process Group/Movement
5:30 pm – 7:00 pm	Dinner/Visiting Hours
7:00 pm – 8:00 pm	AcuDetox/Mindfulness group/Relaxation Stations
8:00 pm – 9:00 pm	AA on Monday/NA on Friday (optional)
11:00 pm – 6:30 am	Quiet Time. You may read or practice quiet recovery skills in the living area.

### Quiet Time (11:00 pm-6:30 am)

Please remember that restful sleep is an important part of mental wellness and the ability to engage in the WRC program. We can support you with PRN medications or noise machines as needed.

The following activities are appropriate after 11:00 pm:

- Sleeping (recommended);
- Meditation/breathing;
- Journaling quietly;
- Artwork quietly;
- Reading;
- Working on handouts/modules.

The following activities are **not** appropriate after 11:00 pm:

- Computer or television use;
- Exercise machine;
- Conversations with other residents;
- Games;
- Cooking.

The following areas are off-limits during Quiet Time:

- Group Room
- Blue Room
- TV Room
- Therapy Rooms

### Group Guidelines

- Come to group on time out of respect to group leader and other residents.

- Confidentiality is critical to the group process. You may share information pertaining to your own recovery, but not identifiable information about your peers.
- Speak respectfully.
- Listen respectfully.
- Allow others to share.
- Try not to interrupt.
- Avoid “cross talking”, defined as conversation that takes place between two people in a larger group setting. While it is natural and appropriate to respond to what another person is saying, avoid extended conversations between just two people.
- Be present and awake.
- No food is allowed in the group room.
- Take bathroom breaks as needed.
- Use discretion when talking about past trauma, substance use, or episodes of self-injury. Talk about your feelings, reactions to, and impact of your experiences.

Some behaviors in group tend to be more productive or effective than other ones. Below is a list of more effective group membership behaviors:

Listening to others	When giving feedback
Avoid giving suggestions or advice.	Be as specific as possible.
Avoid blaming others.	Give it as soon as possible.
Focus on your experience in the present.	Be direct.
Assume personal responsibility.	Share the positive and the negative.
Become aware of both feelings and thoughts.	Tell how the other makes you feel.
Attempt to practice new, positive behaviors.	Don't make excuses.
Ask for feedback.	Be aware of becoming defensive.

### Visitation (altered at this time due to Covid-19 safety protocols)

- Monday – Sunday: 5:30 pm – 7:00 pm. **\*\* Due to Covid-19 protocols, at this time visitation is virtual only.** Clients may access their cell phones during this time to interact with visitors. This must be done only in private spaces, such as the resident’s room, to protect confidentiality of other clients. AT NO TIME can anything be recorded on personal devices, by audio or video, while on the premises.
- Holiday visitation hours are announced prior to the holiday.
- At admission, you will have the opportunity to tell the Wellness Recovery Center staff if there are individuals that you do not want to be able to visit you. Individuals not listed on the prohibited visitor list will be allowed entry during visitation hours.
- You have the right to refuse visitation by anyone at any time.
- Your visitors should leave all belongings, especially cell phones, outside of WRC.
- All visitors will need to sign in and sign out with the date and time every time they visit.



- Visitors with children under 12 will meet in the large group room. You may use the Wii, Xbox, or streaming services upon request.
- All visits must take place in open areas. If a visitor is in your room, the door must be open. Visitors may not sit or lie on beds. Chairs can be provided as requested.
- Visitors may not utilize the kitchen to prepare food as this area is only for residents.
- Visitors must use the public bathroom across from the medication desk.
- Visitors showing obvious signs of communicable diseases (runny nose, cough, sneezing, etc.) or with recent exposure to highly infectious diseases (chicken pox, influenza, gastrointestinal illness, COVID, etc.) will not be admitted.
- Once discharged from the program, program participants are not allowed to return to visit as guests for 30 days after discharge. This includes participation in on-site 12-step meetings.

During visiting hours, pets may visit in the outside courtyard for up to 15 minutes. **Pet visits must be approved by your primary clinician beforehand and supervised by a staff member.**

### Instruments

Acoustic instruments can be played in the group room, patio, or your bedroom (and only if your roommate is okay with it).

### Safety Issues

WRC staff will monitor your safety throughout their entire stay. Every day you will be assigned a color code (Green, Yellow, or Red) based on the staff's clinical assessment of your safety to discharge.

- Residents on Green are deemed safe to discharge once they have participated in a Discharge Review session and completed their WRC Safety Plan.
- Residents on Yellow must be evaluated by WRC staff before being cleared to discharge. This evaluation will focus on risk assessment, and will determine whether you are safe to discharge.
- Residents on Red are assessed to be a serious risk to themselves or others and should remain in the program until they stabilize, establish a strong WRC Safety Plan, and are cleared to discharge.

If you are on the Red color code and leave the facility, WRC will call the police and seek an Emergency Custody Order (ECO) to bring you to the hospital for psychiatric evaluation. This is done out of concern for your safety and based on our ongoing clinical assessment.

Factors that lower a resident's risk level are increased stabilization, engagement with program and recovery, new or existing linkages to community services and support, and a strong Safety Plan. Factors that raise a resident's risk level are consistent emotional escalation, non-participation in program activities, and an incomplete WRC Safety Plan. What we are looking for is movement toward increased well-being and safety. Feel free to ask your counselor about where your risk level is currently assessed and how to lower it.

Any self-destructive behavior (self-injury, bingeing/purging, intentional food restriction, attempted suicide) must be reported to staff and may create a reason to evaluate the resident for a higher level of care. WRC is responsible for monitoring safety on the unit at all times and any client must agree to be monitored and have their safety assessed as part of the program. The primary therapist will assess and evaluate the person for safety to remain in the program. Repeated engagement in non-suicidal self-harm may result in a behavior plan that could eventually result in discharge from the program.

### Video Monitoring

Region Ten reserves the right to install and activate video monitoring of the agency's property to include: parking lots, driveways, courtyards, lobbies, halls, residential community, and common areas. Residential community and common areas include living rooms, halls, kitchens, activity/computer rooms. Video monitoring will not include bedrooms or bathrooms.

### Discharge Planning

Please work on your planned discharge date and time during meetings with your case manager. You are responsible for arranging your own transportation. If you are being picked up by a friend, family member, or provider, please make sure the WRC has a Release of Information allowing us to communicate with this person. If you are leaving in your own vehicle, or taking public transportation, please plan on communicating with WRC once you have arrived at your destination. This is for us to ensure that you have arrived safely.

Prior to discharging, you will participate in a **Discharge Review** meeting with your assigned counselor and case manager. Partners, family, and other supporters may also attend. In this meeting, you will review:

- your progress towards your goals and your next steps,
- your safety and appropriateness to discharge,
- your personalized **WRC Safety Plan**, which includes:
  - Scheduled follow-up appointments with your doctor and/or psychiatrist;
  - Scheduled follow-up appointments with an outpatient therapist or social worker;
  - A contact list of friends, family, supporters and providers who will help you in your recovery;
  - A complete list of your medications, dosages, and prescribers;
  - A complete list of potential triggers, coping skills, and community resources;
  - Emergency contact information (including Region Ten or your CSB's Emergency Services).

### Discharge Process

If you are cleared to leave the WRC after your Discharge Review,

- you complete the WRC Surveys;
- you pack your personal belongings;
- you strip your bedding and leave it in a bundle by your room's door;

- the front desk CSA retrieves your stored belongings.

Techs will do a final search of your bags prior to discharge.

All medications that you brought or that were prescribed for you while in the program will be returned to you (except medications that were discontinued or expired, which will be disposed of).

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