
WELCOME TO MOTIVATING YOUTH RECOVERY!

M.Y.R. ("Meer") is here to help!

You just arrived at MYR. Perhaps you're not feeling too well or are upset or angry about being here. You may have been using substances for years, or binging, or just recently gotten in too deep. You may be in trouble with the law. Or perhaps you've just had enough and are ready to quit drugs or alcohol. You've taken a great first step by walking through our doors.

MYR is an acute 24-hour program that helps youth detox and stabilize from substances of use, recognize their substance use and/or mental health problems, and take steps toward recovery. Our multi-cultural, multi-talented staff hope to connect and work with you while you move through the stages of change and recovery.

The Stages of Change are:

- Precontemplation: "I don't have a problem! I don't want to change."
- Contemplation: "There IS a problem. I'm considering changing my life."
- Preparation: "I'm getting ready to take action."
- Action: "Let's do it!"
- Maintenance: "I'm doing what I need to stay in recovery."
- Relapse: "I've slipped..."



What Can Be Expected at MYR

MYR has groups throughout each day to help youth focus on the issues that are important in recovery. Groups help youth engage, seek help, share in the recovery process, and focus on a variety of issues they might struggle with. Some of the groups at MYR are:

- Early Recovery
- Relapse Prevention
- Coping Skills
- AA/NA Commitments/Introduction
- Communication Skills
- Mindfulness & Relaxation
- Stress Management
- Stages of Change
- Health & Wellness
- Gender Issues
- Clinical/therapeutic groups
- Recovery through Art, Music and Writing
- Anger Management
- And many more

Treatment Process

During treatment at MYR youth will be involved every step of the way. In creating a treatment plan Clinician and youth will work together to identify the areas of need, set treatment goals and work towards achieving the youths and family's goals. Youth will have opportunities to advocate for their needs and goals throughout their treatment process. Youth will also receive support and intervention from their treatment team. The team will help youth develop a plan for aftercare. The treatment team will include:

- an individual Master's level Clinician
- an individual Bachelors level Case Manager
- a Psychiatrist
- a Registered Nurse

We will also offer meetings with parent(s) or other concerned adults/guardians during youth's admission at MYR.

Level System at MYR

Youth can earn a new level every Monday Wednesday and Friday. Levels can be earned in the following order: 1-2-3-4. On each level there will be incentives earned such as additional phone time, utilizing MYR radios in bedroom, additional outside time, adding a friend to approved contacts, prizes, ordering out food and passes with guardian.

Once a level is received it will not be taken away. However, levels can be changed to “Safety” or “Behavior” level at any time at the discretion of the MYR team by means of a minimum of two disciplines.

What does it mean to be on Safety Level?

If a youth is displaying unsafe behaviors that could *harm themselves or someone else*, they will be put on “S” Safety level. Youth on “S” cannot go outside during any outside rec times. The procedure will be to notify the youth immediately by giving them repair work and the directions to get back onto their previously earned level.

To get level back it will require that a person:

- discontinue the harmful or destructive behavior for at least 24 hours,
- complete repair work related to their behavior,
- possibly present their work to either their peers
- discuss a behavior plan in treatment team for the team to best support the change in behavior

The following are examples of possible behaviors that might result in safety repair work and loss of privileges:

- damage or harm inflicted physically to either self or others
- threats or other forms of assault inflicted to self or others
- elopement or talk of planning to elope
- having contraband on unit
- physical contact with peers of any kind

What does it mean to be on Behavior Level?

If youth is displaying behaviors that *are interfering with their treatment or the treatment of others*, they will be placed on the “B” Behavior level. Youth on “B” can still go outside during the first shift rec time as they are deemed as not posing a safety risk. The procedure will be to notify youth immediately by giving them the repair work and the directions to get back onto their previously earned level.

To get level back it will require that youth:

- discontinue that behaviors for at least 24 hours,
- meet with the treatment team to complete a support plan
- possibly complete repair work related to behavior,
- and possibly present their work to treatment team

The following are examples of possible behaviors that might result in behavior repair work and loss of privileges:

- not attending groups regularly
- name-calling
- not adhering to redirections
- sharing belongings

**In some cases, certain behaviors will be difficult to distinguish between Safety or Behavior level, however the focus will be on whether youth is safe enough to leave the unit to go outside during rec time or not, as this is the main distinction between them.*

We Care About Your Rights

It is our goal to provide youth with a supportive and safe environment that will enable them to grow as individuals. Safety means that all community members are physically, emotionally, and psychologically protected always. Safety also allows everyone to comfortably experience all the MYR program has to offer. While youth are here, they will be provided with:

- A physically & emotionally safe environment
- Staff who treat them with respect
- Staff guidance and support
- Educational opportunities
- The opportunity to gain skills & knowledge
- Freedom from discrimination
- Fair treatment
- All basic human rights

It is our goal to ensure that all youth receive basic human rights. There is a Human Rights Board which contains more information about rights, complain forms, and the name of the human rights officer posted in the MYR kitchen. Youth who believe they are being mistreated during their time at MYR have the right to file a complaint and submit it to the Human Rights officer. All grievances will be kept confidential and addressed in a timely manner. The BSAS complaint line is: 617-624-5171 (P); 617-624-5599 (F).

At intake, youth will receive the following documents which provide detailed information about your rights:

- An informed Consent Document
- A Confidentiality Statement
- A Client Rights Document
- A Notice of Privacy Practices

Confidentiality

A. Confidentiality of Records

The confidentiality of alcohol and drug abuse youth records maintained by this program is protected by federal law and regulations. The program may not identify to a person outside the program that youth is in treatment at MYR, or disclose any information identifying their substance use, unless:

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

Violation of the federal law and regulations by a program is a crime. Suspected violations may be reported to the United States Attorney in the district where the violation occurs. Federal law and regulations do not protect any information about suspected child abuse or neglect being reported under the state law to appropriate state authorities. Community Healthlink conforms to the HIPAA standards governing confidentiality. Community Healthlink takes many steps to protect the privacy and security of information that it receives. It is understood that a client's treatment records are protected under federal law, 42 C.F.R., Part 2, Confidentiality of Alcohol and Drug Abuse Patient Records, and by state law, and cannot be disclosed by Community Healthlink to anyone without a client's approval, unless permitted by law.

All employees sign the *Employee Non-Disclosure Agreement* upon hire. In doing so, employees agree to comply with all confidentiality and security regulations in effect at Community Healthlink.

- B. Massachusetts law requires mandated reporters to immediately make an oral report to the Department of Children and Families when, in their professional capacity, they have reasonable cause to believe that a child under the age of 18 years is suffering from abuse or neglect. All Community Healthlink Employees are mandated reporters.

MYR Rules & Guidelines

It is important to understand the rules and expectations at MYR. The purpose of rules is to encourage mutual respect, promote safety, ensure boundaries, and allow every youth to focus on their recovery. The most important rules are:

Contraband

No contraband is ever allowed on the unit. Any youth found smoking or in possession of contraband items could be administratively discharged. If it is suspected there are substances on the unit, staff and/or security personnel may search the person, possessions, and rooms at any time. Youth may also be subject to random drug and/or alcohol tests. The reason for these rules are for client safety and to prevent the spread of communicable disease or unwanted visitors (pests). If youth have prohibited items or too many clothes, items will be returned to their guardian at admission or disposed of.

Contraband items include (*but are not limited to*):

- Bedding (comforters, sheets, any size blankets)
- Pillows
- Stuffed animals
- Cameras or recording equipment
- Cell phones
- Computers, handheld games or other electronics with internet access (iPods, MP3 players)
- Lighters, matches, cigarettes, electronic cigarettes, vapes, Juuls, or any other tobacco products
- Weapons of any kind, including sharp objects
- MP3s
- Any alcohol-based products: mouthwash, aftershave, nail polish, nail polish remover
- Hairdryers, curling irons, hair straighteners
- Candles or incense
- Aerosol spray cans (shaving gel, hair spray, etc)
- Money (cash or credit/debit cards)
- Makeup
- Perfume/cologne & body sprays
- Hair removal products (i.e. Nair)
- Backpacks, bags, purses
- Hooded shirts/sweatshirts of any kind (“hoodies”)

Allowed items:

- Electric Razors
- One weeks’ worth of clothing (7 of each: shirts, pants, socks, underwear, etc.)
- 1 to 2 Non-hooded sweatshirts
- Two pairs of pajamas (one pair of slippers)
- 1 or 2 pairs of footwear
- Prescription medications, in original container ONLY
- Personal care items (soap, shampoo, conditioner, toothbrush, deodorant). Must be brand new. These items can be supplied by MYR if needed.
- Alarm clock, picture albums and appropriate books/magazines

Outside Food

MYR clients are given a 12x12 box to store personal snacks in. Guardians may bring snack foods that fit into this box only. If there are more snacks than what fit, guardian will be asked to take the items back. Meals can be eaten during visits only.

Non-allowed food items:

- Drinks of any kind
- Open containers of any kind
- Perishable food items (fruit, dairy, any items needing to be stored in the refrigerator or freezer)
- Party sized items

Suggested items to bring:

- Snack sized chips, cookies, crackers, fruit snacks, etc.

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Mealtime Expectations

Upon meal arrival three times per day, staff will setup the meal and serve it to clients. Clients/food should remain in the dining area during meal times, except when given permission. Clients are expected to exhibit behavior that is always both courteous and respectful. All clients should always attend meals unless excused by the nurse for medical reasons.

- If clients have special dietary needs these needs will be documented in the client's chart and called into the kitchen daily. Alternative meal choices will be made available.
- Staff and clients will clean up kitchen area when meal is finished. This includes:
 - Disposing of any waste
 - Cleaning up left overs; assuring they are dated and putting them in the refrigerator.
 - Every night 3rd shift will clear out leftovers that have passed the two-day leftover expiration.
 - Cleaning utensils used to serve either in sink or dishwasher (which includes adding the soap and running it to assure they are clean for the next meal.
 - Wipe down all tables and counters
 - Stack chairs and assure the kitchen looks well kept

Gambling

Gambling is a distraction from the primary purpose of being here in treatment. Furthermore, gambling is illegal for individuals under the age of 18 and is not allowed on the unit in any form (including gambling games using non-monetary items).

Tobacco Policy

Community Healthlink is as a tobacco/smoke free environment. Any tobacco products will be disposed of upon admission.

Touching/Physical Contact

MYR has a no touch policy in place to keep youth safe and respect their personal space. Policy is in place for male and female clients to sit one chair width apart at all times. Touch between youth and their peers is not permitted unless it is part of an approved group activity. At no time will horseplay, tickling, or any kind of sexual contact be permitted. Staff members will not touch youth unless it is necessary in maintaining the safety of individuals and/or the community.

It is important that all community members, including staff and youth, follow this policy so everyone feels safe and respected. If youth are ever touched in a way that makes them feel uncomfortable, please tell a staff member or file a confidential grievance immediately. Safety and well-being of each youth is our priority. Only verbal de-escalation interventions are used, no physical restraints are done by MYR staff.

Relational Aggression

Relational aggression involves using a relationship with another person to intentionally hurt them or others and may include gossiping, whispering, bullying, teasing, spreading rumors, or peer isolation. Relational aggression is not allowed on the MYR Unit and will not be tolerated. This could lead to loss of privileges, up to an administrative discharge.

Insults that are Racial, Cultural, Sexist in origin, or that relate to Religion or Sexual Orientation

No insults of this nature will be tolerated toward youth or staff. Youth may be asked to complete a behavioral assignment, may be placed on "B" level and/or risk administrative discharge.

Threatening or Physical Aggression

The expectation of all youth is they will not threaten anyone in a physical or verbal manner. Violation of this policy can result in administrative discharge from the program.

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MYR Is a SAFE ZONE

MYR is a safe space for all LGBTQIA individuals. MYR staff have received comprehensive training and value the importance of diversity on the unit. MYR honors all individuals' gender identity and will make any accommodations needed for youth.

Use of Process Time/Taking Space

If a youth engages in behavior that disrupts the MYR community, it will lead to process time/taking space. During this time, the youth meets with a MYR staff person in a designated area to take space and process their struggle. They may be asked to complete an assignment that addresses problem behaviors and solutions.

Youth might also be asked to:

- Come into treatment team meeting and discuss plans on making positive choices and changes
- Research and complete assignment on a topic related to the incident
- Write a description of what happened and how to ensure it does not happen again
- Write about how it affects themselves and/or others.

To prepare youth to function adaptively in society, the staff at MYR take advantage of "teachable moments". It is our hope that process time will allow youth to develop and implement new coping skills that will better serve them in the future.

Respect of Others and Their Property

Confidentiality is expected to be respected always. This means youth and visitors do not identify how they know other youth. Also, what is discussed in groups stays in group. Staff members may share information about youth with each other for therapeutic purposes only.

Stealing is not accepted or tolerated on the unit and may result in termination from the program.

If youth destroys property belonging to the program or defaces the property in any way, guardians will be held financially responsible.

Youth cannot enter other youths' rooms. This includes entering the room of same or different gender youth.



Clothing

Appropriate clothing must be worn always. Youth must sleep in appropriate nightwear. Youth must change into appropriate clothing before entering the milieu in the morning. No one is to walk around the unit in their nightclothes. Clothing must be clean and neat. During the day casual dress is appropriate. No tube tops, spaghetti straps, skirts or shorts with less than 3" inseam, belly shirts, gang colors or symbols, or clothing that advertises alcohol or other drugs. All shorts and skirts must have at least a 3" inseam all the way around and/or must be longer than the length of the client's arm when straight at their side; this is the same for the height of any holes in pants. No see-through clothing is allowed. Staff will determine if a client's clothing is appropriate. All youth must wear appropriate undergarments, and they should not be visible in any way. Footwear must be worn always on and off the unit. No sunglasses, bandanas, or hats should be worn on the unit. No piercing, tattooing, or hair coloring/haircutting is allowed on the unit. Pocketbooks or backpacks will not be kept in bedrooms and it may be asked of the guardian to take these items home due to lack of storage space. These guidelines and expectations are made clear, so youth can better focus on recovery.

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Hygiene and Laundry

All youth are expected to maintain healthy hygiene including showering daily. There are designated ADL times in both the morning and at night and the youth have the choice of time. If needed, MYR will provide basic ADL supplies (i.e. soap, shampoo, toothpaste). Youth are responsible for organizing their own laundry and placing laundry bin outside of bedroom door at bedtime for staff to lauder.

Visitors

Family visit times are as follows:

Saturdays 11am-1pm

or

Sundays 11am-1pm

*Other times may be arranged with Clinician or Case Manager if these times do not work for your family.

A form of picture ID is required to be shown at time of visit to be allowed on the unit. Families (parent/guardian, sibling, grandparent, etc.) are encouraged to visit. It is important that youth remain closely connected with family/supports, so together they can improve relationships and work toward recovery. However, clergy and lawyers are permitted to visit as needed, but are respectfully expected to alert the program in advance if possible. Visitors under 18 years of age must be accompanied by their parent/guardian. Family therapy is part of the program and may be coordinated with family visits.

Visiting is to be done in designated rooms only. Visitors are not allowed to enter any other part of the unit so to protect the confidentiality of other youth.

Staff will search and inventory any items brought to the youth. Any visitor who knowingly brings in contraband (including cell phones, creates a major disturbance or seems under the influence of drugs/alcohol will not be allowed on the unit. If needed, staff will contact appropriate persons (e.g. building security or police) in accordance with CHL policy. Youth may be subject to a search after a family visit has ended.

Visits may be monitored for safety, clinical or legal reasons. All visits will be documented in a visitors' log located at the front desk.



Phone Calls

Phone use can lead to high emotions that can lead to unsafe behaviors if not closely supported. Therefore, upon admission, the youth and guardian will make an approved phone contact list. Approved contacts are only immediate family members; these family members are guardians, grandparents and siblings only. Aunts, Uncles, Cousins or distant relatives will be determined by the treatment team. *Friends are allowed if they are part of youth's support system and youth is on the required Level 3.* Any phone calls to persons outside of the approved list will be conducted with your Clinician or Case Manager only.

All youth phone calls, during milieu phone time, will be monitored by staff on speaker phone and can be terminated if deemed no longer therapeutic. Staff must approve times of phone calls, dial the number, and monitor the call via speakerphone. Calls may be restricted according to parents/guardian's written directions, legal order, or treatment plan consistent with the safety and therapeutic need of the youth. Youth may contact clergy or lawyer at any time but must request phone access from staff and access to phone will be provided as soon as possible. Phone calls are nightly and limited to 5 minutes per person.

Mail Policy

Youth can receive mail and MYR provides clients with paper, envelopes, and postage for letter writing. When mail is received, youth will be asked to open it in the presence of staff to ensure there is no contraband and envelopes will be confiscated.

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Passes

At times, parents/guardians may need to take youth on any level to interviews for other programs, court appointments or medical/dental appointments. Level 4 may get passes approved by treatment team for up to 2-hour outings with family based on treatment plan. Weekend passes must be approved in Friday treatment team meeting.

Client Discharges

Youth will be discharged when their treatment goals are met, and an appropriate aftercare plan is in place. Administrative discharges will be considered when there are repeated infractions of rules and to protect the integrity and safety of the program. An administrative discharge may be necessary to ensure the safety of the milieu, clients, and/or staff. Administrative discharges are to be carried out in keeping with a multi-disciplinary model of treatment and is a last resort when attempting to intervene with inappropriate client behavior. All discharge plans will be reviewed with the multidisciplinary treatment team, the youth, parents/guardians, and appropriate collaterals. All discharges for mandated clients (i.e. Section 35) are required to have a notice of escape, transfer, or release from treatment facility form sent to the juvenile court as follow up.

Evacuation/Safety Procedures

When the fire alarm sounds all clients will be safely evacuated from the building per posted escape plan at each site and shall meet at the designated safe meeting place outside the building. Necessary assistance will be provided to non-ambulatory clients to evacuate them safely. All procedures for the safe evacuation of clients is found in MYR's orange emergency preparedness binder.

Special Needs

MYR will make every attempt to accommodate those who have special needs. Other agencies, schools and providers will be accessed and consulted with to provide the best services possible. If accommodations are not possible, MYR will refer to an appropriate treatment provider. MYR will adapt their services for youth/families who have restrictive criteria that influence their ability to receive certain services. MYR's TTY # is 508-438-5641 and the Massachusetts Relay Center # is 508-755-3520.

Grievance

Department of Public Health BSAS confidential complaint line: 617-624-5171

BSAS Helpline: 1-800-327-5050

Website: www.Mass.gov/DPH



150 YEARS
OF ADVANCING
PUBLIC
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