

# Mockingbird Hill Recovery Center - Client Handbook



*Together... making health and well-being a reality!*



**Aspire**  
Indiana Health<sup>SM</sup>

**PROGRESS**  
**PH**  
**HOUSE**

## Welcome to Mockingbird Hill Recovery Center

The decision you made to seek help took a great deal of courage. We want to ensure that your stay is as gratifying and successful as possible while addressing the issues you have chosen to seek treatment. You will undoubtedly have many questions about your stay, and we will answer some of those in this guide. As other questions arise, please feel free to ask the staff.

Our goal is to promote the highest level of functioning possible for you, emphasizing whole health recovery, including your physical, mental, and spiritual well-being. Our integrated care philosophy is based on the understanding that primary healthcare, mental health, and substance use disorder treatment require a team approach with a caring, positive attitude. All participants are treated with respect and dignity.

Our staff includes various professionals, including a primary care physician, addictionologist, psychiatrist, psychologist, licensed clinical social workers, addiction therapists, certified and registered nurses, recovery coaches, trained technicians, and other support staff.

Our mission statement is "Together ...making health and well-being a reality". We are excited to partner with you to make health and well-being your reality.

Wishing you success in your recovery,



**Barbara Scott**  
President & Chief Executive Officer



**Darrell Mitchell**  
Vice President, Corporate Development  
& Residential Recovery Services

## **Mockingbird Hill Recovery Center**

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[www.aspireindiana.org/residential-treatment](http://www.aspireindiana.org/residential-treatment)



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# What is a Whole Health Recovery Continuum?



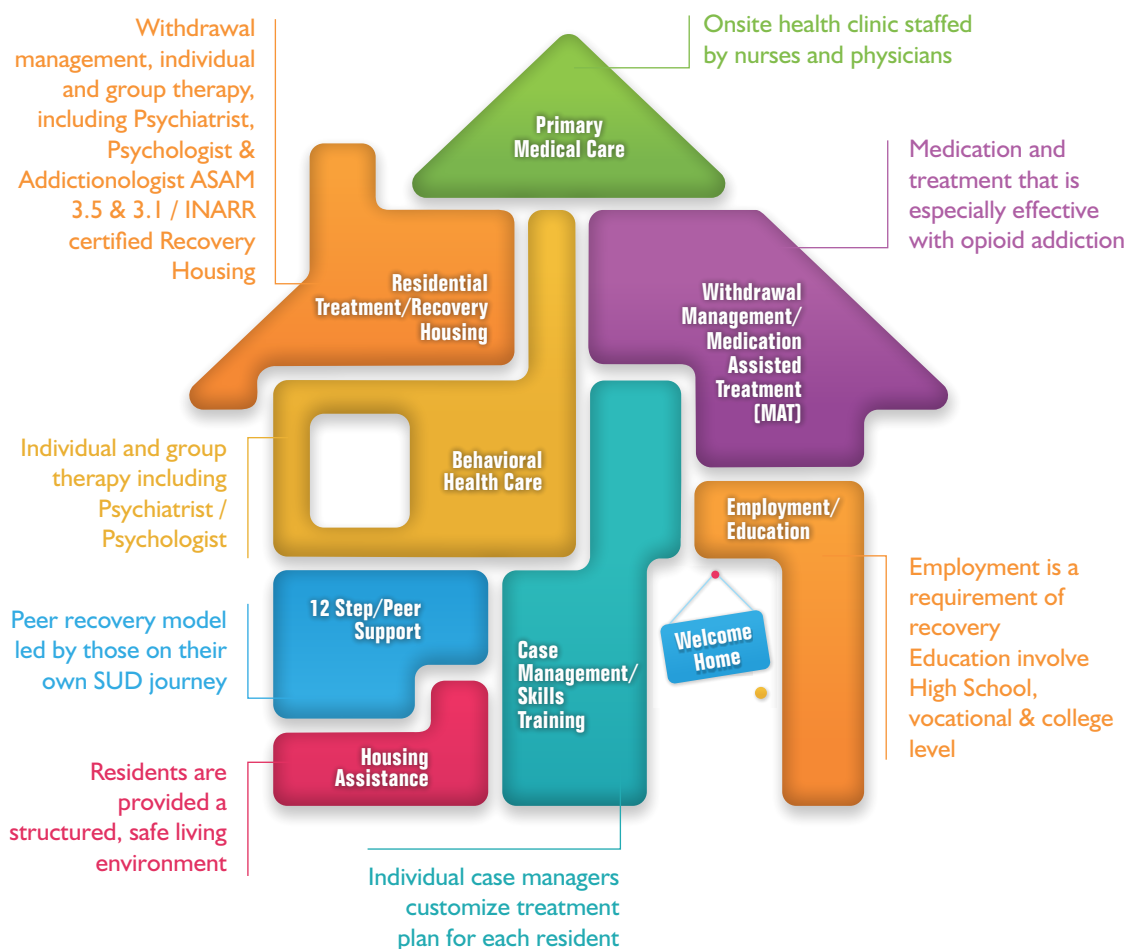
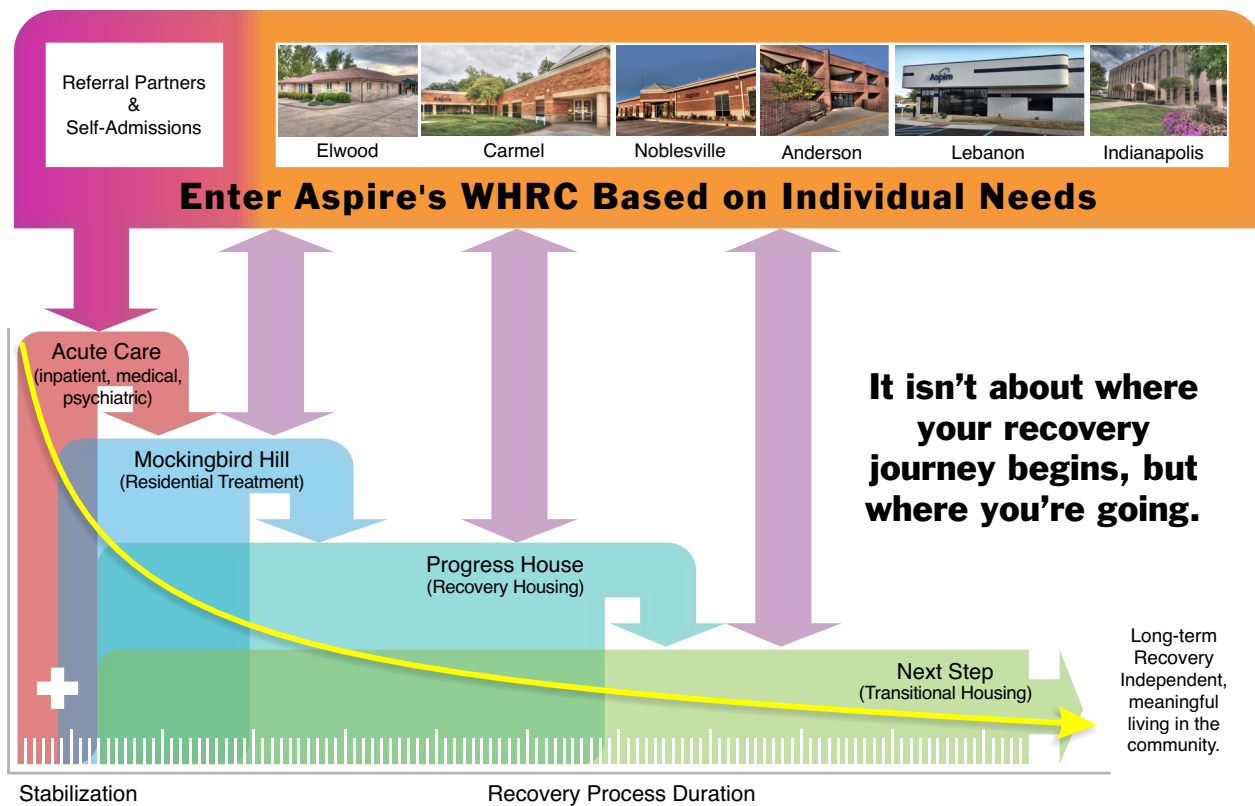
Aspire Indiana Health and Progress House have come together to offer an evolution of Substance Use Disorder treatment and recovery, which we refer to as the Whole Health Recovery Continuum. Instead of scattering the pieces to the recovery puzzle and expecting people to find them, the WHRC brings everything needed for a highly-effective recovery program, including a stable, safe place to live. In this continuum of care, there is no right or wrong place to enter treatment.

Some may begin their recovery journey at a high-intensity treatment center, like our Mockingbird Hill Recovery Center in Anderson. Others might go straight to a recovery residence like Progress House in Indianapolis, where they can enjoy peer support while gaining the skills and stability they need to reclaim their lives and then onto the Next Step housing program, a network of semi-independent recovery homes and apartment complexes. Wherever they enter our continuum, they will receive the comprehensive help they need.

- Primary medical care
- Behavioral health therapy (group and individual counseling)
- Peer support groups, including 12-Step Recovery Programming
- Medication-Assisted Treatment (MAT)
- Recovery Skills Training
- Education and job training
- And more services -- all in one seamless continuum

For some people, they may naturally progress from Mockingbird Hill Recovery Center through Progress House to Next Step sober living apartments. Others might start and leave from the same point in the Continuum. It all depends on the nature of their individual needs to chart the path their recovery journey will take. But the goal is the same for everyone: to reach a stage of long-term recovery where the disease of substance use disorder (SUD) is no longer controlling their lives, instead they are living a successful and productive life.





## 1. What to Expect On Day of Your Admission

Upon arriving at Mockingbird Hill, you will be greeted by one of our interdisciplinary team members. This staff member will guide you through our admission process. You will be asked to sign a consent to treatment form which will allow our team to conduct a thorough evaluation of your current needs which will be guided by you. The process will include meeting with our assessment technician, registered nurse, and a member of our recovery technician team. Together, in a private setting, you will set individualized goals for treatment and share symptoms that you are currently experiencing that you would like to relieve. It is important to share your symptoms openly and honestly so that withdrawal management practices can be established. During this time, your luggage will be subject to search, inventory, and your items will be sterilized in our specialized equipment. Any and all medications brought to the facility will be reviewed, inventoried, and stored by our medical professionals until such time they are needed by you. If you have any questions about medication that can be brought to the facility, please ask and/or review this information in the "what to bring to your stay" section of our website. You can expect to submit a urine drug screen. The results of this screen allow our team to establish a baseline for treatment, and positive results are used for treatment purposes only.

## 2. Withdrawal Management

Withdrawal management is for those who are using substances daily and are unable to stop using on their own or who are already in withdrawal and need additional supervision. At Mockingbird Hill, we use supervised withdrawal management protocols to safely and effectively help someone through this process. We recognize that withdrawal can be uncomfortable and we are here to provide support.





### 3. Residential Program

Our residential program is structured – you will be busy! Daily programming will begin immediately for all residents. The focus of this treatment program is on symptom reduction and the development of critical recovery skills as these are an integral part of long term recovery.

#### *Individual therapy:*

You and your therapist will collaborate on the creation of an individualized treatment plan. As part of this plan, you will engage in individual therapy to work through anxiety, depression, and/or any other factors that hinder the recovery process. Our therapists utilize evidence based practices that are proven to be effective in the treatment of co-occurring mental health and substance use disorders. This includes: cognitive-behavioral interventions, motivational interviewing techniques, dialectical behavioral therapies, and any others that apply to your unique situation.

#### *Group Therapy:*

This is an integral part of treatment and a way to engage in shared mutual experiences with others working to recover. Group therapy will cover important topics like: substance use and addiction education, management of traumatic reactions, resilience building, healthy living skills, relapse prevention, spiritual enrichment and many more.

#### *Recovery Coaches:*

You will be guided through the recovery process and immersed in 12-step principles by highly experienced individuals. These individuals will work side by side with you on your journey through the 12-step principles. They will also help you learn strategies to find healthy sober recreational activities, establish a strong support network of sober support in our communities, and guide you through a recovery plan to draw on during challenging times.

#### *Psychiatric & Medication Services:*

Psychiatric services are coordinated by our psychiatrists and the nursing staff. Nurses provide education on medication and will monitor responses to medication through evaluating vital signs and symptoms. If you have any medical concerns (side effects, increase in symptoms) please tell a staff member or the nurse on duty.

#### *Primary Medical Care:*

Primary medical care will be coordinated by our nurse practitioner and our nursing staff. Aspire Indiana Health's onsite FQHC (Federally Qualified Health Center) will provide a detailed history and physical, including HIV and Hepatitis C testing. Aspire Indiana Health will also address any chronic disease conditions throughout your stay and address any acute illness that may arise.



## 4. Rules and Guidelines

*The following behaviors may result in immediate discharge:*

1. **No Smoking:** Smoking cigarettes, e-cigarettes, vapes, pipes, etc. This is a non-smoking facility. **(Note: we will provide nicotine replacements if needed.)**
2. **Clients are prohibited from leaving the Mockingbird Hill property and under no circumstances allowed to enter any of the surrounding neighborhoods. This will result in immediate discharge.**
3. **Violence:** Any kind of aggressive behavior, including: fighting, yelling, putting your hands on/or threatening staff or peers.
4. **Destruction of property:** Includes both Mockingbird Hill property and other client's property.
5. **Theft:** No exceptions will be made and we reserve the right to involve law enforcement.
6. **Racial / Sexual slurs:** We believe recovery should be offered to all regardless of diversity. We accept and embrace diversity.
7. **Sexual Misconduct:** Sexual conduct of any kind, including flirting, sexual remarks, sexual harassment, romantic involvement or engaging in sexual activities with another resident, staff or visitors. Sexually explicit material is not permitted at any time, including on cell phones.
8. **Alcohol:** There will be no possession, sales or use of beverages containing alcohol at any time during your participation in the MBH Recovery Center.
9. **Prescription Medicine:** There will be no possession, sales or use of any prescription medication that is not prescribed and/or approved by the medical personnel at MBH.
10. **Illicit Drugs:** There will be no possession, sales or use of any illicit drug at any time during your participation in the MBH Recovery Center.
11. **Weapons:** No weapons are allowed on the Mockingbird Hill Recovery Center property. This includes any knife/blade. If weapons are discovered, you may be discharged from the program and law enforcement will be notified.

*Your Medical Care:*

1. **Please do not discuss** your individual medical care with other clients.
2. **Discussing prescribed medication** with other clients could result in discontinuation of medication.
3. **Medication** will be kept in the designated medication area on each floor.
4. **Medications prescribed by our medical staff** for 3.5 residents will be kept in the FQHC (healthcare clinic).
5. **In order to respect the privacy** of other clients only one client is allowed in the nurse's station at a time.

*General Rules & Guidelines*

1. **Conflict with another Client:** Conflicts with another client should be brought to the attention of a staff person and should be resolved in a private area in the presence of a staff member.
2. **Conflicts with a Staff Person:** Conflict with a staff person should be expressed and resolved in a private area of the program. Fighting or verbal threats will result in immediate discharge from the program.
3. **Wake-Up Times:** Clients will be woken up daily at 7:30am.
4. **Make Your Bed:** Clients are expected to complete daily chores. Clients must make their beds daily and keep the dormitory room clean.
5. **Pillows:** Clients are allowed two pillows each for their bed.
6. **Hygiene:** Clients are expected to shower daily, wearing shower shoes. According to the Center of Disease Control (CDC), washing hands is the #1 prevention against the spread of germs and illness. Wash your hands frequently.



7. **Wash Your Hands:** Clients are expected to wash their clothes on a regular basis.
8. **Lost or Stolen Items:** Please do not share your clothing or personal belongings with your peers. Aspire is not responsible for lost or stolen items.
9. **Clothing - Acceptable Dress:** Clients are expected to dress appropriately. No tank tops or sleeveless shirts except when working out or doing outside activities. No clothing with pictures of, references to, or words related to drugs, alcohol, profanity, racism, or sexism. No head coverings permitted in the building unless associated with your spiritual belief system. Sunglasses are not permitted to be worn inside the residence. Footwear is required to be worn at all times and socks must be worn with any open-toe shoes. Shower shoes must be worn when showering.
10. **Tattoos:** Any tattoos depicting racial/sexual slurs or depicting gang affiliation must be covered.
11. **Clothing - Quantity:** Clients are allowed up to five outfits and two pairs of shoes that must fit into one bag upon admission. Due to potential spread of bed bugs, clients are not allowed to have any clothing dropped off after being admitted.
12. **Drop -Offs:** Unopened hygiene products can be dropped off to MBH front desk Monday - Friday 8:30am - 4:30pm. These products cannot contain alcohol (example: mouthwash and antibacterial gels/sprays). Only one drop off is permitted after admission.
13. **No food or beverages** are allowed in sleeping rooms, TV rooms, or community rooms. All food and beverages must be consumed in the dining room.
14. **Attendance:** Clients are expected to attend all scheduled groups. Clients must be excused by the nurse to miss any scheduled programming. Missed meetings or excessive tardiness may be cause for discharge.
15. **Furniture:** Clients are not allowed to move any furniture in the sleeping rooms.
16. **Acceptable use of Furniture:** Clients are not allowed to lie down on sofas. Feet are not allowed on sofas or chairs.
17. **Cell phones and Personal Electronics:** Clients may have cell phones. Cell phone use is only permitted during select times so as to not interfere in treatment. During non-use times, phones must be placed in your secure foot locker. Tablets, laptop computers, E-Readers, iPods and iPads are allowed. Use of internet connected devices are permitted during select times. During non-use times they will be placed in your foot locker.
18. **TVs and desktop computers are not permitted.** TV's are available in community rooms and are shared during selected times. Earphones should be used with electronic devices to ensure that others' are not disrupted.
19. **Cellphones** are not allowed to be used in the dining room during meal times or meetings.
20. **TV Room:** We have a large screen television for your enjoyment . Channel and programming selection is determined by a majority vote. Some major sporting events may have priority. Only water with a lid is allowed. Food is not allowed under any circumstance. Failure to keep the room clean and picked up can result in temporary shutdown of the TV room. The TV room closes at curfew. No electronic devices are allowed in the TV room. The TV room is considered a quiet area. Talking while other residents are trying to enjoy a program should be kept at a minimum. There should never be use of vulgar, offensive, or foul language at any time.
21. **Vehicles:** Any resident who owns a working vehicle and wishes to have this on MHB property must provide a copy of their valid driver's license and proof of insurance that is in compliance with Indiana state law. Vehicles must be parked in designated arrears displaying the MBH parking pass tag in plain view. At time of admission the resident's keys will be logged, tagged and designated to lock box/area until time of release. All vehicles on property are subject to random search by staff. Any unregistered vehicles will be towed at the owner's expense. Any visitors to the MBH property must park in designated "Visitor" areas.
22. **House Etiquette:** Arrive at appointments, meetings, and classes on time. Excessive tardiness and missed appointments may result in discharge.

23. **Cleaning Duties:** Your room and the common areas are expected to be clean and orderly at all times. Remember the condition of your room and appearance is often a reflection of the commotion of one's internal conditions. Staff reserve the right to inspect rooms at any time and notify the client if the room is not up to standards.
24. **12-Step meetings:** Attending 12-Step meetings is part of your treatment at MBH. Meetings have been built into your schedule, and will be coordinated to be held on site virtually or in person.
25. **Maintenance:** If you see an issue or something needs repaired, please report it to staff. Clients are not permitted to perform any maintenance work.
26. **Gambling:** Gambling, including online, is not allowed or tolerated as clients are here to change. Gambling can be an addiction and is grounds for discharge.
27. **Pets:** Personal pets are not allowed.
28. **Emergency Exits:** Exits will be clearly marked by a sign reading "Exit".
29. **Probation Reports / Legal Issues:** All clients on parole, probation, home detention, etc. must register their information with staff. Any omissions or failure to report my result in discharge. Consent(s) must be signed to communicate the status of your program compliance to your reporting agency. If you revoke your consent. Aspire is still obligated to communicate that with those involved with your legal issues.
30. **Laundry:** MBH has coin-operated washers and dryers onsite to be used by all residents during specific times. Residents are responsible for the cost of their personal laundry. MBH will provide laundry detergent. MBH will utilize a laundry service for linens and towels that are the property of MBH at set intervals weekly.
31. **Security Cameras:** Cameras are located in several strategic locations throughout the common areas and property. They serve as protection and deterrents from vandalism, theft, and other security concerns. The cameras are a means to facilitate safety and security at MBH without infringing on clients' privacy.
32. **Resident Transportation:** All transportation requests must be made to staff. No resident is allowed to leave the facility without approval and being accompanied by a staff member. Aspire will provide transportation in a company owned vehicle or arrange for transportation.
33. **Fire:** Fire drills will be run routinely and your participation is required. In the event of an actual fire, pull an alarm and evacuate immediately.
34. **Tornados:** Drills will be performed routinely during tornado season. Please review the floor map (posted on the walls) for the designated safe area.
35. **Medical Emergencies:** If you see someone experiencing a medical emergency, let the staff know immediately.





## 5. Daily Schedule & Attendance/Participation

1. **Daily Schedule:** Clients will be expected to follow a daily schedule facilitated by the RRT's (Residential Recovery Technician).
2. **Treatment Program Attendance/Participation:** Daily participation is mandatory.
3. **House Meetings – Program Requirements (Meetings ):** Each week all clients must attend the required 12-Step meetings and workshops. In addition, all levels must attend the Group Therapy, Skills Group, and RRT Meetings (Healthy Recreations and Evening Wrap Groups) based on their programming level as follows:

### ***Each week all residents 3.1 must attend the following:***

1. 8 hours of Skills Training
2. 1 hour of Individual Therapy
3. 1 hour of Group Therapy
4. 4 hours of 12-Step Meetings
5. Peer Services

### ***Each week all 3.5 residents must attend the following:***

1. 10 hours of Group Therapy
2. 1 hour of Individual Therapy
3. 15 hours of Skills Training
4. 2 hours of 12-Step Meetings
5. Peer Services



## 6. Food Services:

- **Meals/Food/Dietary Questionnaire:** When the resident arrives at MBH, he will complete a Food Intake/Assessment form stating known allergies and/or food restrictions. A copy of the Food Intake/Assessment form will be placed in the resident's file and the original will be given to the Food Service Manager for reference allowing for a red flag meal substitute.

### Mealtimes Schedules:

<b>Breakfast:</b>	Monday thru Sunday:	8:30 a.m. - 9:30 am	3.5 Residents
	Monday thru Sunday:	10:00 am - 11:00 am	3.1 Residents
	Cold Breakfast:	Saturday	
	Hot Breakfast:	Sunday - Friday	
<b>Lunch:</b>	Daily:	11:00 am - 12:00 am	3.5 Residents
		12:30 pm - 1:30 pm	3.1 Residents
<b>Dinner:</b>	Daily:	5:00 pm - 6:00 p.m.	3.5 Residents
		6:30 pm - 7:30p.m.	3.1 Residents

- **Vending machines** are located in the Main Dining Area on the 1st floor.
- **Assigned RRT** will escort all residents to all meals times and also ensure that the residents complete their meal and vacate the dining area by levels (3.1 or 3.5). Meals are designed to aid in your recovery. We provide well-balanced, cost-effective meals and snacks. There is always plenty for you to enjoy.
- **Coffee is provided** from 7:00am - 12:00pm, Monday through Friday and 7:00am - 3:00pm on Saturday and Sunday.



## 7. Exercise Room/Recreational Activities/Walking:

Regular exercise is an integral part of the whole health of an individual. This practice will be available and incorporated into daily activities. Modifications can be offered for any individuals that may have physical limitations. The benefits of regular exercise include: improvement in mood, weight management, helps improve your brain and memory function, aids in relaxation, improves sleep, can increase energy levels, and is good for your muscles and bones. We have an onsite weight room that includes cardiovascular equipment. We also have paved outdoor walking trails sprawling on our beautiful campus. Hydration is vitally important so water and sports drinks with lids are permitted during these activities. No open containers are allowed. The use of individual headphones are allowed anytime unless they can be heard by others. Closed-toe shoes must be worn at all times. Flip flops, house slippers, or any other non-heeled shoes are not permitted. Loose fitting clothes should be avoided. Use a spotter when lifting.

**Walking:** Clients are able to use the paved walkways on the Mockingbird Hill grounds during scheduled times. For safety reasons 3.5 clients must be accompanied by a staff member. Clients are not allowed to smoke or have food/drink on the outdoor paved walkway.

## 8. Daily Residential Room Expectations

Clients are expected to keep their bedrooms clean and organized. Food is not allowed in the residential dorm area. You are encouraged to search your room for food and other contraband items left behind. If you find anything please give to the RRT's to ensure you are not held responsible for previous client behavior. Technicians will check rooms daily at 8am to ensure the following:

1. Beds must be made. Only two pillows per client.
2. Clothes must be put away in lockers. No clothing can be on the floor.
3. No cups in rooms.
4. Nothing on top of lockers. Please keep books/folders neatly organized in your locker or storage locker.
5. All Towels, sheets, linens must be picked up off the floor.
6. Bathrooms must be free of linens - no towels on the floor.
7. All dirty linens must be placed in the laundry bin.
8. All clean linens must be neatly organized.
9. Nothing can be taped to walls or doors.

Note: Please keep your lockers and footlockers locked in order to avoid theft. Mockingbird Hill is not responsible for lost or stolen items.





## 9. Grievance Procedure

You have the right to report concerns regarding Mockingbird Hill Recovery Center. Complaints and grievances are taken seriously, investigated objectively, and due process is present throughout the entire process. People should attempt to resolve concerns to any staff person. Then if not resolved take them to a manager.

You have the right to call the Indiana Division of Mental Health (DMHA) Consumer Service Line at 1-800-901-1133.

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**Thank you for choosing our services. Please do not hesitate to ask any questions that are not answered in this handbook. We look forward to working with you and supporting your recovery journey.**



## 10. Client Handbook Receipt Acknowledgment

This receipt is signed by the client to indicate he has received the Mockingbird Hill Recovery Center Client Handbook and understands its effect.

*I have received my copy of the Mockingbird Hill Recovery Center Client Handbook. It is my responsibility to read and understand the matters set forth in this handbook. It is a guide to the Recovery Center's policies and procedures.*

*I understand that I will be fully responsible for following the guidelines and expectations contained in this Handbook I further understand that failure to adhere to these guidelines and expectations will lead to disciplinary actions up to and including discharge from the program. I will rely on any promises, statements or representations to the contrary only if they are in writing and signed by an authorized member of Mockingbird Hill management.*

*I understand and acknowledge that Mockingbird Hill management has the right to modify, amend or terminate policies, and other institutional programs within the limits and requirements imposed by law.*

*My signature attests to my agreement to abide by all guidelines and expectations of Aspire Indiana Health as outlined in this handbook.*

Client Name: \_\_\_\_\_

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_



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## Notes:

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