



# Family/Support Information Packet



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# What to Expect

Within 48 hours of arrival your loved one will be allowed 1 phone call that can be no longer than 10 minutes. The purpose of this call is to let their support system know of any items that they may need during their stay that they forgot to bring. Support is allowed to drop-off supplies (ex: snacks, additional clothing, cigarettes, etc.). Drop off times are Monday to Friday from 9am to 4pm unless another time has been pre-approved with the clients care team.

New clients that come to treatment will be on Blackout for the first two weeks. After this initial period clients will be allowed to use the house phone Monday through Friday 4pm to 10pm as well as Saturday and Sunday 9am to 10pm.

## Client Care Team:

Primary Counselor:

Case Manager:

# About HERO

The Stephen Center HERO program provides substance abuse treatment for low-income and homeless persons. Services are also provided for persons who are dually diagnosed with both substance abuse and mental illness. The HERO Program is based on the Integral Dual Diagnosis Treatment of recovery utilizing evidence-based practices and client focused care.

## Fast Facts

1. The HERO Program offers Structure Housing with Short Term Residential Treatment and Halfway House and Intensive Outpatient Treatment
2. The HERO Program Facility is 24-hour staff secured
3. The HERO Program accepts Nebraska Medicaid, State Vouchers, Federal Contracts and Self Pay clients
4. The HERO Program is staffed by a multi-disciplinary team of counselors and therapists from a variety of backgrounds to ensure individualized treatment planning and family/support system integration
5. All clients receive case management wrap around services
6. Treatment Interventions are based on evidence-based practices utilizing the client's motivation to change
7. Motivational approaches to instill self-efficacy and hope
8. Group and individual therapy that address both substance abuse and mental illness
9. Counseling that emphasizes active treatment and relapse prevention
10. Involvement of family in the treatment process
11. Use of self-help groups (12-Step program) in support of the treatment process
12. Pharmacological treatment and medical management integrated into the treatment process using community resources and controlled self-medication
13. Holistic approach to health including active health promotion
14. Outreach and collaboration with other service delivery agencies
15. Referrals are made to appropriate community facilities when clients do not respond to treatment or do not meet admission requirements

# HERO Client

# Family Information

## Visits

Short term residential clients are not allowed any visitors for their first 2 weeks, except to attend Family Group on Tuesday nights from 6pm - 7pm. **When attending Family Group, family must be on time and stay for the entire hour.**

After the first 2 weeks, visits are on Saturdays and Sundays from 3pm to 4:30pm. The last Saturday of the month is from 3pm to 7pm.

## Visit Requirements

- All visitors must be on the clients approved visitor list prior to their first visit.
- All visitors over the age of 18 are required to show ID and sign in to the visitor logbook at the front desk.
- Clients are not allowed outside to smoke at the same time as their visitors.
- Clients are not allowed to go outside to and meet their visitors or walk their visitors back out after the visit is over.
- No visitors will be allowed into the building if staff has reason to believe that they are under the influence of drugs or alcohol.
- Any children visiting must be supervised at all times.
- No visitors are allowed on the gym equipment at any time during their visit.
- Any items brought into the building by visitors must be given to the front desk upon arrival to be searched.
- Any items handed directly to a client will be confiscated and/or discarded.
- Due to HIPPA Confidentiality policy, visitors are not allowed to use their cell phones during visitation.

# HERO Family Group

The HERO Family Group Meeting is designed to assist family members and significant others to develop a greater understanding of the impact of addiction on their relationships. Specifically, our program provides hope and realistic expectations about the recovery experience following treatment.

When a loved one is dealing with substance abuse disorder, it can make family members feel lost, full of blame and alone. But knowledge is power.

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The meeting is **every Tuesday evening 6 pm to 7 pm.**  
The topic of discussion for each meeting is:

Week 1: The Disease of Addiction

Week 2: Rebuilding Trust

Week 3: Boundaries

Week 4: Communication

# HERO Program

## Client Bill of Rights

At the Stephen Center HERO Program, all clients have the following rights:

- To be informed in advance about treatment and of any changes in treatment that may affect the client's well-being;
- To self-direct activities and participate in decisions regarding treatment;
- To the confidentiality of all records, communications, and personal information;
- To voice complaints and file grievances without discrimination or reprisal and to have those complaints and grievances addressed;
- To examine the results of the most recent survey of the Stephen Center HERO Program conducted by representatives of the Nebraska Department of Health and Human Services;
- To be free of restraints;
- To be free of seclusion;
- To be free of physical punishment;
- To exercise his or her rights as a client of the facility and as a citizen of the United States;
- To be free from arbitrary transfer or discharge;
- To be free from involuntary treatment unless the client has been involuntarily committed by appropriate court order and except in cases of civil protective custody;
- To be free from humiliation, abuse and neglect and misappropriation of their money and personal property;
- To be informed prior to or at the time of admission and during their stay at Stephen Center HERO Program of charges for treatment, or related charges;
- To privacy in written communication including sending and receiving mail consistent with individualized service plans;
- To receive visitors as long as this does not infringe on the rights and safety of other clients and is consistent with individualized service plans;
- To have access to a telephone where calls can be made without being overheard when consistent with individualized service plans;
- To retain and use personal possessions, including furnishings and clothing as space permits, subject to program policy unless to do so would infringe upon the rights and safety of other clients.

# Community Resources

Al Anon was created to serve and support the loved ones of those that battle addiction. Al Anon Family Groups also aim to provide information and education on how to be a positive individual for the family unit. Substance users have a high success rate in recovery and sobriety when surrounded by a reliable support system, making it a reliable and effective way at handling high stress situations and also playing a vital role in resolving issues.

Below is the website for Al Anon and Alateen in Nebraska.



<https://nebr-al-anon-alateen.org/nebraskameetings/>



# Important Terms & Definitions

- Short Term Residential (STR)
  - A 30-45 day residential treatment program offered by Stephen Center HERO Program
- Intensive Outpatient (IOP)
  - Including both residential and non-residential options, this is a 6-10 week treatment program that comes after the STR program has been completed
- Outpatient (OP)
  - Including both residential and non-residential options, this is a 4 week residential program or an 8 week non-residential program that comes after IOP has been completed
- Transitional Living (TL)
  - Option that allows clients who have completed all 3 program levels to choose to stay here on campus for \$20 a day to be paid in cash, until more permanent housing is established
- Blackout
  - A term used to describe the period in which a client is on campus restriction and not allowed to use the house phone for the first 14 days of the client's treatment