

Dear New Member of the Isabella Family,

We are so glad you are coming to Isabella House and we want to make your stay a comfortable and valuable one. I would like to share with you a few things to expect upon your arrival at Isabella.

If possible, it is always a good idea to arrive at Isabella as early in the business day as possible. This allows you time to meet your counselor and group, take care of paperwork, and settle in without a rush. However, we know that for some of you living on the west side of the state that isn't possible. Don't worry – we are available at any time to accommodate your needs.

Upon arrival, you will meet with staff members that will begin your check-in process. You will sign Releases of Information, check-in forms, and any other intake paperwork for our records. Please have you and your children's social security numbers, immunization records (for your children), medical coupon(s), and EBT card, etc. to speed things along. It is also a good idea to make a list of the important numbers in your phone before coming in so you have them handy. All monies, debit/credit cards etc. will be locked up for safe keeping during your stay. After filling out your paperwork, staff will go through your belongings (with you present) to make sure that everything is appropriate for Isabella House.

Please don't bring in any items that are on the "Do Not Bring List." If you bring items that we don't allow you must send them back or we will be forced to dispose them. Also, only bring what you absolutely need – space is very limited and there just isn't room for extras.

You will not need to bring personal linens as all clients use house linens. You can bring extra pillows if you wish. If your child has a special blanket, be sure to include it in your packing. Do not go to the trouble of washing all your clothing as it is policy to wash everything when you arrive.

I am looking forward to meeting you and welcoming you to Isabella House. If you have any questions before then, please call me at (509) 624-1244 ext. 108.

Additional information may also be found on our website www.nhccspokane.org.

See you soon!

Intake Coordinator Isabella House

Drae McKenzie

Isabella House Services

Isabella House is a residential behavioral health treatment facility that provides services to pregnant and parenting women. It is a **NON-SMOKING** facility. Our program is six months (180 days) in duration. Isabella also provides the opportunity for children under school age to stay with their mothers and share in their mother's recovery process. Our Therapeutic Childcare offers a wonderful learning atmosphere for the children while their mothers are busy with group, classes and activities.

Upon arrival at Isabella, appointments with the Treatment Director, Childcare Director, Nursing Staff and Chemical Dependency Counselor will be scheduled for you. You will be able to meet with all of them within the first few days of your arrival.

Each new client will be assigned an in-house sponsor who is a fellow resident and member of your group. Your sponsor will assist you in your transition to our community. She will give you a tour of the facility and answer any questions pertaining to the routine and structure of Isabella. You may or may not be in a single room, some rooms are set up for 2 or more residents. You should expect to change rooms at least once during your stay. Room assignments are looked at periodically by the clinical staff and are determined based upon the family's needs. Please be advised we cannot guarantee private rooms.

All medications will be checked in to the Med Room. This includes over-the-counter medications such as Aspirin, Tylenol, cough syrup and topical creams. All medications must be prescribed/authorized by the client's medical provider. All medications need to remain in their original containers. All over-the-counter meds need to be pre-authorized by your doctor before you may use them at Isabella. You will be given standing orders for most common over-the-counter meds. Be sure to bring any written authorizations with you. If you or your child(ren) have any food allergies or medically necessary dietary restrictions or concerns you must provide documentation from your physician.

You will be expected to complete all necessary Consent Forms and Releases of Information as soon as possible after admission so that Isabella staff may communicate with people necessary to your treatment (such as your Doctor, Lawyer, Probation Officer, or CPS worker). We will not communicate with anyone without your permission. Please have names, addresses and phone numbers ready. We cannot treat you without releases to necessary parties.

For the first 14 days (approximately) of treatment, you will be on what we call "Black Out". Black Out is defined as, no passes, no calls, and no visitors. You will be allowed one personal call and one professional call. You may send and receive mail while on Black Out. Medical passes, which have been arranged by the Nurse, may occur while you are on Black Out. Business passes during Black Out must be approved by your Group and Counselor. Additional phone calls need Group and Counselor's approval. You will be allowed to attend mandatory court proceedings during Black Out. CPS approved Child Visitation is also allowed during Black Out. Any passes granted while you are on Black Out require you to have a peer escort to accompany you on that pass.

Visitor Information

Visiting Hours:

- ❖ Saturdays from 1:00pm − 2:00pm or from 2:00pm − 3:00pm
- ❖ Sundays 1:30pm 2:30pm or from 2:30pm to 3:30pm

All adult visitors must be pre-approved by the client's primary Counselor and Group before being allowed to visit the Client. Any non-approved visitor will be asked to leave Isabella House premises. Clients may have up to two adult visitors at one time who have been pre-approved along with the client's own children. If a client has visitors that are traveling a distance to visit, she may propose to extend the visiting hours for that visit as an exception. Exceptional proposals must go through Group and a clinical staffing before the visit takes place. An exceptional proposal does not guarantee a visitation approval. No Clients on Black Out are eligible for visitation. Exceptions may be made for visitation with children if children aren't placed at Isabella. Any visitors coming to Isabella during non-visitation times will be asked to leave.

Overnight child visitations may be arranged through the Group and your Counselor only. Clients wishing for visits with their children must submit exceptional proposals which will be considered in clinical staffing. Approval of overnight visitation is based on the ability of Isabella staff to safely and adequately monitor the number of children on site at any one time.

All visitors must follow Isabella House guidelines as far as dress, foods and appropriate actions are concerned. There is no smoking on Isabella House grounds.

Visitors are not allowed to eat at Isabella without prior approval by the clinical staff. Proposals may be made for visitors to bring in food that meets Isabella guidelines.

Visitation is a client's privilege at Isabella. These guidelines are designed for your safety. A client's visitation privilege may be revoked at any time that the treatment team feels it is interfering with a client's recovery process.

Client's First 72 Hours

- 1. YOU WILL MEET WITH STAFF TO DO A CLIENT CHECK- IN.
- 2. A STAFF MEMBER WILL GO THROUGH YOUR BELONGINGS WITH YOU AND ANSWER ANY QUESTIONS YOU MIGHT HAVE ABOUT THE PROGRAM. YOUR LINENS, LAUNDRY BAG, BINDER, AND GROUP HAND BOOK WILL BE GIVEN TO YOU AT THIS TIME.
- YOUR LAUNDRY WILL NEED TO BE WASHED AND DRIED BEFORE YOU TAKE IT TO YOUR ROOM. YOU
 WILL HAVE PRIORITY TO GET YOUR LAUNDRY DONE. YOUR SPONSOR AND GROUP WILL HELP YOU
 WITH YOUR LAUNDRY.
- 4. ONCE YOU HAVE HAD YOUR THINGS INSPECTED AND YOUR LAUNDRY SEPARATED OUT TO BE WASHED, YOU WILL BE TAKEN TO THE NURSES STATION. YOU WILL STAY WITH THE NURSE UNTIL SHE HAS COMPLETED HER MEDICAL INTAKE, DONE A UA/BA, GIVEN YOU A TB TEST, DONE A LICE/NIT CHECK AND FILLED OUT ALL YOUR MEDICAL RELEASES.
- 5. YOU WILL THEN HAVE SOME TIME TO GET YOUR ROOM IN ORDER, REST, EAT, GET TO KNOW YOUR FELLOW GROUP MEMBERS, AND ADJUST TO THE HOUSE.
- 6. YOU WILL MEET WITH YOUR COUNSELOR AND THE GROUP YOU WILL BE PLACED IN.
- 7. YOU WILL BE SET UP TO DO YOUR INITIAL INTAKE ASSESSMENT.
- 8. YOU WILL MEET WITH STAFF TO COMPLETE ANY DSHS PAPERWORK, TANF AND ANY OTHER FINANCIAL WORK THAT NEEDS TO BE DONE TO ASSURE A SMOOTH TRANSITION OF BENEFITS.
- 9. ON THE NEXT BUSINESS DAY, YOU WILL MEET WITH YOUR PRIMARY GROUP. YOU WILL BE DOING A MINI-AUTO, WHICH WILL ENABLE YOUR GROUP TO GET TO KNOW YOU BETTER. YOUR GROUP MEMBERS WILL HELP YOU ADJUST TO THE PROGRAM FOR THE NEXT FEW DAYS. EACH GROUP MEMBER WILL HAVE SOMETHING TO HELP YOU LEARN SO THAT YOU WILL BE ABLE TO MOVE INTO PHASE 1 AFTER YOUR BLACKOUT PERIOD.
- 10. IF YOU ENTERED TREATMENT WITH CHILDREN YOUR COUNSELOR WILL ARRANGE CHILDCARE FOR YOU WHILE YOU TAKE CARE OF YOUR INTAKES. ONCE YOU HAVE FINISHED YOUR INTAKES YOU WILL MEET WITH CHILDCARE STAFF TO DO PAPERWORK SO THAT YOUR CHILD(REN) BE ENROLLED IN THE THERAPEUTIC CHILDCARE PROGRAM. OR, IF THEY ARE SCHOOL AGE, THEY WILL BE ENROLLED IN THE SCHOOL DISTRICT.

What Do I Pack?

The following is a guideline to help you pack for your stay at Isabella House. Because of space constraints any clothing or other items that exceed these amounts may be sent out at your expense. Laundry Facilities are available at least twice a week. Basic hygiene products will be available for you.

Adult Personal Items:

7 Pairs of Shorts / Pants / Jeans

(shorts must be finger-tip length or longer)

5 T-Shirts

7 Tops / Shirts

(tank top straps etc. must be covered by outer shirt)

2–3 Dresses / Skirts (must be finger-tip length or longer)

2 Jackets / Sweaters

3 Pairs of Shoes

1 Pair of Boots

7 Pairs of Socks, Underwear & Bras

3 Pairs of Pajamas

1 Pair of Slippers

1 Body Wash / Soap *

1 Shampoo & Conditioner *

1 Toothbrush & Toothpaste & Dental Floss *

1 Comb / Brush

1 Lotion *

1 Pack Q-tips / Cotton Balls

1 Box Sanitary Napkins / Tampons

1 Pack of Razors w/ Covers

1 Emery Board & Tweezers

1 Deodorant *

New, Unopened Makeup

(only minimum necessary – extras aren't allowed)

1 Alarm Clock / Radio

CD Player, CD's or IPOD (cannot have WiFi capabilities)

2 – 3 Non-Recovery Based Books

Stamps & Stationary

Photographs from Home

1 Phone Book / List of Phone #'s

Children's Personal Items:

14 Outfits

2 Jackets / Sweaters

3 Pairs of Shoes (at least one closed toed pair)

1 Pair of Boots (seasonal)

1 Snow Suit & Gloves (seasonal)

7 Pairs of Pajamas

1 Pair of Slippers

14 Pairs of Underwear / Socks

14 T-shirts / Onesies

1 Stroller

Favorite Stuffed Animal

1 45quart Size Bin of Toys

(No wheeled or electronic toys)

2 - 3 Favorite Books

1 Favorite Blanket

Infant Car Seat

Baby Monitor

1 Shampoo *
Detangler *

1 Lotion *

Diapers / Wipes (Isabella does supply Wipes)

Nebulizer (if necessary)

Bottles, Sippy Cups & Pacifiers

*** Please don't bother with washing the clothes you bring as it is policy to wash everything that is brought into Isabella House upon arrival ***

*** For the safety of your possessions, please make sure you label everything you bring into Isabella House ***

Remember! These are just guidelines, you don't need to bring this specific amount of clothing with you – but DO NOT bring more than the guideline suggests.

We understand that it is difficult to pack for this long of a stay. We will do everything in our control to make sure that you are provided for adequately while you are at Isabella House. As your child grows, you will be able to have store-runs to purchase larger clothing. We have access to donations for those that don't have funding. There are toys for children to play with in Childcare and in the communal areas of Isabella House.

^{*} No Aerosols or Items Containing any Alcohol in Ingredients

What NOT to Pack

- Cigarettes / Lighters / Matches / E-Cigarettes (Isabella is NON-SMOKING)
- Drugs / Alcohol /Any Paraphernalia or Contraband
- ❖ Any Drug or Gang Affiliated Materials (bandanas, clothing, figurines, Posters etc.)
- Used Loose, Powdered Makeup (eye shadow, foundation etc.)
 - *Any loose, powdered makeup that isn't in new, unopened package will not be allowed.
 - *Do not bring more than one of each makeup item.
- Food & Drink (including gum, candy or soda's)
- Sugar
- Candles
- Air Fresheners
- Perfumes / Body Sprays
- Mouthwash Containing Alcohol
- Aerosol Sprays
- ❖ Baby Talc / Powder / Oil
- ❖ Fake Nails or Nail Glue
- Glue
- Cell phones / Pagers
- ❖ Any Electronic Device with Internet Linking Capabilities (working or not)
- Liquid Bleach
- Plants / Flowers
- ❖ Hats, Caps or Head Scarves (may be worn outside of Isabella only)

Remember! We have limited space and there will not be room to store any items that are not appropriate for you or your children and they will be sent back.

Please be aware that in the event you leave treatment without completing the program, your funds will not available for up to 72 hours. If you leave your personal items they will be held for up to 2 weeks. If you do not pick up your items within that time frame they will be donated accordingly.

Directions

Coming into Spokane on I-90:

- Take the Maple St / Walnut Ave Exit
- Turn Left (North) onto Walnut Ave and take Walnut to 2nd Ave, staying in left-hand lane.
- Turn Left (West) on 2nd Ave and get into the right-hand lane, 2nd Ave will split after the underpass continue straight on the right-hand side going past the Rosauers grocery store.
- Keep going straight on 2nd Ave until you come to the end of Coeur D. Alene Park.
- Turn Left on Spruce St.
- Take your next left on 3rd Ave. Isabella is the first large, cream colored house on right-hand the corner of 3rd Ave across from the Lutheran Church.

If you have any problems with the directions or have any other questions, please reach out to the Front Desk at 509-624-1244, Ext 0.

Parenting Guidelines

- 1. While in treatment, you have the opportunity to learn positive ways to discipline your children. We can help you learn to lower the stress of parenting and not use put-downs, threats or physical punishments. Spanking, hitting, arm yanking or lifting child by one or both arms, pinching, hair pulling etc. will not be tolerated., These are abusive discipline methods. The staff in the children's center is available to help you learn new discipline techniques. Think about what you say to your children and how you say it if you wouldn't want to be spoken to in that manner it isn't ok to speak to your child like that. Learn to use positive language when disciplining your child, address the behavior you wish corrected and describe the new behavior you are asking your child to practice.
- 2. Bedtime for children over 12 months old is 9:00pm, or within one half hour of returning to the house from an activity if you return after 8:30pm. Children must be off the main floor by 8:30pm.
- 3. Children can be on the main floor in their pajamas starting at 7:30pm if they do not have evening childcare. Children are not allowed to wear pajamas during the day or on the weekends.
- 4. Children over 1 year of age should spend part of each treatment day with you before you leave them at childcare. You will spend regular time in childcare with each child at intake and throughout the program.
- 5. Be aware of interactions your children have when they casually visit other families. Children should never play alone or out of sight of an adult responsible for their safety.
- 6. The agency nurse determines whether you or your child will go on sick call. When there is no nurse on duty, the staff gives permission for sick call. Parents need to be aware of <u>their own sick child.</u>
- 7. You and your infant <u>cannot</u> sleep together in the same bed.
- 8. <u>NEVER</u> leave your child unattended in the bathtub, no matter how quickly you intend to return. Clean bathtub with spray bleach before and after each use.
- 9. Children or infants are not allowed in the basement.
- 10. If you are using a baby monitor, you also need somebody to be floor aware if you leave your room.
- 11. All children need to be actively supervised at meal times, and within arm's length.
- 12. Baby Sitting You can ask other moms who are Phase One or above to be aware of your children, your group will give you feedback about your choices.
 - It is not ok to be aware of other children if you or your children are ill. The maximum number of children one parent can watch is three including your own children. Children who are not on sick call cannot visit rooms where someone is on sick call.
- 13. Parents, or the approved person aware of child, need to take their children to all med calls to get any prescribed medications they might have.
- 14. Bottle Storage: Formula should be used within 30 minutes of preparation. For breast milk guidelines see the Med Room.
- 15. All bottles, nipples, sippy cups and rings that have been used are to be cleaned and sterilized twice a day in the dishwasher at "bottle call" times.

- 16. Bottle propping is dangerous and is not allowed. Never give your child a bottle with milk, juice or anything containing sugar/sweetness to go to sleep.
- 17. Children must snack on the main floor, unless they are on sick call, to meet the Department of Health rules about food storage and lower the possibility of insects and rodents in the house.
- 18. Always strap in and buckle your children when using <u>car seats</u>, <u>strollers</u>, <u>carriers</u>, <u>bouncies</u>, <u>swings and high chairs</u>. Clean the carriers, high chairs and strollers as you use them.
- 19. Children under one year or 20 pounds must use a rear facing infant car seat. Children up to their 8th birthday (unless they are above 4'9" tall) must ride in a child restraint (i.e. a child car seat or a booster seat). Children under 13 years old need to be transported in back seat. Car seats must be stored <u>inside</u> Isabella House. Parents are responsible to carry car seats to and from the house.
- 20. There are potty-chairs and toilet steps available for use. To prevent the spread of infections and germs, please clean them with the spray bleach solution before and after each use. All children must be supervised when using the rest room.
- 21. Diaper Changing: Always wash your hands after changing your child's diapers. This cuts down on sickness and skin problems for you and your children. After removing disposable diapers, please "tab" them up and discard in the proper container. For health reasons, put disposable diapers in the diaper pails, not in the house trash. Use bleach water solution to wipe down diaper changing surface after each use.
- 22. <u>Before</u> leaving treatment all crib sheets, blankets, plastic pants, receiving blankets, diaper pins, gates, etc. loaned to you for use need to be returned so that the next child coming into treatment can use them. Please give the sheets and blankets to staff on duty.
- 23. <u>Baby powder is dangerous to your child's health. Please do not use it. Baby Oil is also dangerous for babies if ingested.</u> They are not allowed at Isabella.
- 24. All children need to be fed and changed before being dropped off at Childcare. Parents are responsible for brushing their teeth as well.
- 25. State regulations say children need to be signed in and out of Childcare with full signatures each time. This rule is for fire safety. In case of fire and for fire drills the sign-in sheet is used for a head count.
- 26. Children's baskets in Childcare need to be checked <u>daily</u> for soiled diapers, clothing and bottles. Please remove soiled things and restock the baskets daily.
- 27. Don't bring personal toys to Childcare. This is so that other children won't fight with your child over those toys, and so they do not get lost or damaged.
- 28. When your child comes in to treatment with you, your counselor and group will determine how many days you will be required to bond with them before accessing Childcare. The "general" rule is 30 days with a newborn. Variations to the rule are made according to individual circumstances.
- 29. The fenced play yard behind Isabella House is for use with staff notification between 8:00am and 8:00pm, Monday through Friday, with active parental supervision. On weekends, it is at staff's discretion. Adults are not allowed on the toys. Visitors are excluded from play yard use as well.
- 30. If your child is playing on the lawns, you must be actively supervising them. They must be within arm's reach.

- 31. Park visits with your children must be proposed. Please notify staff on duty and get permission to go, also let them know when you will return and when you have returned. NO ONE MAY TAKE ANOTHER PARENT'S CHILD OFF THE PREMISES WITHOUT COUNSELOR'S PERMISSION. You are welcome to use the children's water play equipment with staff permission on the lawns and at the park.
- 32. Children may watch appropriate cartoons and kid's movies at arranged times. The only videos approved for your children to see are those rated G and PG. Staff has the final say on the films your children can watch.
- 33. Parents on household can make arrangements for another person in the program to take their children in for TV or video time.
- 34. All wheeled toys need to be approved by staff.
- 35. If you are on bed rest or sick call for a contagious condition and your child is well, it is your Peer Leader's responsibility to arrange for someone to: bring you meals, arrange for your child to eat in dining room, and take your children's bottles to "bottle call." She will also help you make arrangements for another client to take your child to childcare. The person who picks your child up from Childcare needs to be on your pick-up list.

You are required to follow these guidelines. If you do not, you will be given appropriate consequences. This means your group, your counselor, and clinical staff will decide what will happen and how to help you comply with these guidelines. Consequences for non-compliance with these guidelines are always aimed toward helping you learn to make wise decisions about the safety and health of your family, yourself, and others.

Isabella House provides diaper wipes, baby bath/shampoo and baby lotion for your children until your funding comes through. To get refills on baby wipes, please bring your empty containers to the receptionist.

According to the Washington Administrative Code (WAC) #388-805-150 (11), we are mandatory reporters of suspected physical, sexual or emotional child abuse, neglect or exploitation as stated by the Revised Code of Washington (RCW) Chapter 26.44. We will report by telephone or in person to the Child Protective Services (CPS) or local law enforcement.

We are also required to report death or severe injury requiring hospitalization to your child/ren's social worker by telephone and in writing, as well as food poisoning and communicable diseases affecting your child/ren as required by the State Board of Health to the local health department by telephone.

The Licensor for our Children's Center is Karen Christiansen. She may be reached at 509-789-3832.

Thank you,

New Horizon Staff & Administration

FITNESS IN PERSONAL TIME RECOVERY 9:00 - 9:55 SPONSOR/SPONSEE