



RISE

Restoring Individuals Safely and Effectively[®]

Arapahoe County Sheriff's Office Detention Facility
7375 S Potomac St.
Centennial, CO 80112
Phone: 720-874-5100

PATIENT HANDBOOK
WELCOME 

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WELCOME TO WELLPATH RISE PROGRAM

On behalf of Wellpath Recovery Solutions and the staff, I would like to welcome you to the RISE (Restoring Individuals Safely and Effectively) Program. The Staff look forward to helping you and to making your stay as pleasant as possible. We will make every effort to provide you with the best therapeutic care, within a safe and secure environment. In order to provide you with the best treatment, we will need your participation and cooperation. It is especially important that you comply with your medication treatment from the doctor.

As a patient of the RISE Program, you have rights and responsibilities, which this booklet explains. On your day of admission, a staff member will go over the information in this booklet with you. Should you have questions later about this information, do not hesitate to ask any staff member for assistance. Please keep this booklet for your future reference.

On the day you are admitted, you will be assigned a shared room on the unit. You will be provided with five days of orientation to the structure of the program and to get to know your treatment team. Please work closely with your treatment team members so that you can get the most out of your time in the RISE Program and feel free to express your concerns and make suggestions about how RISE Program can improve meeting the needs of the patients. We value your opinions.

We want to make sure that you are satisfied with the treatment and care you receive. Let us work together to make your stay a productive one. We look forward to working with you.

Sincerely,

Dr. Wallerstein
Director of Forensic Programs

RISE PROGRAM

7375 S Potomac St.

Centennial, CO 80112

General Information Telephone Number: 720-874-5100



About RISE



Restoring Individuals Safely and Effectively (RISE) Program is located in the Arapahoe County Sheriff's Office Detention Facility in Centennial, Colorado which is about twenty miles southeast of Denver. RISE is operated by Wellpath Recovery Solutions and is located in the county jail. The Arapahoe County Sheriff's Office Detention Facility is accredited by the National Commission on Correctional Health Care (NCCHC) and the American Correctional Association (ACA). Patients in the RISE Program are either waiting for their initial competency evaluation or have been declared incompetent to proceed (ITP) by the State courts.

Our goal is to help individuals committed to us to improve their mental health as quickly as possible so that they can continue with their futures.

Mission and Vision

The mission of RISE is to address the complex challenges of behavioral health issues of those involved in the criminal justice system in an effective and efficient manner, through the utilization of evidence-based practices. Our vision is to be the leader in providing quality jail-based competency program and forensic psychiatric care that anticipates and responds to the changing needs of the patients we serve. Our partnership with the Colorado Department of Human Services and the Arapahoe County Sheriff's Office presents a unique opportunity to directly influence meaningful and lasting reform to the criminal justice system, while ensuring that valuable taxpayer's resources are utilized in the most effective and efficient manner possible.

How We Will Help You in Your Recovery

You will be introduced to your treatment team on the day you are admitted. The members of the treatment team will meet with you to find out your needs, interests, and strengths. Together, you and your treatment team will develop the most appropriate treatment plan for you. The Treatment Team is made up of a psychiatrist, nurse, social worker, forensic psychologist, recreation therapist, reentry coordinator, and other individuals as required, such as a peer support specialist. Certain members of Treatment Team will meet with you when you are admitted to the unit, then weekly thereafter unless more often is necessary. During each treatment team meeting, you will have the opportunity to review and discuss your progress with the treatment team and to make necessary changes to your treatment plan.

The **Psychiatrist and Nurse** will work with you to determine your medication needs. It is very important for your mental health recovery that you take your medicines every day. Report to your doctor any side effects that you may feel from your medicines.

The **Social Worker** will assist you by scheduling visits with people you would like to visit you. This staff person will also assist you in contacting official offices in the community.

The **Forensic Psychologist** will work with you to help you better understand the legal aspects of your legal case and to help you return to court to receive your court hearing.

The **Recreation Therapist** will help you by determining your needs, interests, and strengths concerning your mental health recovery. This help will prepare you for a possible return to a supervised community.

The **Reentry Specialist** will help link you to community resources upon discharge from the program.

The **Peer Support Specialists** are people living in recovery with mental illness and/or substance abuse. They may provide support to others whom can benefit from their lived experiences.



Individualized Treatment and the Concept of Recovery

Your unit has a treatment team that is responsible for working with you to help you improve your mental health and daily functioning. You and your treatment team together will develop your own individualized treatment plan, which will focus on your present needs, strengths, interests and goals. The purpose of the plan is to help you set and achieve goals on your road to recovery. The plan will list the goals you need to accomplish and by what date.

IT IS YOUR RESPONSIBILITY TO FOLLOW THE PLAN THAT YOU AND YOUR TREATMENT TEAM DEVELOP. THE TREATMENT TEAM CANNOT DO THE WORK FOR YOU. YOU MUST DO IT FOR YOURSELF.



What is “Recovery”?

It is very important to understand that “recovery” does not mean “cure”. Recovery means that you learn to control your mental illness by changing bad habits and the things you used to do that made your illness act up. We want to help you be a “recovered person with a mental illness.” The approach we use at RISE to help you recover from your mental illness includes medication, individual and group therapy, psychotherapeutic programs, recreational activities, and clinical supervision.

Please remember that your treatment team cannot help you “recover” without you doing your part. You will need to do what your treatment plan asks you to do. **YOU CAN DO IT!** We look forward to helping you.



Program Orientation

After you have been admitted to the RISE Program, each day you will meet for a morning session, an afternoon relaxation session, and an afternoon skills training workshop. Morning sessions will be focused on program orientation, motivational enhancement, assessment, and treatment planning sessions. Afternoon sessions will use evidenced-based treatment modules for Anger Management for Substance Abuse and Mental Health clients from the Substance Abuse and Mental Health Services Administration (SAMHSA). Relaxation exercises from the Relaxation and Stress Reduction Workbook will also be used.

Recovery Program

The recovery and rehabilitation treatment we offer include different types of programs.

Orientation will be attended for the first five days of your stay at RISE unless your team determines otherwise and suggests that you would benefit from continued participation in the orientation program.

Competency Restoration Program provides individualized, professional competency restoration services. We are able to quickly assess and treat you for competency restoration and to assist with maintaining competency to proceed once it is restored. RISE provides treatment for competency restoration in different formats with various activities based on your learning style and individual needs.

Supplemental Groups for Competency Restoration	
<i>Client Goal</i>	<i>Evidence-Based Group</i>
Manage Symptoms and Risk	Cognitive Behavior Therapy Group Co-occurring Disorder Treatment Workbook Risk Management Group
Understand Illness and the Recovery Process	Illness Management and Recovery Group Medication Education/Management Group Team Solutions Recovery
Cope with Anger and Stress	Anger Management Group Stress Management Group
Promote Wellness	Solutions for Wellness Group Team Solutions Recovery
Improve Communication, Social Skills and Problem Solving	Social Skills Group Anger Management Group

Your Part in Your Care & Safety / Helpful Tips About Medication

Your Part In Your Care & Safety

Everyone has a role in making your stay here at the RISE Program safe. Your role includes speaking up if you have questions or concerns or if you do not understand your treatment plan. Participate and make decisions in your care and learn from your Program experience. Know your medications and understand how they will help you.

If you experience any unsafe conditions or unanticipated outcomes in your treatment and/or medical care, it should be reported to your unit nurse/treatment team for review and appropriate action. You can play an important role in achieving the best outcome from your medication. To ensure medications are used safely and effectively, follow these tips:

- Maintain a list of all your medications and learn the names, purpose, dosage strength, and schedules of your individual medications.
- Maintain a list of medications that you cannot take (for reasons like allergic reactions) and be able to explain the reasons why.
- Don't hesitate to ask questions regarding anything you do not understand or that does not seem right.
- Verify your understanding of proper medication use and effects by repeating this information to your health care providers (for example, during your recovery team meetings).

Helpful Tips About Medication

There are four main types of medication used to treat mental illness. Here is a brief summary of each type of medication. More detailed information can be given to you by your nurse or doctor.

Antipsychotics

Examples include: Risperdal, Seroquel, Haldol, Zyprexa, Geodon, Abilify, Invega.

These medications lessen hallucinations (voices), stabilize mood swings, aid you in concentration, lessen paranoid & bizarre thoughts, and help you be able to care for yourself.

Antidepressants

Examples include: Lexapro, Prozac, Effexor, Wellbutrin, Paxil.

These medications help lessen the symptoms of depression that last at least 2 weeks such as: being withdrawn, change in eating or sleeping habits, thoughts of harming self, and feelings of hopelessness.

Mood Stabilizers

Examples include: Lithium, Depakote, Tegretol, Trileptal.

These medications even out your mood, preventing the real high and low mood swings that you may experience and that your family might notice.

Anti-anxiety

Examples include: Vistaril, Klonopin, Ativan, Buspar.

These medications are used to decrease severe anxiety and calm nerves. These can produce physical and psychological dependence and withdrawal symptoms. If you are addiction prone or an addict, you should be under careful observation when taking these medicines.

Pharmacy Services

Examples of Medication Side Effects

Some possible side effects of medications are:

- Headaches
- Excessive thirst
- Frequency in urinating
- Constipation
- Diarrhea
- Weight gain or loss
- Rash
- Sensitivity to sun/sunburn
- Dry mouth
- Change in blood pressure
- Dizziness
- Restlessness
- Stiffness in joints/slowed movements
- Irritability



Notify A Health Care Provider About:

1. Any troublesome or distressing side effects you may experience.
2. Any over-the-counter or prescription medication prescribed by other health care providers that you are taking.
3. Any herbal products or vitamins you are taking.
4. Any questions you have about the specific medication(s).

Patient's Rights

We believe that you should be provided with care and treatment that is skillfully and humanely delivered, with respect for your dignity and privacy, and in compliance with constitutional, civil and statutory rights. The following are rights you have as a patient of RISE.

1. Patients have the right to have their rights explained to them in language they can understand.
2. Patients have the legal rights of all patients in the Arapahoe County Sheriff's Office Detention Facility, to include:
 - Humane treatment with courtesy, respect, impartiality and fairness.
 - Freedom of religious affiliation and voluntary religious worship.
 - Proper health care, nutritious meals, clean bedding, clean clothing, opportunities for regular bathing, proper ventilation, regular exercise, and the use of toiletries.
 - Visit and correspond with members of the news media, in keeping with the Facility's rules and schedules.
 - Patients have the right to retain an attorney and to consult with their attorney at reasonable times.
3. Patients have the right to speak with and ask questions to their Social Worker.
4. Patients are encouraged to participate in treatment planning decisions, and understand treatment options. RISE Program staff will describe the treatment program and the benefits, risks, possible side effects, and alternatives to medications that are prescribed.
5. Patients have the right to refuse to take medication unless, due to mental illness, the patient poses an imminent danger to self or others or the court has ordered medications. Patients have the right to refuse any test, medical procedure or treatment unless their ability to make decisions for self is impaired or a life-threatening condition exists. Patients have the right to express their medical wishes through an advance directive.
6. Patients have the right to participate in planning regarding where they will live, and where they may get treatment, after their discharge from the RISE.
7. Patients have the right to be given the names and the professional status of the staff members responsible for their care.
8. Patients have the right to treatment that is not based on or influenced by their race, color, national origin, sex, religion, creed, gender, method of payment, disability, or age, or in the receipt of the services and benefits of any RISE program or activity.
9. Patients have the right to confidentiality of treatment records, except as required by law.
10. Patients have the right to refuse to participate in an experimental or research program.
11. Patients have the right to register and vote by absentee ballot with staff assistance if necessary.
12. Patients have the right to review their medical records at reasonable times, unless a physician determines that reviewing the records would be harmful to the patient or others.
13. Patients have the right to file a complaint about their care or treatment.

Patient's Rights

GRIEVANCES AND COMPLAINTS

The RISE Program will provide you with accessible information about the RISE Patient Grievance Process. The RISE Program operates a grievance process that promotes the prompt and courteous resolution of patient complaints.

You are encouraged to discuss your care and treatment and any difficulties you are having during your admission to the RISE Program with your treatment team. RISE and the ACSO will attempt to resolve your complaints informally. If you are not satisfied with the informal resolution offered by staff, you may file a grievance.

Grievances related to ACSO staff or procedures will be filed using the kiosk; your treatment team shall provide you with direction if requested. A grievance submitted other than electronically, (including by mail) shall be accepted, routed, and investigated, so long as it is clearly marked "grievance" and supplies all of the information otherwise required to process it as a grievance. Grievances related to RISE staff or procedures will be filed on Wellpath forms. Speak to your team social worker for assistance in knowing which form or grievance procedure to use.

Other agencies that accept and act on complaints by patients include the Colorado Department of Public Health and Environment, the Department of Regulatory Agencies, the Office of Civil Rights/U.S. Department of Health and Human Services, and the Legal Center for People with Disabilities and Older People. A RISE staff member will provide you with telephone numbers and addresses for contacting these or other agencies.

ETHICAL TREATMENT

In addition to the rights that are listed, you can expect to be treated by the staff in an ethical manner. This means you have the right to be treated in a morally correct way and staff must behave in a morally appropriate way. What each person thinks is morally proper is based on religious teachings, family upbringing, and cultural values.

If at any time you think you are being asked to do something that is not morally correct or you think staff members are doing something that is not morally right, you may request to bring your concern to the attention of the Social Worker. He/she will look into your concern and make a recommendation to the Director of Forensic Programs if indicated. You will be informed of the decisions of the Director.

**YOU Have The Right To More Detailed
Information About Your Rights!
Contact The Legal Center for People with Disabilities and
Older People at 800-531-2105**

Patient Responsibilities

You are expected to respect the other patients and the staff at all times. You are also expected to meet the following responsibilities. You may receive additional responsibilities in keeping with your individualized treatment plan.

Patients are responsible for their actions!

The following are responsibilities that you have as a patient of RISE:

1. Patients are responsible for complying with the rules and regulations of the Arapahoe County Sheriff's Office Detention Facility.
2. Patients are responsible for complying with the rules and regulations of the RISE Program.
3. Patients are responsible for following the directions of the deputies and RISE staff members.
4. Patients have the responsibility for acting in a positive and pro-social manner during their stay.
5. Patients have general expectations for conduct which include the following:
 - Follow deputy and staff directives and requests.
 - Respect Facility and Program property and the property of others.
 - Maintain sleeping area and surrounding common area in a clean, orderly and sanitary fashion.
 - Maintain daily personal hygiene habits.
 - Treat staff, deputies, and fellow Program patients with courtesy and respect.

Patient and Family Responsibilities

The RISE Program considers patients and their families an integral part of treatment. To the extent possible, we encourage family involvement in your recovery, we ask that you and your families commit to the following responsibilities toward your ongoing health care needs:

- You and your family are responsible for providing accurate and complete information about present symptoms, past illnesses, hospitalizations, medications, and other matters related to your health. In addition, changes in your condition need to be reported to a member of the treatment team by you or your family.
- You and family are responsible for participating in treatment planning. Please ask questions when you do not understand what you have been told about your care and what you are expected to do. Please express any concerns you have about your ability to follow your treatment plan.
- The hospital in turn will make every effort to adapt your treatment plan to your specific needs and limitations. Where such adaptations are not recommended, you and your family should understand what problems might result from such non-recommended changes.
- You and family are responsible for following the rules and regulations of RISE that affect patient care and conduct, including being considerate of the rights of other patients, RISE personnel and property.

Unit Rules

The Arapahoe County Sheriff's Office Detention Facility provides an Inmate Informational Handbook which will be used by the patients of the RISE Program. RISE in partnership with the Arapahoe County Sheriff's Office is responsible for the care and custody of you while held in the Facility. To accomplish this at the Facility, a number of Unit rules are established to help ensure that your basic needs are met, your safety and the safety of our staff are maintained, and the needs of the community are met.

For a complete listing of the Facility rules, please refer to your copy of the "Inmate Informational Handbook."



Safety

SAFETY

Whenever you believe that your personal safety or that of another is in jeopardy you should notify your treatment team or unit deputy immediately. Action will be taken to protect you or anyone else from violence or intimidation.

FIRE SAFETY

Fire safety begins with personal sanitation and housekeeping. Limitations on the type and quantity of combustible materials are spelled out in the section on personal property allowed in your possession.

In case of an emergency, follow the directions of the deputies for evacuation procedures.

Services

RELIGIOUS SERVICES

Religious opportunities are provided for you on an ongoing basis. Religious text is available upon request. You may submit a kite to the Programs Coordinator or Chaplain.

CHAPLAIN

The Facility provides a full time chaplain to help you meet your religious needs. The Chaplain is scheduled in your dayroom once a week. The Chaplain is also available for personal visits. Submit a “kite” to the Programs Coordinator or Chaplain if you would like to schedule a personal visit.

RECREATION

You are offered a variety of recreational opportunities and equipment. As conditions permit, you are allowed one hour per day, 6 days a week for outdoor physical exercise and recreation.

Basketball and handball are some of the activities available during your recreation time. Indoor activities may include television, exercise equipment, board games and playing cards. No gambling is allowed.

SUBSTANCE ABUSE EDUCATION

Alcoholics Anonymous meetings and substance abuse education are offered within the Facility. This material is available upon request. You may discuss with your treatment team meetings and educational opportunities.

FOOD SERVICES

Three balanced and nutritional meals are provided daily.

SPECIAL DIETS

Medical diets i.e. diabetic, food allergy etc., can only be ordered by the Facility physician. Should you require a medical diet, it is your responsibility to submit a medical kite.

Religious diets are requested through the ACSO Programs Section by submitting a kite or Religious Diet Request Form.

PERSONAL HYGIENE

Personal hygiene items are only passed out on Sunday and Thursday mornings. Personal hygiene is very important to your health, as well as the health of others. You are required to bathe on a frequent basis.

You are required to keep yourself neat in appearance and maintain acceptable standards of personal hygiene (i.e. brushing teeth, showering etc.). Showers are to be cleaned out and scrubbed down after each use, with the outside floor area dried. **You must be fully dressed when going to and from the shower.**

HAIR CARE

A professional barber/hairstylist is available. The schedule for haircuts and prices are available in your dayroom. Chemical or dying processes will not be provided. An indigent patient may request a haircut after 45 days in the Program and every 45 days thereafter.

When you order and refuse to show up for the hair cut you will have to wait 30 days before submitting another barber request form. You will be refused a haircut if you do not arrive with clean hair and your patient ID, as required.

Visitation

VISITATION

Visitation is permitted during daytime hours for attorneys and professionals, such as court evaluators and aftercare coordinators, with staff approval. Personal visitation is permitted during evenings and weekends. You will be given an Approved Visitors List form (AC342) that will be explained during your orientation. You are allowed several approved visitors (including children). All fields on the form such as visitor's name, complete address, and relationship to you, home phone number, gender, and date of birth must be filled out for the visitor to be approved. If you require any additions or removals from your original submitted visitor list, you must submit another form to the Visitation Section for review and approval. It may take up to 48 hours for approval. Visitors may be denied or removed from your list at any time by the Detention Facility due to court orders, violation of visitation rules, or for any safety and security reasons.

Approved visitors will be assigned a unique number that is required to schedule visits through the Automated Visitation System.

The approved visitor must call the Detention Facility and be able to provide information as verification prior to being given their assigned unique number. Visitation may be scheduled by calling **Securus at 866-500-5522** or by accessing the Arapahoe County website at www.arapahoesherriff.org.

The automated phone and Internet systems are available 24 hours a day. Do not call the general information number to schedule visits.

If your visitor is unable to access the visitor registration through the phone or internet systems, they can call the main number at **720-874-3500** for assistance.

Visitors will need to schedule appointments from 2 weeks to 24 hours in advance of the patient's scheduled visitation days.

All visitors must report to the Visitor Center at the Detention Facility. It is your responsibility to notify all visitors when your housing assignment is changed so that they will know the correct day and time to visit you. These visits may be monitored and recorded.

Check the visitation schedule in your dayroom for your visitation days so you can plan your visits. Visitation will be conducted:

6:30 P.M. - 9:30 P.M. (Everyday)

9:00 A.M. - 2:00 P.M. (Saturday and Sunday)

Other than for professional and attorney visits, visitation will not be permitted during RISE programming hours. Visitation hours (and days) may be changed without prior notice.

Visitation

All visitors must present a current/valid driver's license, state ID, Military ID or passport upon arrival for their visit. All visitors must be 18 years of age to visit alone. Anyone under age 18 must be accompanied by an adult 21 years or older.

Visits will be denied if proper identification is not presented at the time of the visit. Each visit will consist of no more than three persons, including small children and babies.

Visitors must check in no more than 15-minutes prior to their scheduled visit. There may be a 10-minute grace period. Anyone arriving after the 10-minute grace period may be denied his or her visit.

Because of the volume of visitors and limited space availability, a visitor may only visit once a day.

Detention staff may end any visit at any time at their discretion. Visitors and patients using inappropriate, offensive language or gestures, exposing themselves, causing a disturbance or violating facility rules may be subject to restrictions or termination of visitation privileges. Visitors are not permitted to bring in any electronic devices, cell phones, food or drink. All minors must be under the constant supervision of the adult visitor, any disturbance or lack of supervision may result in the termination of the visit. Visitors must be dressed appropriately and may not wear anything that is offensive, or will shock the conscience of bystanders or staff.

RTD bus service is available for visitors via Route 66. For schedules your visitor may call **1-800-366-7433** or **303-299-6000**, or go on-line to www.RTD-Denver.com.

Support & Education Resources for Patients and Families

In the community:

NAMI Colorado (National Alliance on Mental Illness) offers support and education for family members of people with severe mental illness. There are NAMI affiliates in many communities throughout Colorado. They offer support groups, educational programs, and are knowledgeable about resources in their community that can help you and your family when they return to the community. There are NAMI chapters throughout the United States as well.

Brochures about NAMI and its programs are available when requested. The brochures include a list of local affiliates and their phone numbers. You are encouraged to contact NAMI Colorado toll free: 888-566-6264.

Family-to-Family, and Visions for Tomorrow, are 8-12 week educational programs offered by NAMI in many locations throughout the year. Call NAMI Colorado for classes near you. The RISE Program encourages all family members to contact local advocacy and support groups to increase their awareness regarding mental illness and to obtain support from their local communities.

Hand Hygiene and Infection Control

You were admitted to this Program because you need high quality health care. The healthcare providers here want to do everything they can to help you get well and to avoid complications. Sometimes patients can get an infection while they are in the Program so we need their help to reduce that risk.

Examples of infections patients can get in a facility setting include infections in their bloodstream, surgical wound, urinary tract, as well as pneumonia. These infections can be serious and hard to treat, but there's one simple thing you and your family can do to help prevent these infections – **wash your hands and make sure that everyone who touches you – including your doctor – cleanses their hands too.**

Patients and their loved ones who take an active role and become involved in their treatment may have better experiences in the Program than those who don't. It is easy to be involved in your care and make sure everyone around you washes their hands.

Everyone around you must practice proper hand hygiene. This means that people should wash their hands either with soap and water or use hand sanitizer. You and your loved ones should wash your hands very often, especially after touching objects or surfaces in the Program room, before eating, and after using the restroom.

It is important that healthcare providers – including doctors and nurses – either wash their hands with soap and water or use hand sanitizer every time both before and after they touch you. Healthcare providers know to practice hand hygiene, but sometimes they forget. You and your loved ones can play a role in asking and reminding healthcare providers to wash their hands, especially while they are caring for you. You shouldn't feel embarrassed to ask everyone including doctors and nurses to wash their hands – they really want to do all they can to help prevent you from getting an infection. Doctors and nurses don't mind being asked to wash their hands because they want to prevent infection as much as you do. Doctors and nurses encourage you to remind them to wash their hands. We hope that you feel comfortable asking your healthcare providers to wash their hands in your presence.

It's important to remember that healthcare providers aren't the only ones who need to practice hand hygiene – patients and visitors should also wash their hands very often, especially after touching surfaces in the patient's room, before eating, and after using the restroom.

Your loved ones can play an important role in keeping you healthy by making sure that they wash their hands and making sure your healthcare providers wash their hands every single time they touch you.

We hope that you will become involved in your medical care by reminding EVERYONE to wash their hands. It is also important that you practice hand hygiene yourself as well. The single most important thing you can do to help prevent infections is to practice good hand hygiene.

Hand hygiene saves lives.



