



Orientation Handbook

Welcome to Bobby Benson Center Residential Program!

Bobby Benson Center is a non-profit, private corporation with a mission to “Serve individuals and families in Hawaii affected by substance use and co-occurring disorders, employing best practices through a continuum of treatment services.

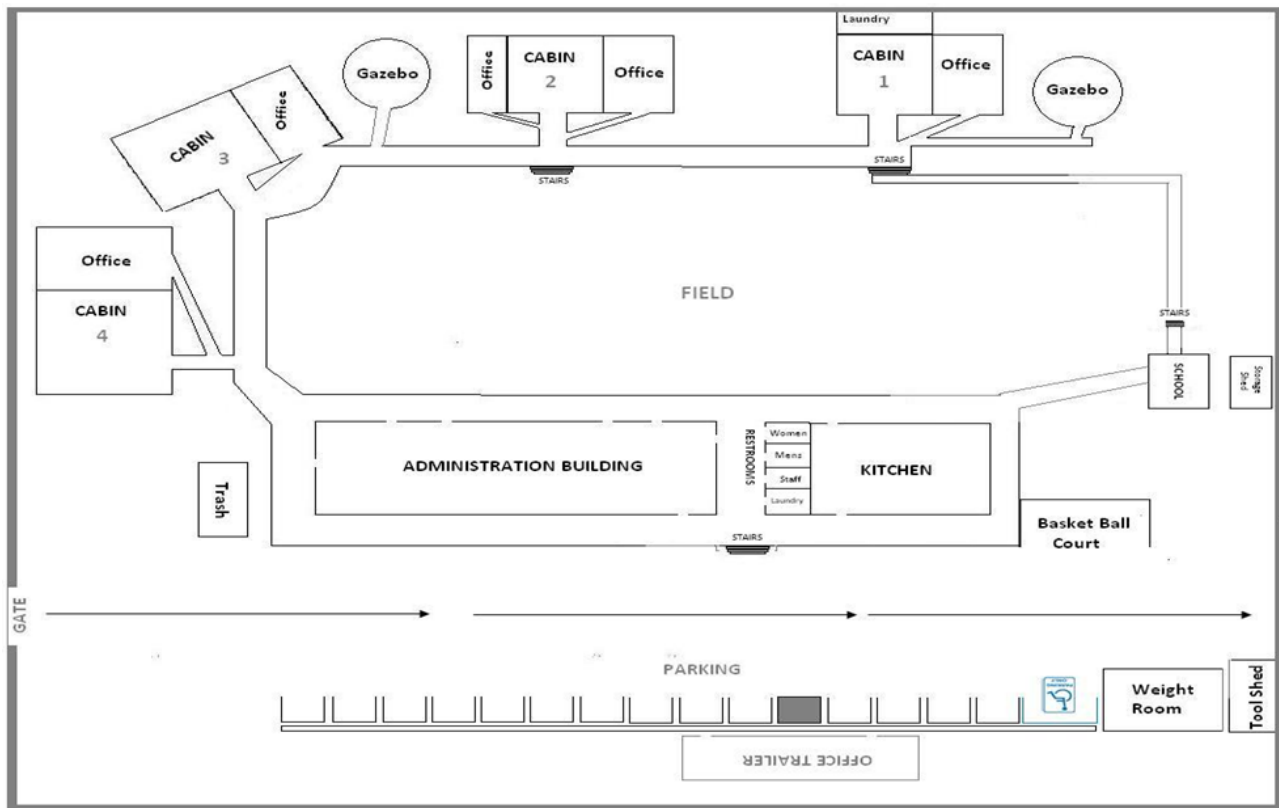
Our vision is to connect, empower and transform lives. Giving the individuals the knowledge and skills needed to reach their highest potential.

Updated: 03/29/2022

ABOUT BOBBY BENSON CENTER RESIDENTIAL

Bobby Benson Center Residential is a facility dedicated to offering Hawaii's adolescents ages 13 through 17 the assistance they need in overcoming substance abuse. We firmly believe that our residential program provides a path to a brighter future for those struggling with chemical dependency. The goal of Bobby Benson Center (BBC) is to return teens to their schools and communities with the skills to remain drug and alcohol free and to mature successfully in today's world. We are a place of refuge, help and hope!

Named after 15-year-old Bobby Benson, who died in 1984 after a short life troubled by drug abuse, Bobby Benson Center currently maintains a facility with a licensed 30-bed capacity that includes four separate cottages on a beautiful landscape. The Center's modern residential campus is located in Hawaii on Oahu's beautiful North Shore. It is set within acres of lush tropical paradise, just minutes from pristine beaches. In this tranquil environment, teens and their families are taught the skills needed to promote a full and lasting recovery to substance abuse.



Map of the Bobby Benson Center facility.

THE PROGRAM

Drug and alcohol addiction affect not only the youth, but all who love and care about them. At the Bobby Benson Center, all staff are trained in Risking Connection[®], a trauma informed approach that focuses on the importance of healing relationships to help youth recover. Our residential treatment program offers a supportive environment in which teenagers and their families can acquire the knowledge and skills needed to overcome the cycle of addiction. With a "community of recovery" structure, the emphasis is on a holistic, team approach to therapy in the most natural and least restrictive residential treatment environment possible. Teens and families can expect:

- A **drug-free** setting with a **structured daily schedule** designed to treat the young person physically, psychologically, socially, and spiritually
- A **variety of activities** to help teens to learn to have **fun without drugs or alcohol** and continue to acquire life skills and achieve educational and/or vocational goals
- A **Chemical Dependency Program** in which youth can choose from either:
 - **Alcoholics Anonymous/Narcotics Anonymous**, which integrates the 12 steps, or
 - **SMART Recovery** (Self-Management and Recovery Tools) which includes: building motivation coping with urges, problem solving, and lifestyle balance (more information available at smartrecovery.org)
- Staffing by professionals who focus on providing **therapeutic relationships** to support the youth in **healing from past experiences as well as substance abuse**
- A multifaceted, **individualized treatment plan** based on each youth's strengths and needs.
- **Individual psychological therapy** and **psychiatric treatment** to address past trauma, foster emotional well-being, provide behavioral management, and support sobriety.
- **Family therapy** to help family members cope, develop effectiveness in their relationships, and to provide healing to the family unit. Participation of family members and/or legal guardians is a key component in the youth's success.
- **Peer group therapy** giving teens the opportunity to learn how to reinforce healthy ways to cope with life's demands through honest feedback from their own peers

Bobby Benson Center is accredited by CARF International (Commission on Accreditation of Rehabilitation Facilities) and the State of Hawaii Department of Health's Alcohol and Drug Abuse Division (ADAD). BBC is licensed by the Department of Health's Office of Health Care Assurance (OHCA).

FREQUENTLY ASKED QUESTIONS

HOW LONG WILL THE YOUTH REMAIN A CLIENT AT BOBBY BENSON CENTER?

Every youth is different, and the length of treatment is determined by his or her openness to change, specific treatment goals, needs, strengths, and challenges, among other variables. The typical stay is 5- 6 months, but the actual time needed for a clinical discharge (completion of treatment) varies considerably. Youth usually learn their estimated discharge date about a month in advance, and the remaining time is used to plan for a smooth transition back to the community.

HOW CAN FAMILY AND TEAM MEMBERS CONTACT CLIENTS?

Youth entering BBC develop a Contact List with their parent(s)/legal guardian(s), therapist, and external team members (e.g., care coordinator, probation officer). The Contact List indicates with whom they can have contact and what type of contact is approved: phone, mail, visit, and/or passes. Youth are not able to receive direct incoming calls, but they can make a minimum of three supervised phone calls per week. Parent(s)/legal guardian(s) may call the youth's therapist to arrange calls and obtain updates about the youth's progress. Below is a list of important numbers:

BBC Main Office (8:00 am – 4:30 pm weekdays): (808) 293-7555 (Toll Free: 1-877-393-1798)

Emergency After Hours/Weekends (Shift Leader cell phone): (808) 222-1798

Nursing Department: (808) 376-3020

Therapist _____ : (808) 376-_____

CAN CLIENTS RECEIVE VISITORS?

Yes, if visitors are approved on the Contact List. Sundays from 12:00 pm to 5:00 pm is designated for visits, which can also be arranged at alternate times through the youth's therapist. Clients cannot leave the property during visits, and visitors must follow visitation rules including:

- Visitors may not have purses, valuables, or cell phones during the visit (Shift Leader is able to hold these during the visit)
- Visitors must not be under the influence of drugs or alcohol, nor may they provide cigarettes, alcohol, drugs, paraphernalia, or any other prohibited items to clients.
- Visitors are asked to dress appropriately when visiting
- Visitors may bring lunch, as well as care packages with snacks or other items, which will be searched and later distributed to the youth by his or her therapist.

HOW DO FAMILIES PARTICIPATE IN TREATMENT?

Caring about someone with an alcohol or substance use disorder can be stressful and frustrating, as well as disrupting to home life. Treatment involves resolving family relationship issues, improving communication, setting appropriate limits and boundaries, avoiding power struggles, and developing rules and guidelines to support a clean and sober living environment after BBC. To address these and related concerns, parents/legal guardians are required to participate in an ongoing way in the youth's care. This includes weekly family therapy sessions and monthly team meetings also involving external professionals, such as care coordinators and probation officers. Whenever possible, on-site visits are encouraged for these meetings and therapy sessions, although they can be accomplished by teleconference or video conference when necessary. Eventually, the family will participate in supporting the youth to have successful therapeutic day (12-hour) and (24- then 48-hour) home passes. Passes require constant supervision of the youth, as well as participating in the youth's ongoing work on coping skills and other treatment activities.

WHAT IS A TYPICAL DAY OR WEEK LIKE?

On a typical weekday, youth wake, have breakfast, and take medication (if applicable). The day is filled with an hour-long Process Group with peers and at least two hour-long Group Therapy Sessions (e.g., Chemical Dependency Education, Relapse Prevention, Anger Management), with lunch at midday. Physical Education may involve playing volleyball or kickball, and several hours are spent in the School working on earning credits toward the high school diploma. For some youth, Vocational Education is provided instead to study for the G.E.D., work on researching colleges or other vocational programs, writing a resume, and similar activities. A typical evening involves doing chores, making phone calls to family, leisure time, dinner, recreation time or a trip to a 12-Step Meeting, taking medications, and "lights out" by 10:00 pm. Daytime outings are typically on Wednesdays, Saturdays, and Sundays to the beach, hiking, ice skating, and other activities. Dinner outings are usually on Wednesdays and Saturdays. Individual therapy and family therapy sessions occur once weekly Monday through Friday, with team meetings taking place monthly. The youth's therapist and other staff are also available throughout the days and evenings for check-ins as needed.

DO MALE AND FEMALE CLIENTS MIX?

Most program activities take place separately. From time to time, however, there are scheduled and supervised co-ed recreational, educational, and therapeutic activities. While at Bobby Benson Center, youth must agree to refrain from any sexual contact and/or romantic involvement, in order to provide a healthy, safe, and focused treatment environment.

CAN OR SHOULD CLIENTS BRING IN VALUABLES AND/OR MONEY?

This is strongly discouraged to avoid accidental loss or theft of valuables and/or meaningful items.

WHAT WEARABLE ITEMS CAN THE YOUTH BRING TO BBC?

Bobby Benson Center allows the following clothes and other wearable items during a youth's stay. Each item is inventoried at Admission, with the client's initials written onto each article to help discourage theft and identify items if lost. Youth are not to share items with other clients.

- 16 Tops: t-shirts, blouses
- 16 Bottoms: shorts, pants, jeans, skirts
- 12 Pairs of Underwear
- 10 Bras (if applicable)
- 2 Sets of Sleepwear (two sets of tops and bottoms only)
- 2 Bathing Suits or 2 Sets of Surf Shorts/Rash Guard
- 2 Indoor/House Slippers
- 2 Pairs of Athletic Shoes
- 2 Pairs of Walking Sandals/Slippers
- 1 Pair of Casual Shoes
- 10 Pairs of Socks
- 2 Sweaters/Jackets
- 1 Raincoat/Poncho
- 4 Towels
- Optional Items:
 - Caps/hats with snap backing
 - Watch (maximum value of \$20)
 - Jewelry (maximum value of \$50 for all jewelry): Necklaces, bracelets, anklets, rings, earrings, and stud piercings of nose or other areas are accepted upon final staff approval. Youth may be admitted with any pre-existing body piercings, but any new piercings and any gauges cannot be allowed.

BBC DRESS CODE:

- **Dresses** count as 1 Top and 1 Bottom
- **Shorts, skirts, and dresses must end below the youth's longest finger, when arms and hands are straight down along sides**
- **Shirts must not show cleavage and must not show the belly button when arms are raised.**
- **BBC cannot allow**
 - Skin tight or sexualized clothing.
 - Clothes with transparent (see-through) areas or holes (from wear and tear, or any type of "stylish" holes)
 - Designs or styles with themes related to drugs, alcohol, sex, violence, illegal activities, or gangs (including gang colors).

Rules are subject to change, and specific items are subject to staff discretion

WHAT HYGIENE PRODUCTS CAN THE YOUTH BRING TO BBC?

Providing hygiene products throughout the youth's stay at Bobby Benson Center is the responsibility of the parent(s)/legal guardians. Additional items are often mailed or delivered in care packages as needed.

- Shampoo
- Conditioner
- Soap and/or Body Wash
- Toothpaste
- Toothbrush
- Dental Floss*
- Mouthwash
- Hairbrush and/or Comb
- Fingernail Clipper*
- Tweezers*
- 2 Razors*
- 4 Towels
- 4 Washcloths
- Tampons or pads (if applicable and specific brand without plastic applicators is desired; BBC provides these items)
- Curling iron and/or straightening iron*
- Hair Bands and Barrettes
- Make-up, nail polish
(if desired, all must fit into a single closed quart-sized plastic bag)

RULES FOR HYGIENE PRODUCTS:

- **All hygiene and make-up products must be brand new and unopened**
- **Alcohol must not be listed within the first four ingredients of any product (e.g., mouthwash, nail polish remover)**
- **All items with an *asterisk (*)* are stored **under lock** when not in use. Access to these items may be limited and/or supervised on an individualized basis**
- **BBC cannot allow**
 - Electric toothbrushes or electric shavers
 - Bobby pins or scissors
 - Hair mousse, shave foam or gel in canister with propellant, aerosol hairspray, or other aerosol products (tubes of shaving gel, hair gel, and non-aerosol hairspray are okay)

**Rules are subject to change,
and specific items are subject to staff discretion**

PROGRAM EXPECTATIONS

Clients and BBC staff share the responsibility of maintaining a safe, positive, and drug-free environment. In addition to the rules in the BBC Orientation Handbook, all youth review the **Mutual Rights and Responsibilities Contract** at the time of Admission to the Bobby Benson Center. BBC staff will share new rules and updates with clients as these occur.

GENERAL GUIDELINES

Youth are expected to respect peers and staff members by following program rules in order to promote a safe therapeutic environment. The Bobby Benson Center **cannot** allow any of the following on or off the facility, at any time during a client's stay:

- Leaving staff sight at any time (except in bathroom and own bedroom).
- Disrespectful or disruptive language or gestures (e.g., swearing, yelling, racial remarks).
- Gang-related clothing, behaviors, or gestures.
- Bullying or verbal/physical teasing, harassment, or aggression.
- Spitting, littering, vandalism, stealing, or damaging of property.
- Horseplay, shadow boxing, or any touching of staff or clients.
- Romantic relationships, sexual contact, sexualized behavior, or gestures.
- Trading, lending, or borrowing of belongings.
- Gambling, selling, or buying of goods or services.
- Alcohol, drugs, or paraphernalia.
- Cigarettes, lighters, matches, or other tobacco products.

DURING TREATMENT ACTIVITIES

- Be ready to attend activities by using the restroom, washing, and dressing ahead.
- Arrive on time and stay until the session or activity is finished.
- Participate as openly and as much as you are able.
- Share your thoughts and opinions respectfully, avoiding interrupting or being disrespectful.
- Keep private and confidential all information you learn about other clients, just as you can expect others to do for you.

IN THE CABIN

- Keep bedroom doors fully open, except during sleeping when doors may be halfway closed.
- Only one person in the bathroom at any time.
- Visit peers in cabin common areas only. Youth may not enter any other peer's room or bathroom at any time.
- Be fully clothed when exiting your bedroom.
- Follow the use contract for any personal external speakers.
- Use shared items (e.g., playing cards, art supplies) inside the cabin common areas only, except with special permission
- Store snack items only inside your sealed BBC-issued snack box.
- Drapes must not be twisted or tied.
- Use ***only*** your designated bulletin board for posting or hanging pictures and decorative items considered appropriate by staff. Pushpins and tacks are not to be used elsewhere, and writing or scratching on any wall, furniture, or other surface is not allowed.
- Complete chores and cleaning responsibilities, which include:
 - Putting personal belongings away, including shoes in closet, dirty clothes in laundry basket
 - Make your bed daily
 - Empty the trash in your room
 - Wipe down the sink counter and other spills or messes
 - Do your own laundry at designated time
 - Help keep common areas clean

IN THE CLASSROOM

- Sit in assigned seats, all four chair legs on the floor, facing the front of the class at all times.
- Raise your hand to prior to speaking, to ask for help, and/or to get permission to get up.
- Stay alert, awake, and focused on school assignments. Writing or passing notes is not allowed.
- Stay in school from beginning to end, taking no more than 10 minutes for approved time-outs.
- Leave your work area clean.

IN THE CAFETERIA

- Enter and leave the cafeteria only when directed by staff. Food must remain in dining area.
- Approach the counter with no more than one other client at any one time. Youth may enter the cooking area or pantry or access the ice machine or refrigerator only when given permission by staff.
- Sit at tables when eating; saving seats for others is not allowed.
- Eat at least 75% of the food provided off your own tray only.
- You may eat more than 2 servings of green salad and fruits.
- Return and rinse dishes when done eating. Complete assigned chores before leaving the cafeteria.

ON OUTINGS

- Follow all general guidelines for BBC while on outings (e.g., smoking and substance use is not allowed, you must remain fully clothed at all times, etc.).
- Stay with and follow instructions of staff members at all times.
- Socialize only with staff and peers. Talking with or at people outside the agency is not allowed, except if speaking with other participants of 12-Step Meetings.
- Sit upright with seatbelts on appropriately at all times; saving seats for others is not allowed.
- The radio may be used only at volumes and on stations approved by staff.
- Yelling, spitting, or putting objects or body parts outside vehicle windows is not allowed.
- Consuming food or drinks while in the vehicle is not allowed.
- Only planned stops can be made, except in staff-approved emergencies.
- Personal belongings are not to be taken off the facility; if needed, staff will provide hygiene items such as soap, shampoo, and sun screen.
- BBC property must be returned to staff upon return to the facility (e.g., boogie boards, fins)
- Items from outings may not be brought back to the facility, except with staff permission.

MAINTAINING SAFETY

Client and community safety are top priorities, and the Bobby Benson Center will ensure its environment is free from violence and coercion. When a youth has difficulty following BBC rules and guidelines, it can be a symptom as well as a cause of an unsafe situation. Clinical and front line staff work with youth to identify feelings, thoughts, and triggers behind unsafe behaviors. Together with the youth, alternative skills and behaviors are identified and practiced, and additional support is provided to restore safety. Various other tools and therapeutic interventions reviewed below are used at BBC to maintain and restore safety for the individual and community.

SAFETY PLANS

Every youth creates a **Safety Plan** upon Admission to BBC. The Safety Plan identifies triggers, behaviors, warning signs, and interventions to prevent crisis situations. It is a living document that may be updated repeatedly throughout the youth's stay to reflect new skills obtained and new insights. Safety Plans help all BBC Staff to understand how to best support individual.

CLIENT SHADOWING

When a youth feels unsafe and needs support, staff assigned by the Shift Leader or Therapist will act as a **Shadow**. The Shadow will monitor the youth at arms' length, providing extra support. Youth may be assessed and removed from Shadow by their Therapist or a Shift Leader.

When a youth has harmed themselves or another and needs a significant amount of extra support in treatment, he or she may additionally be given a **Shadow Contract**. Such contracts may further address specific needs or concerns and may require prior authorization by the agency paying for residential services. Only the Clinical Director may assess and remove a client from a Shadow Contract, and these youth stay back from outings and passes unless receiving special approval from the Clinical Director.

SAFETY WATCH

Youth who state an intention to harm or kill themselves or others, even in a joking manner, will be put on **Safety Watch**. In addition to having a staff Shadow in all areas and at all times, youth on Safety Watch stay back from all outings and passes. Sharps and other items that have the potential to be used for harm are secured away from the youth (e.g. razors, scissors, tweezers, nail clippers, pens, pencils, curling/straightening irons, belts, shoe laces, jump ropes, items with long power cords). Some items may be used under close supervision, with staff within arms' reach (e.g. laced shoes for P.E., nail clippers used in the common area of the cabin). Only the Clinical Director or designee may assess and remove a client from Safety Watch.

SAFETY HOLD

When the boys' community, girls' community, or both are determined to be unsafe due to contraband and/or other unsafe behaviors, members or whole communities may be put on **Safety Hold**. Regularly scheduled treatment activities continue, but clients stay back from outings and passes. The Clinical Director or designee will assess and determine when individual youth may be removed from Safety Hold.

SEARCHES AND URINE DRUG TESTING

The Bobby Benson Center is committed to providing a safe environment for youth, free from alcohol, illegal and inappropriately used substances, paraphernalia, and other contraband items. As such, urine drug testing, body searches, and cabin room searches take place both routinely and randomly.

URINE DRUG TESTING

Urinalysis (also called a "UA") involves a same gender staff supervising the youth's collection of his or her own urine for drug testing. Supervision reduces the likelihood of tampering or inappropriate collection of the sample, to ensure an accurate result. UA testing is performed at intake/admission to BBC, return from a therapeutic pass, randomly each week, and if there is cause for suspicion by the staff.

BODY SEARCHES

During **Full Searches**, the youth dresses down to his or her underwear and (for girls) bra in the privacy of the bathroom. A same gender staff is present to visually check the youth's body and physically search the youth's clothing for contraband. At no time will any youth be naked in front of staff. Full searches are performed at intake/admission to BBC, return from a therapeutic pass, and if the youth is out of staff sight during an outing, unless special permission is given by the Clinical Director or designee to perform a full search outside these situations.

Youth remain fully clothed during **Light Searches**, which are performed upon return from a monitored treatment activity and if the youth is out of staff sight while on the facility. Light Searches may also be performed upon reasonable suspicion by the staff upon Shift Leader approval and notification of the Clinical Director or designee. Staff will visually check for contraband as the youth performs a self-search by patting themselves down, pulling out pockets, shaking clothing while on, and so forth.

CABIN ROOM SEARCHES

Thorough and routine searches of the youth's living units are performed to check for contraband at least once a week. The youth will be informed of the removal of any unapproved items found during searches.

CALLING CODES

Code Yellow behaviors consist of any out of the ordinary behaviors that may potentially lead to safety concerns for the identified youth and/or others around him or her. Examples include clients arguing, being out of staff sight, or threatening to run away. A Code Yellow alerts all front line staff to the situation so they may be available to assist with preventive measures. If behaviors continue to escalate to verbal threats and/or physical bodily harm to the client or other persons, **Code Red** will be called.

RESTRAINT OR SECLUSION

Bobby Benson Center will use **Restraint** or **Seclusion** only as a last resort emergency intervention to assure safety in situations where there is imminent risk of physical harm to a client, a staff member, or others. BBC does not use mechanical devices or medication as a method of restraint. When used, restraint or seclusion must be discontinued at the earliest possible time.

BEHAVIORAL MANAGEMENT PLANS

When a youth is not meeting treatment goals and is developing unsafe patterns of behavior, various Supportive Interventions are available to help the youth get back on track. The **Supportive Intervention with Primary Therapist** is used to discuss problem behavior, identify needed changes, and develop targeted interventions and goals to support these changes within a given timeframe. Specific behavioral goals are incorporated into the Mental Health Treatment Plan, and the Safety Plan is updated. The youth's Care Team (Parent(s)/Legal Guardian(s), Probation Officer, Care Coordinator, External Therapist, etc.) will be notified of the details of the planned intervention and its final outcome.

Should the youth continue to engage in problem behaviors, a **Supportive Intervention with BBC Clinical Team** (BBC Therapist, Clinical Director, Operations Director, and additional BBC Staff) will be provided. This will identify barriers to meeting behavioral goals and provide additional support, interventions, and resources. The Care Team will be notified of the details of the planned intervention, and a Team Meeting will be scheduled two weeks following the intervention to review the youth's progress and the outcome of the intervention.

A **Supportive Intervention with Care Team** addresses the youth's challenges with meeting prior behavioral goals and recommends further supportive steps, interventions, and resources. If the Youth is unable to meet the specified behavioral goals within a given timeframe, despite multiple attempts to address problem behaviors, treatment at this level of care is rendered ineffective and may lead to **Non-Clinical Discharge**. In the event of a Non-Clinical Discharge, BBC will work with

the Care Team to facilitate the transition of the youth, with the Parent(s)/Legal Guardian(s) being responsible for pick-up transportation, unless otherwise specified.

IMPORTANCE OF RELATIONSHIPS AND CONNECTION

Building connections with youth, Bobby Benson Center staff is able to form therapeutic alliances based on trust and collaboration. These relationships establish a safe foundation from which youth can begin to heal past hurts that contribute to substance use and other life problems. Only from this safe place can youth work together with staff to develop treatment goals, practice healthy and positive coping skills, and move toward change. This approach allows youth to shape important aspects of their own treatment plan, rather than being forced into a treatment model that may be a poor fit for their specific needs. It recognizes the youth's own strengths, resiliency, and capacity for positive change.

RESTORATIVE TASKS

Unsafe and other challenging behaviors may directly or indirectly impact others. Rather than meeting such behavior with punishment, **Restorative Tasks** provide an opportunity for learning healthier skills and repairing relationships. The youth identifies the problem behavior, triggers leading to that behavior, healthier skills to meet their needs, and a plan to make amends to those affected. The Restorative Task is designed to share understanding and practice the healthier skills with those affected by the incident. It can involve an act of kindness to foster empathy for those who are affected. Overall, the Restorative Task is about making things right in a way that builds community and builds on the youth's strengths and skills.

Right at sunset, Kaleo felt triggered to use meth, since sunset was when he usually used with his friends on the outside. So three nights in a row, he ignored the Youth Counselor Sefa's redirection and wandered the facility with another client, out of staff sight. This made it hard for Sefa to keep Kaleo and the rest of the boys' community safe. Kaleo talked it out with his therapist and realized he was also trying to calm feelings of anxiety that seemed to come up every night. Upon further reflection, he recalled how going home around sunset to his physically abusive father had been a very stressful part of his growing up. Once he made this link, Kaleo was able to have compassion for himself and his feelings of anxiety. This also opened Kaleo up to understanding the impact his behavior had on staff. He chose to apologize to Sefa for his unsafe behavior, and he talked about how lifting weights when he felt anxious at night might help. The following night when Kaleo's anxiety began rising, he found Sefa, and the two lifted weights together up until it was time to go in. Feeling a sense of calm, Kaleo was able to go into the cabin and get to sleep by lights out.