

**ODYSSEY HOUSE MENS RESIDENTIAL**

This booklet will provide you with an overview of our program, so you know what to expect if you come to Odyssey Mens residential.

If you are coming to Odyssey, then a staff member will be in contact before your arrival to answer any questions. Please use the last page of this book to write any questions you may have.

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****Section A**

**MISSION STATEMENT OF ODYSSEY HOUSE CHRISTCHURCH:**

Our mission is to improve the wellbeing (Life quality) of individuals, family and community affected by addiction, mental health and related issues

**PROGRAMME PHILOSOPHY**

The Odyssey House programme is based on the concept of a ‘therapeutic community’. All members of the community, staff and residents, work together with a single focus to provide the best possible environment to assist recovery from addiction.

The programme uses the community as its main therapeutic tool. That means that by living together and participating in a very structured environment with clear behaviour expectations, residents can develop the skills and attitudes needed to re-enter a positive life with family and the community.

***Arriving at Odyssey may be a big step for some people***

We recognise that arrival here can be a big step and that there may be some anxiety for the first day or so. It is normal and is often reported by new residents. We encourage residents to just settle in at their own pace. Nobody remembers everything the first time they hear it. We provide all new residents with a “buddy” to help through the first couple of days. The buddy will guide new residents through their arrival and will be able to answer most questions.

We refer to our residential setting as our “community” as it is about living together, working together, and learning together.

***Ask lots of questions. It’s the best way to learn.***

When men arrive at Odyssey, for their first couple of weeks they will be in the ‘Starters’ group. It’s the first group for new arrivals. This allows time to settle in, become familiar with the community and its rules, and learn all the basic information needed to progress through the programme. There will a special ‘starters’ group and its aim is to introduce new residents to the basic concepts and processes of the programme.

**ADMISSION PROCESS**

If you come to Odyssey, this is what you can expect the admission process to look like:

* Upon arrival, new residents are greeted by staff and other residents. New residents are asked to hand over all personal items and turn out pockets and staff will keep safe any cell phones, wallet, money, drugs, medication, or other ‘contraband’ items. ‘Contraband’ means all the things that we do not allow in the program. Any legal documentation such as passport, birth certificate, drivers licence will be kept in the staff office. We encourage any valuables to be left with a family member or friend rather than bringing them in to the house. We cannot guarantee or take responsibility for property.
* On arrival, new residents are asked to provide a urine sample. This is so we can get a base reading, please be honest with us if you have been using any substances prior to your admission.
* New residents are then assigned a ‘buddy’. The buddy assists new residents through the first couple of days on the programme. They will outline some of the main rules, introduce other residents, and show your room and around the house.
* Admission paperwork will need to be completed in the first few days after arrival.
* We prefer new residents to have an open bank account, some ID and an eftpos card prior to admission. We can support the application of these; however these can take some time.
* Before the end of the first day new residents are introduced to the community in our afternoon meeting This is an opportunity for new residents to meet all the people in our community, to be welcomed into our community.

**THE PILLARS OF THE HOUSE (our values)**

The pillars provide a framework for all of us in the Odyssey men’s residential to live by. Whether it is in individual relationships, in groups or community meetings, in function time, or in interactions with any person who enters Odyssey House, it is expected that we hold these values as a fundamental part of all that we do.

**C H R L T**

**O O E O R**

**N N S V U**

**C E P E S**

**E S E T**

**R T C**

**N Y T**

**THE CARDINAL RULES**

These rules address those behaviours for which there is zero tolerance in the community.

* **No drugs or alcohol or other contraband**
* **No violence or threats of violence**
* **No sex or sexually acting out**
* **No stealing**
* **No gambling**
* **No knowledge of the above**

The cardinal rules and pillars apply to everyone in the Odyssey House community both in the house and out in the wider community (on outings, passes, appointments, visits with family, work placement or drives.)

If it is confirmed that a rule has been breached there are several possible outcomes including:

1. Discharge from the community/programme.
2. Discharge with possible immediate re-induction offered after completion of a ‘cop sheet’ and reviewed by staff.

If re-induction is offered, it will involve having to complete some voluntary hours of work in the House and a contract will be written up which is read to the community for feedback. Residents will also be required to work their way back through some of the level structure again including repeating the recitals for each level.

**GROUP AND HOUSE ACTIVITIES**

Odyssey house is quite structured. Each day follows a timetable which sets out the activities of the day. Below are various activities that are encompassed into a weekly schedule. *All residents* are expected to participate in the programme’s activities.

*House tight:* Daily cleaning of the residence, bedrooms and washup of dishes. An emphasis is placed on making our community clean and tidy.

*Work functions*: Each resident will be assigned to a specific work function (kitchen / garden / workshop) These assist with the general maintenance of the facilities and grounds, production of meals for the community, and provide opportunities to learn new skills in our workshop.

*Encounter groups:* “Encounters” are an important part of our programme. Encounters are a structured way for residents to have feelings of frustration or concerns heard. They also provide residents with a way of giving support to others by bringing their awareness to behaviours that are not useful in our community. Encounters may also be used to provide support and acknowledge the commitment of other residents.

*Groups*: All residents attend regular therapy and education groups as part of the daily routine. Sometimes the group will have an educational theme or be open for discussion on treatment issues. These discussion groups are called ‘process’ groups

*Personal time*: Personal time is for showers and other personal needs such as doing washing, hobbies, relaxation, etc.

*Concept groups*: These groups help residents learn about Odyssey House rules, and how the programme operates.

*Fitness*: Once a week we support all residents working together for exercise.

*Morning, afternoon, and evening meetings*: These happen every weekday. The purpose is to bring everyone together to check in with how we are all travelling, address concerns in the community, organise any functional activities, and discuss other information regarding the programme for that day.

*Morning meeting* includes a reading for the day and an invitation to reflect on that reading. The activities of the day are also outlined in the morning meeting. Immediately following the morning meeting there is a brief ‘check in’ with a staff member to discuss any immediate needs for the day.

*Afternoon meeting* brings the community together at the end of the day. The process for the meeting asks us to provide feedback to the community through the following questions:

* How do I feel?
* What do I take away from today?
* Who or what do I appreciate today?

*Evening meeting:* rounds off the day

*Weekends*: The house has a recreation committee which organises weekly outings for residents. These have included mountain-biking, visiting places of interest, fishing, and a variety of activities like bowling, movies, etc. The main idea behind these activities is to experience fun activities without the need for alcohol or drugs. The house is also involved in fund-raising activities which support the recreation fund.

*Off-site support and recovery groups*: Once residents are Level 3 in our program, they can attend a variety of off-site recovery groups. These include AA, NA, 24/7, smart recovery. Once a resident is level 2, they can attend some of the running groups (as long as there is someone from higher level present). At any stage, as long as there is shadows, our local church can be attended on Sunday evening.

*Haka and waiata:* We practice these daily after morning meeting. These form the basis of the development of our cultural program. We ask that all residents participate in waiata and to participate in, or at least be present to support other residents, in the haka.

*Noho Marae*: Twice a year the whole community stays on a local Marae for 2 nights. During this time there is a special cultural focus and learning. This is an important part of the programme and an opportunity to learn in a different environment to the house.

*Library Bus*: We have library bus come onsite once a fortnight. Each resident will be given the opportunity to get a library card. Initially 2 books per fortnight can be hired out, and after 3 months 5 books per fortnight can be hired out, providing these has been no borrowing issues.

*Speed Freaks Running Group*: Motivated by their motto “Running for recovery” Running and walking sessions are held weekly, supported by a running coach and local running group. Residents have participated in numerous running races. It is a great opportunity to be part of a wider pro-social community, and get medals for completing running events.

**CONTACT WITH FAMILY/WHANAU AND SUPPORT PEOPLE**

Contact with family/whanau, and support people, is seen as a valuable part of the programme. There is a family information booklet, which outlines all relevant information regarding contact and visiting protocols.

PLEASE NOTE:

* Any contact with family/ whanau or support person either via letter, phone call or face to face requires pre-approval by a staff member. This pre-approval will involve staff contacting the family or support person to discuss guidelines regarding visiting / contact.
* The number of visitors at one time is limited to a maximum of 4 adults. Visits by children require extra supervision for the safety of the child/ren so will require extra arrangement.

*Phone calls:* In order that they can focus more on the programme, lower-level residents are only allowed a certain number of calls per week, unless authorized otherwise by staff.

Starters get 3 phone calls a week

Level 1’s get 4 phone calls a week

Level 2’s get 6 phone calls a week

All phone calls are ***10 minutes***. Phone calls happen after 5pm, unless agreed otherwise by staff, and will need to be overseen by a higher-level resident.

*Letters*

If you receive a letter from an inmate in prison you are to read it with your key worker. It is encouraged to write a letter back stating whilst in Odyssey House you won’t be able to write letters until you are in Level 4. You may only write 1 letter in return. This is to help support pro-social connections.

*Visiting Times*

Visits for residents are on a Saturday afternoon from 2:00pm – 4:00pm.

Visits must have been requested by the resident and pre-approved by staff through the programme processes.

*Special Visits*

If a visitor is unable to attend during the above session, it *may* be possible to arrange an alternative one off visit, via residents writing a proposal which staff will need to approve.

*Christmas at Odyssey House*

Christmas Day is celebrated with residents and staff onsite.  No passes on this day for level 3s or 4s.

Boxing day is a whanau day where family and close friends (up to 4 adults each plus children) are invited to celebrate Christmas with us onsite. No passes on this day for level 3s or 4s.

If Christmas and/or Boxing day, fall on a weekend day, passes for level 3s and 4s will be available on either of the following two days, as per normal public holiday rules.

*Community Dinner*

Community Dinners happen 2-3 times per year and are an opportunity for current and past residents to eat together with their families and staff; alongside a ceremony recognizing their achievements within the programme. Anyone due to graduate the program will graduate at community dinner.

**LEVELS WITHIN THE PROGRAM**

*Starter / Commitment Phase: (minimum time of 10 days)*

The first two weeks are an opportunity to settle into the program, start to understand the rules and requirements of the program. Residents are required to read a speech about themselves (guided by questions which we will provide) This shows a commitment to dedicate to the Odyssey community and the program.

*Level 1 (minimum time of 4 weeks)*

Residents begin sharing their insights and feelings in group and begin to develop the ability to give feedback to others.

The question of level 1 is, **“Can I negotiate the system?”**

Residents are expected to use encounters consistently, initiate group participation, and support peers. Completion of this level acknowledges the following achievements:

1. Continued abstinence from alcohol and other drugs
2. The ability to demonstrate control of negative behaviour
3. Accepting the need for help from other people
4. Demonstration of positive problem-solving skills
5. Recognising the need for legitimate authority within the community
6. Active participation and sharing in therapy/education/encounter/ community groups
7. Working on the goals of their treatment plan

*Level 2 (minimum time is 6 weeks)*

Residents assume more day-to-day responsibility within the community.

The question of level II is, **“Can I be responsible for things**?”

Milestones are reached through completion of this level and they include:

1. Engage with education and therapy group content and process feelings and attitudes on a personal level
2. Use appropriate disclosure and the group guidelines
3. Being able to take some responsibility for their feelings
4. Give and receive constructive feedback
5. Fully participated in all forms of group therapy
6. Being part of a functional team
7. Continued ability to remain alcohol and other drug free
8. Continued ability to demonstrate pro-social behaviour.

*Level 3 (minimum of 9 weeks)*

At this stage residents are learning to be responsible for the needs of others. Learning to communicate at a more personal level with their peers and demonstrate continued use of the rules and guidelines within the community.

The question of this level is, **“Can I take a responsible approach with people**

On completion of this stage residents achieve significant goals which include:

1. Ability to demonstrate significant change in family and interpersonal relationships
2. Engage in the therapeutic process in groups. Show self-reflection and be able to provide constructive feedback to other group members
3. Commitment towards working with on-going recovery
4. Be a positive role model to the community
5. Consistent use of positive verbal communication for feelings and to resolve problems
6. Developed responsibility for carrying out tasks and using effective methods of organisation for accomplishing stated objectives
7. Be able to negotiate a variety of solo passes involving community and social activities with confidence
8. Have begun to develop an initial plan for future training / employment. To have completed your initial reintegration plan and actively working on this with a keyworker.

*Level 4 (minimum time is 5 weeks)*

At this stage the resident works closely with staff members, gain important work skills, and learns to accept responsibility for themselves and others.

The question of level IV is, **“Can I be responsible for myself?”.**

At the completion of this level residents demonstrate the following:

1. A commitment to remain alcohol and other drug free
2. Engaged with peers in therapy groups and able to identify and reflect on own areas needing development
3. Receiving, giving, and integrating appropriate feedback
4. Working with internal processes and emotional self-regulation
5. Be available for shifts outside of normal hours (by negotiation)
6. To be able to exercise effective problem-solving skills
7. Developing healthy interests outside the programme
8. Formal plan for training / employment

*Candidate Out*

This is the final stage of the programme and residents may choose to move into a co-operative living arrangement with their peers at the ‘reintegration house’. They are involved in either employment or training courses, or coming into the residential daily to support others. Key goal is taking responsibility for themselves in the wider community.

Achievements at this stage include:

1. Maintaining yourself outside of the residential treatment programme.
2. Using your time productively.
3. Demonstrating a commitment to remain drug and crime free.
4. Engagement in employment or a training programme.

*Re-integration house*

We have a re-integration house which residents can stay in for 3 months after completing the residential phase of treatment. (Can be extended up to 6 months stay, but is not guaranteed, as it will depend on the need of others coming up through the program)

**STRUCTURE LINES**

Structure lines in Odyssey House provide a well-developed and effective means of communication within the community. The purpose of structure lines is to teach everyone how to communicate and negotiate for their needs. It also breaks the need for instant gratification, and in doing so teaches patience. It allows residents to fulfil important job responsibilities, which increase level of self-esteem and personal achievement.

Information about what is happening in the house is moved up line and down line between the different people in each position. For example, if a Level One wanted to have a phone call he would have to ask the Level Two who would ask a Level Three who takes it to a Level Four and staff.

The following diagram describes the role of each person in structure lines with communication flowing up and down.

Staff Member

🡻

Super

🡻

Co-ordinator

🡻

Ramrod

*Super*

Our house super role is held by a level four in the programme. They are responsible for the overseeing the running of the house and have a strong liaison role with staff and gain direction and support from them. They are role models to the rest of the house

*Co-ordinator*

The House Co-ordinator is a level three in the programme, assisting with the needs of residents and the running of the House on a day-to-day basis. They have a lot of communication with upper and lower structure. The continuity of information and feedback is vital within this role. It is a very people-orientated job requiring patience, diplomacy and organisational skills.

*Ramrod*

The House Ramrod in the programme is a Level Two and is responsible for the community’s material needs. They are the pivot point for the other Level Two’s and should know what Level Two’s and Lower House are doing at all times. It is a very task orientated role ensuring things get done, such as ordering food and House supplies etc. Positive role modelling is an important part of this whole process.

**VISITOR PROTOCOL**

**Visiting times are Saturday 2pm-4pm weekly**

* Any support people and/or whanau are required to be approved by a staff member and placed on the Approved Visitors list prior to them visiting the programme.
* Residents are not to greet or say good bye to family in the car park or at their cars.
* If a non-approved visitor arrives for visits, they will be respectfully turned away until the approval process has been completed.
* All visitors are to present to staff first before the visit commences, this helps to know who is on site in the case of an emergency. (Visitors need to sign in)
* Visitors are not to bring in any food items, medication, contraband (including cell phones), drugs or alcohol onto the premises.
* Visitors are not to have bags or backpacks on their person whilst visiting, it is advised to leave these in their car or in the staff office.
* If bags are needed to be brought onto site, i.e. nappy bags etc – they can be left in the staff office and accessed if needed.
* Residents may not have access to cell phones or Facebook/social media, therefore, visitors may not give residents access to their cell phones during visiting times.
* If visitors arrive intoxicated or under the influence of mind altering substances, they will be asked to leave the premises.
* Both residents and visitors are to be mindful and abide by any legal conditions, including court orders and conditions required by Oranga Tamariki.
* Visits are supervised and monitored by residents in the higher levels of the programme as well as the staff member on shift. Residents and visitors are to be in the line of sight of either the senior residents or staff during the visiting times.
* Acceptable touch with loved one includes – holding hands / arms around each other (cuddle) / kiss to welcome and say goodbye
* Unacceptable touch with loved one includes – groping, no hands inside each other’s clothing, sexual intercourse, oral sex, fondling of each other’s genitals
* If residents or visitors are unable to abide by the above protocol, this may jeopardise the continuation of these visits or may even result in discharge from the programme.

**All the above has been put in place to create a safe environment for residents and their families. We request that all visitors and residents please respect the boundaries and rules that have been put into place to fully support the ethos and boundaries of the Residential Programme.**

**FAMILY / WHANAU DAY VISITS**

Once a month (usually the first Saturday of each month) we have family / whanau day. We offer a group

in the morning (10.30am) this is a support group and is an opportunity for family / whanau members

and support people to gain an understanding of Odyssey house, learn from one another’s experiences

and increase their own support network whilst their loved one is currently in the programme.

Families / whanau and supports are then invited to stay and have lunch and additional time with their loved

one after group. Children do not attend the group and can be left with the residents whilst the adults

attend the group

(Above visiting protocols and guidelines apply)

**TERMS FREQUENTLY USED AT ODYSSEY HOUSE**

**Term / Phrase Meaning**

**Basics**

Structure line The differing levels within the house in order of responsibility

Pillars The basic values of the community

Cardinals The rules for which there is zero tolerance in the community

TC Abbreviation for Therapeutic Community (the programme followed at Odyssey House)

On the floor Being out of your room, in common areas such as chapel

Chapel Our lounge room where we come together as a community

**Roles**

Peers Other residents at the same level

Ramrod Senior level 2

Coord Senior level 3

Function The defined area of the house in which the resident works

(i.e. kitchen/garden/workshop)

**Systems**

Feed up Sending a message via the structure line

Encounters System whereby residents raise concerns with each other or acknowledge positive actions

Wants & Needs Weekly requests to be approved by staff

House call Calls informing the residents of activities / actions to be taken

Dorm tight / House tight Checking that the living areas & bathrooms are clean & tidy

Bridging Informing people about something

Paperwork

Commitment Presenting a starter’s commitment to the programme to the residents

Recital Statement about responsibilities for each level in programme

Proposals Detailed request for specific activities relating to wants and needs

Memos Brief request for actions from staff usually relating to wants and needs

**Offences**

Contracting Agreement between residents and others for items/favours not overseen or approved by staff

Contraband Items not allowed under the cardinal rules (drugs, alcohol, money, food, drink, etc.)

Consequences

Tighten up Verbal reminder of inappropriate behaviour

Awareness Consequence of inappropriate behavior – learnt and recited at evening meeting for 3, 5 or 7 nights

Action Awareness As per awareness but with an added task

30 Token Awareness For repeatedly displaying inappropriate behavior and requiring regularly positive house feedback to remove consequence

Behavioural contract A formal signed contract requiring house feedback with added consequences if not achieved

**BOUNDARIES AND SHADOWS**

*Boundaries*

Buddy’s show new residents the boundaries of the property. If residents go outside of these boundaries without staff knowledge, this could be considered a *self-discharge* and there would be follow up consequences

*Shadows*

As a Starter within the programme, residents are responsible to stay in sight of “shadows” when off site. Shadows are level 3 and level 4 residents, or staff.

Residents who go out of sight of shadows could be considered as *self-discharging* from the programme.

**EXTERNAL COUNSELLING**

*CONTINUING EXISTING ACC COUNSELLING / INDIVIDUAL THERAPY:*

* Odyssey supports the concept of people continuing any counselling which has been started prior to coming to Odyssey. There may be a limit to how much that can occur and when it can occur to help ensure that the programme is the primary focus, and that residents are not overloaded with individual counselling.
* Residents will be required to have completed the Starters Phase of the programme (approximately 2-3 weeks) prior to continuing with the agreed external counselling.
* ACC or other counsellors will be encouraged to come onto site to conduct counselling. If this is not possible, residents will be shadowed by either staff or upper structure (Level 3 or 4) to the appointment.
* Appointments are to be made together with keyworkers and are to be made outside of core programme times as much as possible.

*STARTING* ***NEW*** *ACC COUNSELLING / EXTERNAL COUNSELLING:*

* Residents wishing to receive counselling from another service, can work with their keyworker to identify this as a goal on their treatment plan.
* Residents will be required to have completed Level 2 of the programme before external counselling can begin.
* It would be encouraged for the counsellor to come onto site to conduct counselling, however if residents are in Level 3, they will be able to attend the appointment independently.
* Appointments are to be made together with keyworkers and are to be made outside of core programme times.

*COUPLES COUNSELLING:*

* Residents who have a partner, can look at couples counselling at the start of Level 3 in the programme.
* Residents work alongside keyworkers and identify this as a goal in treatment plans
* Odyssey house/staff are not responsible for transporting partners to or from appointments, they will need to ensure they are able to get to the counselling themselves

**PROVISION OF MEDICAL SERVICES AND MEDICATION**

Odyssey House is an Alcohol and Other Drug treatment unit and is required to provide a “duty of care” regarding provision of treatment and care. It is required to ensure residents receive emergency and general health care for issues arising while at Odyssey. It is not funded as a medical care unit and therefore has limited resource for medical needs.

As a residential service when anyone is admitted, Odyssey becomes the primary health care provider. Odyssey residential services are regulated under the Health and Disability Services Standards and contracts held with government funders eg MOH, Corrections, DHB’s. This means Odyssey is responsible for ensuring integrated care between any health professional or service residents are receiving. As such Odyssey requires knowledge of any other service accessing while at Odyssey and a sharing of any information that may be relevant during your stay at Odyssey, in particular in an emergency situation.

Prescribing health professionals seeing residents are required to communicate with either the Odyssey Registered Nurse (RN) or key workers regarding any new medical treatment or prescription. Odyssey does not administer controlled drugs or known drugs of addiction without agreement they are essential to supporting recovery by an addiction specialist service, usually CADS or COR’s.

The system:

1. All residential staff are first aid and medicine management trained and are the primary providers of medical support.
2. Residents are responsible for ensuring the staff Co-ord is aware of any health matter that has developed during the day.
3. If health issues are considered contagious to others, then residents may be requested to remain in their bedroom until improved.
4. Staff administer all medicines unless specifically approved by the RN for residents to hold - this is restricted to inhalers and creams.
5. All medicines of any kind including over the counter, health products, medicated creams, etc. can only be used with the approval of the Odyssey G.P.
6. Drugs of addiction will only be administered at Odyssey on prescription from a specialist medical practitioner who has considered all non-addictive alternatives and considers it essential to supporting treatment at Odyssey. Where the prescriber is not an addiction specialist then Odyssey reserves the right to ask for agreement from such a service e.g. CADS.
7. Odyssey employs a RN part time to oversee the medical requirements, Dr appointments, and medicine management process. The RN also oversees appointments to other health professionals such as physio, dental etc.
8. The RN, runs a weekly nurse clinic where you can discuss all medical issues including requests to see a Dr.
9. Residents are provided G.P. services from our contracted Dr’s at Belfast MediQual. This is because of the number of residents, many who do not have a Christchurch based G.P., and time and resource constraints mean we are unable to provide transport and staff support to a range of G.P.’s. This does not affect your enrolment with your usual G.P.
10. As Odyssey pays for the Dr appointments it reserves the right to assess if the appointment is required.
11. Residents may request a Dr appointment with their own GP at their own cost. Please talk to the nurse or keyworker.
12. Odyssey reserves the right to ask for a review of any prescribed medicines if it is suspected residents are abusing them or providing them to other residents.
13. Refusal to follow recommended medical advice including medicines, may result in a review of residents place within the program.
14. The RN, or allocated staff member, accompanies residents to the Dr and is present for the appointment – *see details below.*

**What Medical services Odyssey DOES pay for:**

1. A G.P. assessment of any medical care need on admission.
2. A G.P. assessment of any new condition that does not respond to general remedies available.
3. G.P. follow-up where the G.P. or Odyssey RN considers it is required.
4. Any health care service agreed to by the Odyssey RN or programme Team Leader within the funding available.
5. The pharmacy dispensing cost for any subsidised medicine as prescribed by the G.P. or agreed health professional.
6. A one-off supply of low cost non-subsidised prescribed medicine or products following G.P. assessment and prescribing.
7. 2 G.P. visits for the purpose of specialist and ACC treatment applications.
8. 1 G.P visit for any medical assessment required as a part of your treatment plan. This include drivers licence processes and may include ACC bulk payment claims for some residents.
9. 7 & 8 - This requires you to take responsibility for ensuring you have all required information for such referrals – any further appointments required to complete the process are at your own cost unless agreed to by the RN and your key worker.
10. 2 visits to the Odyssey contracted Physiotherapist if you have sustained an injury while at Odyssey house. This will involve an ACC claim.

**What Medical services Odyssey Does NOT pay for:**

1. Repeat G.P. assessment of same or similar conditions that have been previously assessed or were present during a recent G.P. visit where the RN or G.P. does not agree this is required.
2. Cost of non-subsidised medicines.
3. The cost of a G.P. appointment to prescribe non-funded items and the cost of providing such non-funded items e.g. as over-the-counter drugs, health products, food supplements and the like. These require to be prescribed by the G.P. due to the potential for interacting with other drugs, containing prohibited substances, or being used as a substitute for psychological addiction to be permitted to be used while at Odyssey.
4. Treatment of chronic or ongoing issues as a result of conditions present on admission, unless negotiated as a part of the referral process.
5. Dental and optician services.
6. Elective treatments.
7. Specialist services.
8. ACC “top-up payments” for investigations and treatments.
9. When you reach CO level, and start to earn money, you may need to come off RSS benefit. If you are no longer receiving the RSS benefit, then you will be liable for your own doctors / prescription / medical expenses.

If a medical issue is your primary care need and is interfering with your participation in the Odyssey programme then a review will take place to assess if you require to have this addressed and then return to Odyssey once the issue is less urgent.

A staff member, usually the RN, accompanies you with your GP appointments. As health professionals working at Odyssey, they are required to meet the rules applying to *Confidentiality and* Privacy. See resident rights.

1. To assist with remembering and understanding what the Dr says to you with regard to your medical issue and any treatment requirements.
2. To note any actions required and support these being completed as instructed.
3. To support the Dr should you use the opportunity to ask for substances or services not supported at Odyssey by way of clarifying our policies.
4. To support the Dr and you should there be an issue with the outcome or advice being given.
5. If the visit includes examination of a personal body area the staff member can be asked to leave for the examination but will return to hear the Dr report of the outcome.
6. If an urgent medical assessment is required, the Pegasus 24-hour Medical Surgery or Christchurch Public Hospital Emergency Department is used. This may require a senior resident to accompany you if there are no staff available. This resident will be responsible for ensuring a document report is provided to Odyssey staff.
7. It is your right to refuse medical services from the Odyssey RN and G.P. It may not be possible to make alternative arrangements within the Odyssey system and therefore this will be discussed with you and a decision made as to how, or if, Odyssey can support your medical care requirements. If it is not possible then a review of continuing residence at Odyssey will take place.

**KEEPING RESIDENTS SAFE – a drug and alcohol free environment**

Odyssey House has implemented processes to help keep the residential community drug free and safe during their recovery.

*Breath testing*

Odyssey House reserves the right to take a breath test sample from residents at any time to detect the use of alcohol. Should a breath test provide a positive result, you may be discharged from the programme.

*Urine screening*

Odyssey House reserves the right to take urine samples from residents at any time to detect the use of drugs This is essential for the safety of the community and individual residents.

Odyssey House reserves the right to conduct a staff observed urine screen. An explanation will be given as to why and how the sample will be supervised. Observed urine screening will be conducted by a staff member of the same gender.

If a urine sample is found to contain drugs other than those prescribed by a medical practitioner, residents may be discharged from the programme.

*Saliva screening*

This is an alternative drug screening method. The testing is supervised by staff.

*Drug dogs*

One of the options for drug screening the property will be the use of Drug Dogs. The aim of this is to keep the site drug free, to allow and support you in residents recovery.

*Cameras*

Cameras are placed inside and outside of buildings, but never in intrusive areas such as toilets or showers, or bedrooms. CCTV will be recorded 24hours – 7 days a week.

Room Search

Odyssey House reserves the right to contact random room searches. Residents will be present the whole time their room is being searched. This is conducted in a respectful manner, and attempts will be made to return rooms to the condition it was prior to the search. The aim of this process is to assist Odyssey to provide a drug free environment aiding recovery, and the searches will occur randomly, or should concerns arise.

**FINANCIAL INFORMATION**

# Personal Money while at Odyssey

As a part of admission to Odyssey House residents are required to complete what is called an RSS (Residential Support Subsidy) application form then WINZ will pay Odyssey directly for board and lodgings.

Part of the application form is also to apply for residents personal WINZ benefit which will be paid directly to your personal bank account. Residents will need to supply bank account number for the application form. The weekly amount residents receive will be determined by any other amounts that are taken off by WINZ before you get your payment. (i.e. Child support, fines, repayments etc.)

Residents will also need to have an EFTPOS card

**What Odyssey Pays For**:

Boarding style accommodation. Each resident has their own room. Each room is supplied with bedroom Linen and pillows and laundry basket. Each resident is provided two bath towels.

A dietician guided nutritional menu based on homestyle recipes that are low salt, low sugar and low fat. Special dietary needs will be met where there is confirmation of the need by a dietician or Doctor.

Basic commodities will be provided when you first arrive (2 deodorants / 2 toothbrushes / 2 toothpastes / box of tissues / 5 x cheap razors. Thereafter residents can purchase Odyssey approved personal hygiene products from our canteen.

Laundry, and cleaning requirements provided.

Transport to programme requirements and other services approved by your Keyworker or the RN.

Medical needs – *see separate section*.

**What Odyssey Does NOT pay for:**

Personal preference items. Treat foods. Clothing.

Provision of medical services and medication – *see section above*.

**WHAT TO BRING**

If you are joining us here at Odyssey Men’s Residential Community it can be confusing to know what to bring and what to leave behind. Space is limited in a residential rehab facility, so pack light

Please bring everything below (which you have)

1. Original Copy of Birth Certificate (or verified copy)
2. Other identification
   1. driver’s license
   2. passport
   3. Kiwi Access Card (18+ Card)
   4. Community services card / WINZ Payment Card
3. IRD Number
4. Bank Cards and Bank Account Number (usually via statement or printout from the bank)
5. Any medical equipment regularly used (including glasses, contact lenses, hearing aids, dentures)
6. Sentimental jewellery that you wear every day, e.g. wedding ring or watch.

(Valuable pieces should be left at home)

1. A list of names, phone numbers, and contact information for people who you want to have involved in your treatment and recovery
2. Small number of items to personalize your room (appropriate photos / posters (no scantily clad females/guns/drugs / gangs etc) – these go on provided cork boards, not directly onto walls
3. Clothing: (Enough for 7 days only) (we do not have space to keep any more than this)
   1. Up to 5 x Jeans / sweatpants
   2. Up to 5 x T-shirts / tops
   3. Underwear and socks
   4. Up to 2 x Sleepwear
   5. 1-2 sets of smart-casual clothes for special occasions
   6. Up to 3 x jumpers/hoodies for cooler months
   7. Up to 2 x Coat / waterproof jacket
   8. Up to 6 x footwear which may include:
      1. Comfortable shoes for general wear
      2. A pair of shoes for wet weather or that you do not mind getting dirty
      3. Slides
      4. Running Shoes
   9. Hats (Sunhat and Warm Hat)
   10. Sunglasses

NOTE: Purchasing of clothing / other items, while at Odyssey will be identified and limited to necessity items only. If WINZ provide you with a clothing grant upon arrival, then you will not be eligible to access another WINZ clothing grant during your time in the residential program.

**WHAT NOT TO BRING**

Please do **NOT** bring the following items with you:

1. Drugs or Alcohol
2. Cigarettes / Vapes lighters (we supply Nicotine Replacement therapy)
3. Gang affiliated clothing / Pictures
4. Bedding / Towels – We supply all bedding and towels
5. Please do not bring clothing which needs to be dry cleaned

**WHAT STAFF CAN STORE**

The following items can be brought however they will be held securely in the staff office:

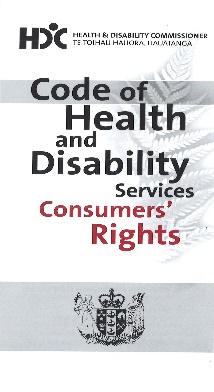
1. Cellphone (cell phone are a Level 4 privilege, (we would prefer this to be left with a loved one until you reach Level 4)
2. Money or valuables (please leave valuables with a loved one)
3. We hold your bank card and any other ID
4. Any aerosols sprays (e.g Lynx) and any cologne /aftershave (due to the alcohol content / huffing risks - staff will hold these in the medication room; you can ask staff during allocated medication times if you are wanting to use it)

***SECTION B***

*BILL OF RIGHTS*

All residents of the Odyssey House Therapeutic Programme have the absolute right to the following:

1. A supportive environment, drug free, unless medically prescribed
2. Treatment without regard to gender, race, national origin, creed, political affiliation, sexual preference, values and beliefs, previous criminal record or public assistance status.
3. Dignity, respect, health and safety at all times.
4. Knowledge of the programme philosophy and methods.
5. Information given accurately of all current rules/regulations of the programme as well as sanctions, disciplinary measures and any modification of rights.
6. Access to a Board-approved grievance procedure to register complaints about the administration of all rules and regulations, sanctions, disciplinary measures and modifications of rights.
7. Definition of all fees and costs to be charged, methods and schedules of payment and the availability of money and personal property both during the programme and on leaving.
8. Confidentiality of information regarding participation in the programme and of all treatment records in accordance with the law of the country.
9. Examination of personal records within Board-approved guidelines and the insertion of a counter statement of clarification to rebut recorded information.
10. Self-discharge from the programme at any time without physical and psychological harassment.
11. Personal communication with relatives or friends of whereabouts on admission and thereafter according to the rules of the programme except when prohibited as a documented part of the treatment plan.
12. Protection from real or threatened corporal punishment, from physical, psychological or sexual abuse and from involuntary physical confinement.
13. Provision of nutritious food, safe and adequate lodging, physical exercise and adequate personal hygiene needs.
14. Medical care from qualified practitioners and the right to refuse the medical care offered. *(Refer No.2)*
15. Access to legal advice or representation where required.
16. Clear definition of responsibilities when working in the position of a staff member, with adequate training, adequate staff support and supervision (including evaluation and feed-back), no exploitation and the right to decline the position without any recrimination.
17. The right to guidance and assistance when leaving the programme for any reason, about other health-care and assessment services, sources of financial aid and places of residence.

****The Health and Disability Commissioner Code of health and Disability services Consumer Rights underpins all practices at Odyssey. The following is a brief outline:

**See the range of relevant pamphlets in the Adult foyer for full details.**

Or access on line - <https://www.hdc.org.nz/your-rights/about-the-code/code-of-health-and-disability-services-consumers-rights/>

Relevant Odyssey policies and procedures are available to you on request, speak with the programme Team Leader.

**CONSUMER RIGHTS**

1. **Respect**

You should always be treated with respect. This includes respect for your cultural values and beliefs, as well as your right to personal privacy.

1. **Fair Treatment**

No-one should discriminate against you, pressure you into something you do not want or take advantage of you in any way.

1. **Dignity and Independence**

Services should support you to live an independent life.

1. **Proper Standards**

You have the right to be treated with care and skill and to receive services that reflect your needs. All those involved in your care should work together.

1. **Communication**

You have the right to be listened to, understood and receive information in whatever way you need. When it is necessary and practicable an interpreter should be available.

1. **Information**

You have the right to have your Alcohol & Drug problem explained. You may be asked questions to help you be fully informed.

1. **It’s your Decision**

It’s up to you to decide. You can say no or change your mind at any time.

1. **Support**

You have the right to have someone with you to give you support in most circumstances.

1. **Teaching and Research**

All these rights also apply when taking part in teaching and research.

1. **Complaints**

It is okay to complain - your complaint helps improve services. It must be easy for you to make a complaint and it should not have an adverse effect on the way you are treated.

**COMPLAINTS**

*Residents:*

If you wish to make a complaint you can:

As a therapeutic community, we encourage residents to use the tools within the programme

Speak to staff

Staff encounter

Speak to the resident advocate (consumer rep)

* If your concern cannot be resolved through the programme, then you can put it in writing and forward to the Director.
* You also have the opportunity to have an advocate to support you throughout any stage of the complaint process.
* You will be informed when the complaint has been received (within 5 working days) and any outcome from the complaint (within a further 10 days).
* If it takes longer than this you will be informed of the reason for the delay and receive progress reports.
* Other options are Contact the Health & Disability Commissioner-0800112233 or Contact Local Advocacy Services- MHAPS 0800 437 324

**THE PRIVACY ACT and CONFIDENTIALITY**

The Odyssey House policy on privacy and confidentiality is to meet all the requirements of the Privacy Act and Health and Disability Code of Rights. All staff are trained and required to sign adherence to these.

To disclose information about you, Odyssey requires a written consent signed by you unless there is a perceived safety issue for you or others. Further at anytime there is a concern for your, or others, safety Odyssey may seek input from other appropriate services without consent.

It is Odyssey policy to only gather information about you from outside sources with your informed consent. The main exception to this is if you are referred under a court or corrections direction.

Please be aware that your information within the Odyssey services is on a “need to know” basis and is consented to as a part of the resident agreement.

If you request records that have been provided to Odyssey from another service, then you must make a request to that service to access these records.

You can request to know what information is held on your file and request access you will be referred to the Clinical Director as the Privacy Officer who can arrange for you to have access as per the Privacy Act. If you have any questions about the Privacy Act or anything related to it, you can ask the Team Leader or request to meet with the Clinical Director.

Odyssey House will only collect information about you which is required to provide Therapeutic Community Treatment.

You will be made aware -

* That information is being collected
* The purpose for which the information is being collected
* Who will have access to the information
* How and where the information is held
* The consequence of not providing requested information
* The rights of access to, and correction of health information

**CULTURAL SAFETY POLICY**

Odyssey House does not discriminate receiving this service on the

basis of age, ethnicity, culture, values and beliefs, religion, gender,

sexual orientation, health status and/or disability.

The service recognises the importance of a safe environment for people of all

cultures. Maori culture is accorded particularly high status due to the Treaty of

Waitangi and acknowledgement of Maori as the first people of Aotearoa.

Your cultural needs will be incorporated into your treatment planning, in consultation with you.

A Kaumatua is accessible for residents with a culture group available to all residents.

**CLIENTS RIGHT TO WITHDRAW FROM TREATMENT**

Residents have the right to withdraw from treatment at any point in time without prejudice. However, you will be encouraged to remain in treatment if it is seen by clinical staff to be the best option. You will also be offered a planned exit from the programme.

If you make a definite decision to leave the programme, Odyssey House staff may be required to inform the following people that you have left the programme:

* Community Corrections
* Medical Services
* Police
* Ministry of Social Development (formerly WINZ)
* Psychiatric Services
* Significant others **(**as previously consented)

If you leave the programme and you are at risk of harming yourself or others, the appropriate authorities will be contacted.

**Notes: A space for you to record questions and the answers when discussed.**

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**Welcome to the house.**

**From all the staff at Odyssey.**