



**Rappahannock Rapidan
Community Services**

Programs that matter. People who care.

Boxwood Recovery Center

Orientation Handbook

***Client's It's Important that you
Read this Booklet!***

Table of Contents

Topic	Page
Welcome to Boxwood.....	3
The Boxwood Program.....	3
General information.....	4
Visitation.....	4
Daily Routine.....	5
Schedule.....	6
Dress Code.....	7
Personal Belongings.....	7
Emergency Procedures.....	7
Accessibility.....	8
Medications/Health/Testing.....	8
Medical expenses.....	9
Therapeutic Interventions.....	9
Human Rights.....	10
Confidentiality/Conflict of Interests.....	10
RRCS Client Rights & Responsibilities.....	10, 11,12
Prohibited Items.....	12
Boxwood Rules.....	13
Disciplinary Process.....	14

Welcome to Boxwood

You have just taken one of the most important steps in your life. We are glad you decided to come and we want to help you in every step of the way to reach your recovery goals. Recovery is not something that will be done for you. It is a process you must engage in yourself. As an individual, you are responsible for your recovery. Please read this handbook so that you will know the rules and expectations of the program. Recovery begins with the willingness to be open and share your thoughts and feelings with the rest of the community here.

The Boxwood Program

The Boxwood Recovery Center is designed to help you accomplish the following goals:

- Learn about the disease of Addiction
- Learn to manage substance use disorder.
- Improve overall physical, mental, emotional and spiritual health.
- Leave program with a clearly defined plan to continue Substance Use Disorder treatment.

Boxwood uses several strategies to help you accomplish these goals. Clinical mental health assessment and a diagnosis is done to help you understand your disease. Alcoholics and Narcotics Anonymous principals are used to help learn about your condition. We also have individual and group counseling. We have daily lectures, films and programs. Boxwood requires clients to follow a clearly defined schedule to help you learn how to create a healthy lifestyle. ***It's important for all clients to attend all groups.***

By actively participating in the program you will have the opportunity to learn about how this disease has shaped your life. It is important for you to be honest and share your thoughts, feelings, and history. It is frightening for some people to do this, but we ask you to take the chance and try.

To trust strangers with such important things is difficult. We insist on ***confidentiality*** (what is said in group, stays in group). When you are assigned a counselor, you should discuss this issue with them. To trust strangers with such important things is difficult. Boxwood Recovery Center insist on confidentiality. All residents at Boxwood Recovery Center are entitled to the right of confidentiality. However, there are times confidentiality is appropriate to be breached. Confidentiality may be breached if staff is given information that indicates that a child is being abused or an individual's life and well-being is being threatened. Confidentiality may also be breached if a resident has violated a Boxwood rule or regulation. If in the event confidentiality is necessary to be breached, information is only given to the appropriate authorities or personnel.

General Information

US Mail:

Boxwood Recovery Center
P.O. Box 1568 Culpeper, VA 22701
Attention: (your name)

UPS, FedEx, etc.:

15511 Guinn Ln.
Culpeper VA 22701
Attention: (your name)

- Do not use Boxwood as your return address. Use your home address. We often get mail returned after you have gone.
- All incoming mail must be opened in the presence of staff.
- Outgoing mail may be given to staff in the front office

Office Phone and FAX:

Phone: 540-547-2760

Fax: 540-547-2764

Do not give this number to family and friends, it is only for emergencies or business.

Client Phone use numbers:

Woman's Dorm 540- 829-2989

Men's Dorm 540-829-2988

Detox 540-829-2987

You will have to purchase a long-distance phone card to make long distance calls.

- Each client is allowed either two 5-minute calls or one 10-minute call each day.
- Phone use is restricted to the Boxwood phone Schedule.

If phone use interferes with the treatment of yourself or others, telephone restrictions may be imposed.

Visitation/Family Program

At This time there is no Visitation Due to COVID.

Daily Routine

(see the list of prohibited items and rules at the end of the packet)

When you first arrive at Boxwood, you will be assigned a "Buddy" from the community. They have a checklist of things to go over with you about the program. Each morning residents have a community meeting. The community representatives are elected by the community to attend the daily staff meeting.

Electronics: televisions are located in the dormitories. **No** private televisions, tablets, computers, cell phones or radios/radio alarm clocks are permitted. No electronic watches.

Tobacco Products: No tobacco or nicotine products are to be used in the facility. This is to include cigarettes, chewing tobacco, vape materials, E cigarettes, or personally developed cigarettes. No Smoking anything at Boxwood.

Free time can be used for: Art activity, reading/worksheets, letter writing, phone time, TV, resting, cleaning bedrooms/bathrooms etc.

Updated 4/19/23

Laundry: Laundry is sent out twice weekly. Boxwood is not responsible for lost or damaged laundry.

Linens: Linen service is provided (sheets, pillow cases, towels, wash cloths, blankets) changed them once a week.

Wake up/Lights out: Wake up is at 7am every morning. Residents must be in their rooms by 11pm and lights out is at 11:30pm.

Rounds and Bed Checks: For the safety of residents, staff conducts rounds throughout the day and night. This includes bed checks. Do not lock bedroom or bathroom doors. Open windows or remove screens. Also, do not move any of the furniture at Boxwood.

Cleaning Supplies: Supplies may be obtained from staff. Cleaning supplies must be returned to staff once you are done cleaning. There are regularly scheduled cleaning times.

Reporting Maintenance Problems: most non-emergency issues should be reported during the community meeting. More serious problems can be reported to staff any time.

Motor Vehicles: Residents are not permitted to have motor vehicles on Boxwood Property.

Lockers and Med Times (Daily),

7:00 AM to 7:30 AM

12:30 PM-1:00PM

4:30 PM-5:00 PM

9:30 PM to 10:00 PM

Time	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
7:00	Wake-Up Meds / Lockers	Wake-Up Meds / Lockers	Wake-Up Meds / Lockers	Wake-Up Meds / Lockers	Wake-Up Meds / Lockers	Wake-Up Meds / Lockers	Wake-Up Meds / Lockers
7:30	FREE TIME	FREE TIME	FREE TIME	FREE TIME	FREE TIME	FREE TIME	FREE TIME
7:55	BE IN CAFÉ Don't Be Late	BE IN CAFÉ Don't Be Late	BE IN CAFÉ Don't Be Late	BE IN CAFÉ Don't Be Late	BE IN CAFÉ Don't Be Late	BE IN CAFÉ Don't Be Late	BE IN CAFÉ Don't Be Late
8:00-8:30	Breakfast & Roll-Call	Breakfast & Roll-Call	Breakfast & Roll-Call	Breakfast & Roll-Call	Breakfast & Roll-Call	Breakfast & Roll-Call	Breakfast & Roll-Call
8:30-8:45	Community Meeting New Chore List	Community Meeting	Community Meeting	Community Meeting	Community Meeting	Community Meeting	Community Meeting
8:45-9:00	Free Time	Free Time	Free Time	Free Time	Free Time	Free Time	Free Time
9:00-9:30	Church Study/ Movement	Movement	Movement	Movement	Movement	Movement	Movement
9:30-10:00	Church Study	Free Time	Free Time	Free Time	Free Time	Free Time	Free Time
10:00-11:00	(10:00-10:30) Free Time	Small Group	Small Group	Small Group	Small Group	Small Group	Film
11:00-11:15	(10:30-11:30) (Living Sober)	Free Time	Free Time	Free Time	Free Time	Free Time	Free Time
11:15-12:00	(11:30-12:00) Study Time	SA TECH Group	SA TECH Group	SA TECH Group	Extended Small Group	Extended Small Group	Handout Workgroup
12:00-12:30	Lunch & Roll-Call	Lunch & Roll-Call	Lunch & Roll-Call	Lunch & Roll-Call	Lunch & Roll-Call	Lunch & Roll-Call	Lunch & Roll-Call
12:30-1:00	Meds/Lockers	Meds/Lockers	Meds/Lockers	Meds/Lockers	Meds/Lockers	Meds/Lockers	Meds/Lockers
1:00-2:00	Lecture/Film (1:00-1:45)	Lecture	Lecture	Lecture	Lecture	Clean-up Dorms/Facility	Movie
2:00-2:15	Free Time (1:45-2:00)	Free Time	Free Time	Free Time	Free Time	Linen Exchange	Free Time
2:15-3:00	Free Time	NA/AA Study	NA/AA Study	NA/AA Study	NA/AA Study	NA/AA Study	Movie
3:00-3:30	NA-AA NA-AA	Free Time	Free Time	Free Time	Free Time	Free Time	Free Time
3:30-4:00	NA-AA NA-AA	Farewells	Farewells	Farewells	Farewells	Free Time	Free Time
4:00-5:00	Meds/Locker	Meds/Locker	Meds/Locker	Meds/Locker	Meds/Locker	Meds/Locker	Meds/Locker
5:00-5:30	Dinner & Roll-Call	Dinner & Roll-Call	Dinner & Roll-Call	Dinner & Roll-Call	Dinner & Roll-Call	Dinner & Roll-Call	Dinner & Roll-Call
5:30-6:00	Free time	Free time	Free time	Free time	Free time	Free time	Free time
6:00-6:45	Group	SA Tech Group	SA Tech Group	SA Tech Group	SA Tech Group	SA Tech Group	BRAVO/SA Tech Group
6:45-7:00	Free Time	Free Time	Free Time	Free Time	Free Time	Free Time	Free Time
7:00-7:45	SA Tech Group	SA Tech Group	SA Tech Group	SA Tech Group	SA Tech Group	SA Tech Group	SA Tech Group
7:45-8:00	Free Time	Free Time	Free Time	Free Time	Free Time	Free Time	Free Time
8:00-9:00	NA/AA Group	12 Step Meeting	12 Step Meeting	12 Step Meeting	12 Step Meeting	12 Step Meeting	12 Step Meeting
9:00-10:00	Chores/Laundry Snack Meds/Lockers	Chores Snack Meds/Lockers	Chores Snack Meds/Lockers	Chores/Laundry Snack Meds/Lockers	Chores Snack Meds/Lockers	Chores Snack Meds/Lockers	Chores Snack Meds/Lockers
11:00	In Rooms	In Rooms	In Rooms	In Rooms	In Rooms	In Rooms	In Rooms
11:30	Lights Out	Lights Out	Lights Out	Lights Out	Lights Out	Lights Out	Lights Out

Free time can be used for: Art activity, reading/worksheets, letter writing, phone time, TV, resting, cleaning bedrooms/bathrooms etc.
Updated 4/19/23

Dress Code

The dress code was developed out of concern for resident safety, practicality, and respect for self and others. Generally accepted social conventions are used to maintain a therapeutic environment. If staff judges clothing to be inappropriate, individuals will be directed to change. All items will be heat treated or steamed as a preventative measure. Do not bring any items that cannot be dried on "high" or steamed.

- Clothing displaying drug, alcohol, gang affiliation, obscene or sexual language, or other provocative content are not acceptable.
- Seductive clothing is prohibited. Tank tops, muscle shirts, or other sleeveless shirts are not permitted.
Women must wear bras. Backless shirts are not permitted.
- Leggings are not permitted without a skirt or long shirt.
- Shirts and blouses must cover the midriff.
- Shorts and skirts must be an acceptable length. "Fingertip length" is the general standard.
- Pants must be at the waist; no underwear may be showing.
- Bathing suits are not allowed.
- Shoes or sandals must be worn at all times.
- Slippers are only allowed in the dormitories.
- Pajamas, nightgowns, robes, and slippers are allowed in bedrooms only.
- Sunglasses may not be worn indoors.
- Jeans with holes in them, may not be worn if the hole is above the lower thigh
- Hats, bandanas, head bands, or other head gear may not be worn during groups, classes, lectures, or meals. (Only during free time may they be worn)

Please Note: This dress code applies to visitors too.

Personal Belongings/Money

Personal items: such as perfumes and aftershave that contain alcohol, nail polish, aerosol cans and clippers, should not be brought to Boxwood. The program reserves the right to ban items that are not on our prohibited list. Razors, nail clippers, or other sharp objects must be turned in to staff. These will be stored in your personal locker to be dispensed by staff at "locker times" if not a prohibited item.

Clothing: *Bring only enough clothing for about 7 days. Limit what you bring to one large suitcase.*

Money/valuable items: Boxwood is not responsible for your valuables. Leave valuable items at home, and do not keep large amounts of money. Items can be stored in your locker if needed.

Rooms will be inspected and searched on a periodic basis.

Emergency Procedures & Safety Equipment

Drills: Boxwood staff conducts regular evacuation and other types of emergency drills. Drills are mandatory for all staff and residents. In the event of a drill or actual emergency, exit the building and follow the staff to the designated meeting spot (**Basketball Hoop**) for a head count. Staff will inform you when the drill is over. Please alert staff immediately if you become aware of a problem or emergency.

Safety Equipment: Smoke detectors, fire extinguishers, and emergency lights are located throughout the building.

Animals at Boxwood: Pets are not permitted at Boxwood. Do not feed stray animals. Guide dogs are permitted. Certified Therapy Dogs are permitted with prior approval. **Accessibility**

Boxwood is committed to making our program as accessible as possible. We will try to honor all reasonable requests for accommodation.

Medications

All medication must be turned in to staff to be secured in the medication room. ***This includes over the counter medication.*** You may be discharged if any medications are in your room.

- Bring ALL of your prescription medications with you to Boxwood.
- All medications must be in their original containers, (no pill calendar boxes).
- Make sure you have enough for your entire stay.
- Bring equipment you need for conditions like diabetes or asthma.

Medications are dispensed at posted scheduled times.

If you feel sick, contact staff. Staff will consult with nursing regarding treatment.

Drug Screening

Boxwood conducts drug screening at admission and when residents leave the property. Random drug screens are also conducted. **Refusing a drug screen will result in dismissal from the program.**

TB testing & Communicable Diseases

When you are admitted to Boxwood we are required to screen you for Tuberculosis (TB), which is a skin test. We also use an outside lab company to draw blood to detect any medical issues you may have. If there are any significant findings, our medical staff will discuss the results with you.

Deemed Consent for HIV, Hepatitis B or C Testing

Boxwood is required by 32.1-45.1 of the 1950 Code of Virginia, as amended to give you the following notice:

1. If any healthcare provider or any person acting under a health care provider's direction or control should be directly exposed to your blood in any way that may transmit disease, you understand that the law requires you to give a venous blood sample for testing. The test are for Human Immunodeficiency Virus (HIV) as well as for Hepatitis B and C. A physician or health care provider will inform you and the exposed provider of the results of the test. Under 32.1-45.1 of the 1950 Code of Virginia, as amended you are deemed to have consented to the release of the test results to the person exposed.
2. If you should be directly exposed to blood or body fluids of a health care provider or a person working under a health care provider's direction, in a way that may transmit disease, that person's blood will be tested for Human Immunodeficiency Virus (HIV) as well as for Hepatitis B and C. A physician or health care provider will inform you and that person of the results of the test.

Medical Expenses

Clients at Boxwood are responsible for any medical expenses incurred during their stay. These may include:

- Routine medical treatment
- Emergency medical treatment
- Prescription medications
- Dental work

Boxwood is responsible only for expenses directly related to treatment, such as drug screens and detox related medications.

Therapeutic Interventions

Service Planning: A counselor will work with you to assess your needs and help you to develop and Individualized Service Plan (ISP). Your counselor and you will determine your goals and what strategies will help you meet those goals. Your involvement in the goal setting is very important. Be thinking about what things you wish to work on here at Boxwood.

Aftercare Planning: To be successful in recovery, you will need to create an aftercare plan. This plan helps you to understand what parts of your life you need to change or understand better when you leave Boxwood. You will work with your counselor to identify issues and resources to help keep you on track with your recovery.

Individual Counseling: You will have the opportunity to have individual sessions with your counselor if there are issues or themes you want to work on in private. **Note: even though you will be assigned a primary clinician, all clinicians reserve the right to render clinical services to all clients.**

Group Counseling:

Group therapy is the core of the treatment program at Boxwood. Group therapy is all about sharing feelings and thoughts. In trusting the process and taking risks by sharing, you will develop insights in to how you function in the world and hopefully end self-defeating behaviors.

These suggestions will help you in group.

- Keep what you learn about others in group, in group. Do not share information outside of group.
- Take risks: Share your thoughts and feelings. Group is a safe place to practice new behaviors. Nothing changes if you don't try new things.
- Take responsibility for group: Come to group prepared with a topic to work on. Encourage others to share.
- Listen respectfully to others: Whether or not you agree with someone, listening to them is important. Group is not a debate.
- Give honest feedback to others: When giving feedback, report what you see and hear, not what you think or interpret.
- Ask questions: If you don't understand something, ask.
- Help others to participate: Encourage others to talk or ask them what is on their mind. Encourage members to bring outside issues to group.
- Problem solving: This is not the main point of group. We cannot make negative feelings disappear with problem solving. They need to be discussed and processed.

Free time can be used for: Art activity, reading/worksheets, letter writing, phone time, TV, resting, cleaning bedrooms/bathrooms etc.

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- Keep an open mind: You will hear different ideas, values, philosophies and beliefs. Respect these.

Human Rights

Information about your rights and responsibilities at Boxwood is contained in our RRCS Orientation Handbook. This agency handbook also contains information about the complaint resolution process. You will be given the handbook at intake.

If you have questions or concerns about your rights, please contact your counselor at Boxwood. If you wish to get help from someone else, contact:

- RRCS Quality Analyst 540-825-3100 ex 3018
- DBDHS Regional Advocate 1-877-600-7437

Confidentiality and your Records

Information about Boxwood's privacy practices is in the RRCS Orientation Handbook. The handbook also contains information about your records.

Approved Visitors to Boxwood are expected to maintain all participant's confidentiality.

Vendors and service people working at Boxwood are required to follow RRCS privacy practices.

Boxwood AA/NA meetings are considered "closed meetings" to maintain confidentiality and for safety. Approved outside facilitators are used for some meetings.

Conflicts of Interest

RRCS is committed to providing service in a fair and equitable manner. Program admissions, treatment, and discharges are made based on a person's assessed needs, agency policy and Individualized Service Plan.

Staff members who are related to an individual served must disclose the potential conflict. Family members of RRCS employees do not receive preferential treatment in regard to services. Any other potential conflicts of interest related to your participation in our services will be discussed with you.

RRCS Client Rights & Responsibilities

RRCS Quality Analyst (540) 825-3100 x 3018

- You may also contact these State Advocates to assist you:
- Dept. of Behavioral Health & Developmental Services Aging Services
- DBHDS Regional Advocate 1-877-600-7437 VDA Ombudsman 1-800-552-3402
- disability Law Center 1-800-552-3962 Rev. 10/18

As an individual receiving services at RRCS, you are assured of the following rights:

- To be treated with dignity and respect at all times
- Impartial access to services regardless of your race, religion, sex, ethnicity or handicap
- Participation in the development and completion of your individual treatment plan
- Written information on policies and procedures, fee schedules, reimbursement policies and rules of conduct
- Confidential maintenance of all information about you and your services, within the confines of the law
- The option to inspect, copy or request amendment to any written information about you, at your expense
- Except in an emergency, to receive treatment only with your consent
- To ask questions about and be told about your rights
- Compensation for any work performed in accordance with the Fair Labor Standards Act
- At no time will any right given to you by law be restricted by RRCS staff without due process
- Your legal rights, privileges or benefits will not be denied solely because you receive RRCS services
- To be free from retaliation if you make a complaint.
- RRCS is an equal access and opportunity organization.

Individuals receiving Residential Services have these additional rights:

- To express your preference in the menu, your clothing and religious and recreational activities
- A safe, clean and humane environment
- Clean, comfortable and suitable clothing
- Sufficient letter writing material
- Availability of a telephone (PHONE CARDS will be needed for daily use)
- Assistance with reading and writing, if you need it

As a client of RRCS, you have the following responsibilities:

- To treat other clients and RRCS staff with dignity and respect
- To participate actively in your treatment and help develop your treatment plan goals
- To share information honestly with the staff working with you
- To not bring any weapons, alcohol or illicit drugs into any RRCS program
- To attend all scheduled appointments, program or treatment planning sessions on time and to give at least 24-hour notice when you have to cancel an appointment.
- To pay all fees for your services promptly
- To respect the confidentiality of other clients
- To ask questions or ask for help if you do not understand something

Prohibited Items

Aerosol containers	Air fresheners	Candy or gum	Any product with Alcohol	
Outside food or drinks	Any electronics	Irons for clothing	Hair Dye, or Curling Irons	Cigarette lighters
Knives or blades	OTC medications	Pepper spray	Nail polish or remover	Tattoo/piercing tools
Liquid ink	Scissors	Straight razors	Sexually explicit materials	
Hair/Beard clippers	O -Tips	Cameras	Tobacco products or matches	

Sharp items such as tweezers, must be returned to your locker daily. Perfumes and body sprays must be kept in your locker and used just outside of locker entry way door. Razors make be used and returned in 20 minutes. Nail clippers may be used with staff supervision.

Boxwood Rules

The following rules are in place to maintain a healthy, safe, and therapeutic environment at Boxwood. Please read the rules. If you have any questions, discuss them with a staff member. The rules also apply to visitors.

Violation of rules may lead to discharge from the program.

Boxwood maintains the right to enforce new rules as the need arises. The staff decides what is safe and appropriate regarding rules.

All of the following rules have the potential for immediate discharge.

- 1. Do not use alcohol or drugs. This includes having over the counter medications in your room.*
- 2. No sexual contact, harassment or displays of inappropriate sexual behavior. "Pairing off" or "coupling" is prohibited.*
- 3. Do not physically assault, threaten or verbally assault residents, staff or visitors. Harassment based on race, ethnicity, sexual orientation, or gender identity is not allowed.*
- 4. Do not use tobacco products or nicotine.*
- 5. No gambling. Playing cards.*
- 6. Respect the confidentiality of all clients. Do not reveal the identity of clients to anyone outside of the program.*
- 7. Do not damage any furnishings or the building itself.*
- 8. Do not steal.*
- 9. Do not leave the grounds without permission.*
- 10. Do not enter any other bedroom than your own. Visitors are not allowed in bedrooms.*
- 11. No weapons are allowed at Boxwood.*
- 12. No cellphones or other electronic devices are allowed. This includes visitors. These must be left in visitor's cars.*
- 13. No tattooing or piercing, including having the tools for these.*
- 14. Anyone who helps someone break rules or does not report it, may be subject to discharge.*
- 15. Be on time for all activities and groups.*
- 16. Stay out of the vicinity of cars. Clients are not allowed outside of the parking lot area or up to the sign.*
- 17. Show up for all meals. No food or drinks in the hallways, group rooms, or dormitories. Only water is allowed in dormitories.*
- 18. Keep rooms/bathrooms neat and clean.*

Free time can be used for: Art activity, reading/worksheets, letter writing, phone time, TV, resting, cleaning bedrooms/bathrooms etc.

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19. *Participate in community chores as assigned.*
20. *During scheduled activity times, there is no eating, sleeping, phone use, or television. These activities include: cleaning time, movement, and study hall.*
21. *Respect the privacy of others.*
22. *Buying or selling of items is prohibited.*
23. *Participants must stay in well-lit areas after dark.*
24. *Do not walk around the building from dormitory patios.*
25. *Only clients assigned to trash or water chore are permitted on the kitchen side of the building.*
26. *Do not turn the TV on before 7 a.m. or after 11 p.m.*
27. *Do not rearrange furniture in rooms. (Do Not Move the furniture at Boxwood)*
28. *Shirts may not be removed during sports or on dorm patio for sun bathing.*
29. *Food stored in the client refrigerator must have a name and date on it. Food may only be saved for three days.*
30. *Clients may not have Q-Tips.*
31. *Gym equipment may only be used at posted times.*
32. *Do not tape, pin, or nail items to the dorm walls.*
33. *Items to be dropped off or mailed in after initial admission must receive pre- approval from Counselor or Program manager.*

Disciplinary Process

First Infraction: Client meets with the Clinician to discuss the individual's reason for the write up. Clinician explains to the client the seriousness of rules and structure. Clinician warns the client of the potential disciplinary actions that can occur for continued write ups. This conversation will be documented in the client's record.

Second Infraction: The client will engage in a therapeutic intervention assignment. The nature of the assignment will be at the discretion of the Clinician. When this assignment is completed the Clinician will evaluate it and document that the assignment has been completed in the client's record.

Third Infraction: Client is placed on a Behavior Contract. On this contract, the client will engage in a second therapeutic intervention assignment. When this assignment is complete the Clinician will evaluate it and document that it has been completed. This contract is also subject for review. If the clinician feels that the client has made significant progress the Clinician will present the client's case during a staff meeting. The client will also get the opportunity to explain why they feel they should be taken off the Behavior Contract to the staff during this meeting. All removals of this contract have to be approved by the Program Manager.

Fourth Infraction: Client will be placed on a Discharged Prevention Contract. At this point the client, Clinician, Clinical Supervisor and Program Manager will have a meeting. This meeting is an attempt to communicate to the client that this is the final action before discharge. The Clinician will document this meeting in the client's record.

Fifth Infraction: Client will be discharged from Boxwood.

Notes or Questions: