

OZARK CORRECTIONAL CENTER
RECEIVING AND ORIENTATION PROGRAM INFORMATION

1. **Canteen Services:** Located in front of Food Service and across Main Street. Canteen hours are posted in the housing units. R&O's spend on Friday. Make sure your order is on the Kiosk the night before . The Spend Limit is \$350.00 a month and \$87.50 a week.
2. **Classification:** Classification staffs are assigned to each wing in the housing units. Housing Unit I Functional Unit Manager's office is located in D-Wing and Housing Unit II Functional Unit Manager's office is located in C-Wing and can be seen by appointment only. See your case manger, or rotunda officer for appointment. Rotunda officers can direct you to a case manger if assistance is needed when your case manger is not available. Critical situations should be taken to any staff person immediately.
3. **Rehabilitation Programs:** OCC's Long Term Treatment Program requires phase-ups to complete, and more privileges are gained as you progress through the program phases. OCC also offers such classes as Pathway to Change, Parenting, and Institute of Self Worth. Watch bulletin boards for classes and schedules.
4. **Counts:** When offenders hear the Yard whistle that means travel time and you are to report to your designated assignment to prepare for count or other instructions.
5. **Educational Opportunities and Job Assignments:** Offenders without a high school diploma or GED will be enrolled in GED classes. If you have one you will be assigned to an institutional job. Outside Clearance does not happen prior to 30/45 days of being in treatment. No Jobs for the first 10 days of treatment.
6. **Fire and Safety:** Housing Unit rules are posted in the rotunda and incorporate fire and safety rules, such as no paper trash bags in bay, and only one extension cord, etc. All buildings at OCC, by the doors, in a red frame, are the floor plans and evacuation routes out of the building you are in. If offenders are evacuated from the housing units for fire or a drill, you are to assemble as directed by staff.
7. **Grievance Issues:** Policy D5-3.2 Offender Grievance Procedure may be viewed at the library. Most of the time, you must file an IRR first. IRR forms can be obtained from your Case manger.
8. **Grooming:** DOC and DTP grooming procedures and standards are posted in the rotunda and in the housing unit rules. The Barber Shop is located behind the canteen.
9. **Housing Unit Assignments:** Bed assignments are made as empty beds become available in each of the housing units. Any future bed change requests will need the CCA's or CCM's approval. We do not do convenience moves.

10. **Offender Finance:** To receive a certified printout of your account, a note can be sent to Inmate Banking in an unstamped envelope, dropped in the outgoing mail. Include your name, number, and housing unit. Account balances may be checked on the kiosk machine in the housing units.
11. **Institutional Rules:** Housing unit rules and institutional rules are posted in the rotunda for offender viewing.
12. **Library Services:** Located across the street from the DTP trailers. Hours are posted in the housing units and on the front door of the library. Law library is located within the library. Contact the librarian to see the law clerks.
13. **Mail Services:** Mail will be passed out Monday thru Friday evenings by custody staff. Mail boxes for outgoing mail are located in the rotunda of each housing unit.
14. **Meals:** Food service is located on Main Street. Condiments are NOT allowed in food service. Personal items like cups, radios, headphones, and books are not allowed. Socks and shoes must be worn.
15. **Medical Services:** Located across from the school. MSR's are located at the rotunda in the housing units for your access. *Offenders with complaints should report to sick call with their MSR filled out, one complaint per MSR, per sick call.* Offenders requesting to see mental health, dental, optometry services, and one's that need Meds refilled should place their MSR in the box in food service. MH-3's will be scheduled for their monthly chronic care appointments by mental health. Medical appointments are posted in each wing of the Housing Units, Check it out.
16. **Notary Service:** The librarian, CCA and CCM will provide notary service.
17. **Packages and Property:** Property guidelines are posted in the rotunda. All packages and property are handled through the property room. Report missing personal or state property, by filling out a report to the rotunda. The property passes will be returned to the housing unit with date and time to report to the property room.
18. **Probation and Parole:** Open door hours are posted on the front door. If these hours are not convenient, drop a note in the box requesting an appointment.
19. **Protective Custody Needs:** A preliminary protective custody screening will be held at the orientation and you will be asked to sign a protective custody needs waiver. At anytime you feel you need protective custody, notify any staff member immediately.
20. **Recreational Activities:** The recreational staff offices are located in the gym. All recreational equipment is checked out by recreational staff in accordance to housing unit and institutional rules.

21. **Religious Activities:** All services and activities are open to everyone. Religious activities are scheduled and posted. Check the lists for times and dates. .
22. **State Clothing:** All state clothing is issued, exchanged, and controlled by the property room. The first week, wrong sized clothing, etc. can be exchanged. Laundry schedules and procedures are posted in the housing units. State coats and blankets will be laundered as posted. Wednesday is **mandatory** sheet/linen exchange.
23. **Suicide Warning Signs:** If you have concerns about yourself or another offender being suicidal, contact any staff member immediately.
24. **Tobacco Restrictions:** Smoking is **NOT** allowed inside any building at OCC. There are designated smoking areas. No smokeless tobacco is allowed at OCC.
25. **Telephone Access:** Telephones are located in each wing in the housing units, outside the gym, and on the street between the chapel and main gate to housing unit two. No 3-way calls are allowed. Telephone Complaint forms are available at the rotunda. Fill out the form and turn it into your CCM. You should receive a response within 2 working days.
26. **Visiting:** The Visiting Room is located next to the laundry, and offenders enter through the strip door for visits. Visits are Saturday and Sunday, 9:00 a.m. to 5:00 p.m. No visits are allowed in Phase I. More visits are earned as you progress through the treatment program. Visiting room rules are posted in the visiting room and the housing unit. ***You are responsible to advise your visitors of rules, dress code, your status, etc.*** Offenders are allowed 6 visitors at time, and a 5 hour visit allowed. ***Offenders will be notified of approved visitors by receiving a visitor status form your CCM.***
27. **Restorative Justice Activities:** We participate in projects as they become available or approved. We currently have Wheels for the World on Saturdays. Anyone interested in participating should send a note to Mr. O'Connell. We also have Puppies for Parole. Contact CCM Mattox or CCA Ray if interested in this program.
28. **Missouri Reentry Process:** Designed to assist ex-offenders and their families in accessing services that have been proven to greatly reduce the recidivism rate. Veterans and Medicare Programs. Access to Recovery, UMOS, SSN cards, Birth Certificates, and State ID's. See your CCM.
29. **Prison Rape Elimination Act:** Provides safe and humane environment for all offenders. Dept. of Corrections has a zero tolerance for sexual misconduct/abuse or harassment will **NOT** be tolerated from offenders or staff. If you are a victim, report it immediately, and if you witness sexual misconduct/abuse report it immediately. Currently there are cameras placed in different locations in the institution to monitor movement for any type of this behavior.

30. **Transition Accountability Plan:** The TAP will provide a plan and direction for your success during your incarceration and later for your release to community supervision. This is your individualized case plan. It will identify and outline your strengths and weaknesses. It will set goals and identify actions necessary for your success while incarcerated and as you transition back into the community.



Offender Visiting Room Rules

Upon notification from the housing unit that you have a visit, obtain the visiting room pass from the rotunda. Leave all items not allowed on visit in your locker. Items allowed are comb/brush, necklace of religious significance, wedding band, glasses (Prescription), and any medical items needed as documented by medical with the exception of medication. Arrive in T.C. attire (state grays, boxers, white T-shirt, socks, and weather permitting coat, gloves and hat) at the door marked offender entrance and be patient as you will be processed in as soon as possible. After being strip searched, enter the visiting room and walk around the perimeter of the room to the office and give the pass to the visiting room officer. Your five hours will begin at this time. If visitor is listed as friend of opposite sex, significant other, or spouse, you will be seated across from the visitor.

Bathroom breaks will be given once per hour on the top of the hour, the only exception will be for offenders with documented medical conditions.

Goodbyes will be said at the table, not at the front door. Your hands will remain on top of the table at all times. You are allowed one brief kiss and embrace upon beginning and finishing visit. The only other contact allowed is holding hands on top of the table.

You are to remain seated at the table except to leave the visiting room, go to the bathroom, or to have a picture taken.

When you are ready to end your visit, go to the strip room door and you will be processed out as soon as possible.

Picture tickets can be brought or your visitor may purchase a picture block at the vending machine. At this time you will be allowed to get up with visitors to be photographed and go to the picture area to have photo taken. The only contact allowed in photos is holding hands or putting your arm around the top of the shoulder. Any further contact will result in photo being confiscated and possible CDV.

If for any reason you become upset, get up from the table and go to the strip room door and you will be processed out as soon as possible.

Offender ID is to be worn on upper right quadrant of gray shirt. Notify visiting room officer if you take noon meds. Shirt tail must be tucked in at all times.

If you must speak with an officer during your visit, raise your hand and get an officers attention and we will come to your table, don't get up to come to the officer or yell at officers from across the room.

Be aware that you are in a public area and misconduct or loud disruptive behavior will not be tolerated. Failure to abide by the visiting room rules will result in disciplinary action.



Missouri Department of Corrections
Ozark Correctional Center, Fordland, Missouri
Long Term Drug Treatment Program



THERAPEUTIC COMMUNITY

Reducing Recidivism...Rebuilding Lives

Mission

To provide offenders the opportunity to build a new life free from drugs, alcohol and prison so there might be

No More Victims

No matter who you are,
no matter where you come from,
no matter what you have done,
tomorrow does not have to be what yesterday was.
Today you will determine what tomorrow becomes.

Revised: October 2013

Assigned To: _____ DOC#: _____

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The Gateway Philosophy & Meaning

We are here because there is no refuge, finally, from ourselves.

We are running from ourselves and we have nowhere to hide anymore. Our main "hiding place" - in our drugs and/or alcohol - is not working anymore. We are open and can hide no more.

Until a person confronts himself in the eyes and hearts of others, he is running.

We must be willing to stop trying to hide and face ourselves as others see us.

Until he suffers them to share his secrets, he has no safety from them.

Secrets are dangerous – they make us sick in mind, body and soul. But if we share our secrets, they can no longer be used against us.

Afraid to be known, he can know neither himself, nor any other; he will be alone.

If we can't be open and honest with others, they cannot know us, and we will not know our real selves. We will be alone with in our own self-pity.

Where else but in our common ground can we find such a mirror?

In our suffering, we are all the same. In the TC, I am your lifeline to change and you are mine. You are my mirror and I am yours and in each other we can see both life and death. The choices we make here and now will determine our future.

Here, at last, a person can appear clearly to himself, not as the giant of his dreams, nor the dwarf of his fears, but as a man, part of a whole, with a share in its purpose.

We have not lived in reality – we have lived between our false pride or our overpowering fears. Today we have a chance to live as men in the reality of clear thinking and contributing to society.

In this ground, we can each take root and grow. Not alone anymore as in death, but alive to ourselves and to others.

As we begin to understand our ability to change, we become alive and excited about life! No longer do we have to live in the shadows of our criminality and addiction, but in the light of love of our family and friends!



Why are you here?

Out-date or Treatment?

It does not matter because *the expectations of you are the same.*

Do you want a good life? Who doesn't? The key is to ask better questions such as "*how do you build a good life outside of prison?*" and "*How do you stay out?*" Anyone can dream of a better life, but making it a reality takes more than dreaming. You must create a foundation that will stand strong to the challenges of life. This is why you must focus on more than what you *want* – you must concentrate on what you *need* – no matter how uncomfortable you might feel at first.

Are you more than a simple dreamer?

Fear chains you to old behaviors that do not

work. To change your behaviors you must control this type of thinking – *emotional, impulsive reactions based on excuses and blame.* Remember;

YOU ARE NOT A VICTIM OF ANYONE OR ANYTHING EXCEPT YOUR OWN CHOICES.

However, to change, you must stop playing the victim role. This will take considerable effort on your part and patience from peers and staff as we observe and point out your criminal thinking errors. Only through teamwork can your change happen.

“Don’t Talk About It, Be About It!”

You learn through experience – mistakes are lessons that lead to success! As your criminal thinking is confronted, you will begin to understand that "*until a person confronts himself in the eyes and hearts of others, he is running.*" You do not have to run anymore, alone and hiding in your secrets. You and your peers will help each other move beyond childish thinking. The philosophy says it well:

Here, at last, a person can appear clearly to himself, not as the giant of his dreams, nor the dwarf of his fears, but as a man, part of a whole, with a share in its purpose.

WELCOME TO THE “GATEWAY” OF YOUR CHANGE!

Program Description

Ozark Correctional Center is a facility dedicated to long-term substance abuse treatment services with a population of 650 offenders. All participants in this program are adult male criminal justice offenders ordered by the court system and/or stipulated by the parole board for a *minimum* of one year of treatment.

The OCC Gateway Therapeutic Community (OCC-GW) is modified for the Correctional setting. You will experience a powerful and effective treatment that is evidenced-based and proven to be highly successful *when practiced correctly.* However, if you cut corners, you cut your chances of finding recovery and freedom.

Your choices have brought you here. To go home *and stay home,* you must do more than successfully complete treatment. No matter what addiction you have (drugs, alcohol, lifestyle, criminal excitement...), you must change your destructive thinking – *the DT's* - and adapt to right living.

Reality is the foundation of this program. At OCC-GW, you will learn that reality is not based on what you believe or your opinion, but on rules that govern *all* our lives.

Prison Mentality is not welcome here. It is a sign of weakness in mind and spirit!

☞ **OCC-GW MODEL OF RECOVERY** ☞

Living the OCC-GW Model of Recovery takes daily practice but it can change your life.

- *All* members of this community are the *agents of change*. The role you play requires you and your peers to change behaviors, attitudes, emotional management and values as they relate to others
- You change by *seeing, doing, hearing, and speaking* differently. Therefore, *act as if = do it right then you will understand the cost of doing it wrong*.
- You are expected to be a role model of the change process. Along with your responsibility to give feedback to others as to what they must change, you must also be an example of how they can change.
- You are your *brother's keeper*. You are the main source of instruction and support for your brother's change. You do this through your observations and genuine reactions to the individual. Likewise, your brother is your main source of instruction and support. Listen, observe and learn!
- *All* of your actions matter, even when you don't take action at all. *When you ignore the truth, we call it *negative contracting*.
- You will experience new or unfamiliar situations that are not directly related to your skills, experiences, or personal strengths. To effectively cope with these, you must learn to ask questions, seek the facts and make sound decisions. The results will determine your method of thinking – healthy thinking.
- OCC/GW Therapeutic Community Treatment is seven (7) days a week, 24 hours per day. The rules for the TC are in place at all times – even during “modified” days. In this environment, there is no such thing as a *down day* where rules are NOT followed. In order to be working a healthy program, community residents are expected to follow all rules; even when told otherwise; regardless of the source. TC rules apply at ALL times. Any rule changes will be announced through proper channels and will be authorized by the Program Director, OCC Wardens, Functional Unit Manager, or Chief of Custody/Designee.

The key to being a successful member in *any* community – OCC, Gateway, or in your own home town, you must:

- Show discipline and self-restraint
- Be responsible by following the rules and expectations
- Make realistic changes in your thoughts, attitudes and actions
- Help others learn to act with responsible concern (*I am my brother's keeper*)

“Right Living Concepts” are general guiding principles that are essential to recovery, personal growth, and healthy living:

- Focus on the *here and now*
- Truth, honesty, and integrity
- Respect for self and others
- Accept personal responsibilities
- Accept social responsibility (being a brother's keeper by showing responsible concern)
- A moral code concerning right & wrong behavior
- Trust of self & others
- Dependability & responsibility
- Good work ethic
- Economic self-reliance
- Goal setting & follow through

You are responsible for making sure your Wing and this community runs safely by following rules, expectations and norms of DOC *and* the Gateway Therapeutic Community. Job functions, chores, and set procedures maintain the daily operations of the OCC-GW. These activities teach and strengthen your ability to discipline and structure yourself. They are also important in maintaining a healthy environment.

Every part of OCC-Gateway TC has one purpose – to help you look at who you are – the ugliness and the beauty, the weaknesses and strengths. At this point, your life goals are locked behind bars with you. Unless you are willing to risk change, be uncomfortable and learn to deal with frustration, that's where you and your

dreams will stay – locked away, never to be fulfilled. If you are willing to put away all your excuses, stop blaming others and choose to make uncompromising changes, you are ready to ***Trust the Process!***

***“Acting as if until you become as if” is the cornerstone of the TC.
THE PROCESS IS ACTING AS IF!***

The ORIGINAL GATEWAY (TC) COLLEGIATE MODEL

While at Gateway Ozark Correctional Center you will participate in the Therapeutic Community Collegiate Model. It is clear from the research that a client who is engaged in the treatment process, empowered in his own recovery path, and has interventions available to address his unique and individual needs, is more likely to complete treatment and to benefit from the treatment experience. At the heart of this model is a desire to maximize the potential for engagement, empowerment, and individualization in corrections based treatment settings.

The Collegiate Model seeks to replicate, to the extent possible, the processes associated with university attendance in the community. That is to say, the use of both required courses and elective courses to facilitate completion of a given program. Additionally, courses are planned to accommodate scheduling around other responsibilities in an your life. Basically, you will be working with Counseling staff to register for classes and groups, much as one would if attending college in the community. It will be your responsibility to organize your time to meet the varied responsibilities you have, much as healthy successful people must do in their everyday life in the world outside these fences. You will be allowed to register for both core classes and elective classes at various times throughout the day, rather than being locked in to a predesignated “treatment block”. You will be held accountable for ensuring that your treatment schedule does not conflict with school, work assignments or other responsibilities; however, at the same time, you will be empowered to practice responsible living.

Every human being is composed of a biological, psychological, social, and spiritual elements, and ones existence is through the interaction of these varied dynamics. Criminality and substance abuse create conditions of “dis-ease” in every area of a persons life. We cannot be truly well in one aspect of life while remaining unwell in another. Therefore, substance abuse and criminality are holistic (effecting the whole person) conditions requiring holistic interventions.

In this model, classes and groups are designated as Biological, Psychological, Social, or Spiritual interventions (or as a combination of these). You are encouraged to seek out recovery oriented opportunities in a balanced way, completing activities in each of theses aspect area's. This means the you are encouraged to take advantage of elective opportunities to address healing of the body (biological), mind (psychological), and spirit (spiritual), as well as learning how to create positive peer group interactions and networks (social).

You will be provided a catalog of classes each quarter and in collaboration with your counselor you will register for your classes. The required number and hours of classes vary by Phase Level, but you are encouraged to do more than the minimum. Remember, you are here to work on whatever it takes to never return to prison again. You are in control of the effort you put in.

Your Treatment Team

Your Treatment Team will provide *guidance* to help *you* build your new life. The team consists of:

- Primary counselor
- Wing counselors
- Class instructors (staff)
- Clinical & Counselor Supervisors
- Probation & Parole
- Custody
- FUM & Wing Case Manager
- Medical / Mental Health
- Work supervisors
- School

All OCC/OCC-GW staff work

efforts to change. Staff is only one part of the OCC-GW community. The staff serves as the primary authority for treatment and monitors your progress and provides safety and security for this facility. **However, our role does not include solving your day-to-day problems.* Together we are the OCC-GW Team.

Community Standard of Conduct

Absolute community expectations of your conduct: a failure to comply with these standards may result in therapeutic interventions or institutional disciplinary action. These expectations are *not* negotiable. You will:

- Respect the TC Tools by using them correctly & with responsible concern
- Respect all staff and family members in this community
- Not make unsupported verbal accusations (lying or gossip)
- Comply with all Institutional OCC DOC rules despite what others may do
- Comply with all medical, mental health directives/restrictions
- Complete all Learning Experiences and staff interventions & directives.
- Use Line of Communication (LOC) in all interactions with treatment staff *unless a situation presents an immediate threat or PREA event.*
- Not disrespect others through name calling, sarcasm, or offensive language - including cursing
- Not intimidate others through the misuse of the TC Tools (direct or indirect)
- Not address staff by their first name.
- Not refuse treatment interventions or walk out of any treatment activity.
- Not skip classes, groups or scheduled activities.

Social norms: Social norms are rules that Gateway uses to guide & direct appropriate values, beliefs, attitudes and behaviors. When you do not comply with these expectations, you will be confronted. Remember, *your* actions impact your success in this program and in living free and clean. You will be expected to:

- Comply with Phase level privilege limitations.
- Be *TC Tight* as required by your phase level
- Fulfill all job duties for your structure position as set by Gateway Operation Manual
- Follow all meeting formats as set by Gateway Operation Manual
- Be on time to all required activities and appointments.
- Use "*Mr.*" and the last name when addressing peers in public activities (Dorm rooms, self-help meetings, and private conversations excluded).
- Keep your living area clean & in compliance with Housing Unit rules
- Contribute to keeping all common areas in and around your Wing and Housing Unit by cleaning up behind yourself in all areas of the facility *including pavilions and smoking areas
- Be honest and do not contribute to lies by negative contracting or lie by omission.
- Guard small group confidentiality at all times to encourage trust & respect
- Prove your integrity by being consistent and fair in all your actions
- Use good hygiene at all times – mentally and physically.
- Use correct and respectful responses when spoken to & as directed in this Handbook
- Practice the *Right Living Concepts* daily
- Respect your structure or DOC job position and not abuse your status
- Cooperate with structure leadership in the capacity of their job duties.
- Value truth, no matter who speaks it
- Seek and assume your place in this community as a role model
- Promote recovery and not use tactics to obstruct treatment efforts of staff or of your peers

Staff will speak with other treatment team members about observations in small groups.

The goal of OCC-GW is to assist you in recognizing and changing thinking patterns and anti-social behaviors through peer recognition and support. Therefore, you will answer for any behavior conflicting with the principles of *Right Living* or that interferes with *the good order of the community.*

Conduct During Treatment Activities

The following rules provide a safe environment to allow a level of trust, permitting members to share their feelings and experiences. To obtain the most benefit from classes and groups, your participation is encouraged and expected.

Feedback is holding up a mirror for others to see themselves; it is not judgment or direction.

- All Community Expectations, Community Norms, and DOC Rules apply.
- Be on time!
- You will not bring food/drinks to groups or meetings unless approved by DOC.
- TC dress code is required in treatment activities regardless of Phase level. Certain exceptions may be made due to work assignment & on a case by case basis.
- Make eye contact when speaking to other group members.
- Pay attention. Keep focused on what is going on in group.
- Show respect, consideration, compassion and courtesy.
- Sit in a **PROP (People Respecting Other People)** posture. Counselors may allow "relaxed PROP" at their discretion.
- No sleeping, or sitting with eyes closed, during treatment activities.
- No hands in pockets or pants.
- No talking while others are speaking
- When recognized to speak, you will *stand* and introduce yourself:
You: Good (morning, afternoon, evening), family. My name is Mr. —.
Family response: Good, (morning, afternoon, evening) Mr. — .
- Speak loudly enough so everyone in the room can hear your question or comment.
- Questions are always encouraged as long as they apply to the discussion
- If you find you are feeling sleepy, go quietly to the back of the room and stand until you feel more awake.
- No one person should dominate class or group discussions.
- You are responsible for making a class interesting and important. Keep an open mind, take notes, ask questions and get involved in the conversation.
- If you are going to be late, you are required to inform the facilitating staff. If you do not, you are *out of bounds* and could receive a conduct violation as well as treatment interventions from your counselor.

Type of Absence	Action to take	Consequences
Excused	- LOC primary counselor ASAP (before missing class is preferred) <i>AND</i> - Send word to instructor with a peer in the same class	If found valid, no other action needed.
Unexcused	- LOC primary counselor ASAP. It is better to admit your lack of discipline than be found lacking in integrity!	- Conduct Violation - Delay of phase-up – (1) week for every unexcused absence - Behavior Contract, Recycle, PRC - Reported on your case evaluation as treatment non-compliance.

RIGHTS & PRIVILEGES = RESPONSIBILITY
Every choice has a consequence.
Every freedom has a burden.

Treatment Phases

The *average* treatment length is 12 months. You move through each of the three phases based on time in the phase, completing phase criteria, and most importantly, your attitude and behavior.

The fourth phase is designated for offenders who have been determined by the court as Offender under *RSMo 557.023- Public Safety Offenses* and have completed all three basic phases of treatment. These offenders will remain beyond the normal 12 months and participate as Phase 4. Those who are extended by the courts during treatment will not be considered Phase 4.

Phase I – Orientation & Introduction to the OCC-GW

“We are here because there is no refuge, finally, from ourselves.”

Phase I is designed to prepare you with the *basics* for living in the OCC-GW.

- You will be assigned a Big Brother to help guide & teach you through Phase 1
- You are responsible for your own behaviors and attitude. Listen and learn!
- You will be tested on your knowledge of this Handbook – *prepare yourself!*
- You will attend *all* classes and treatment activities required for Phase 1.
- Unexcused absences will result in a delay in your phase-up of 1 week per *each* unexcused class absence

Prison Mentality is not welcome here. It is a sign of weakness in mind & spirit!

Phase I Privileges and Limitations [No Dot]

- Recreation privileges during designated times only. Gym access only as scheduled.
- No board games or card games.
- Entry-level job assignments.
- *No* TV, radio, CD/ tape players
- May not enter library unless provided with a pass, and must be due to a pending court deadline. Pass must be signed by the Case Manager. May not remove books from library.
- No visitors.
- Must be in Wing area by 8:30 P.M. each evening.
- Must be in TC attire at all times (weekends and holidays included).
- May sleep on Sundays and holidays
- Must sit in PROPS during *all* treatment activities unless excused by staff.
- Must march to all Phase I treatment activities.
- Carry the OCC-GW Handbook during all treatment activities.



Phase-up Criteria

- Has attended Phase I Orientation classes at least 4 weeks from admit date.
- Has submitted an LOC one week prior, requesting to meet with the Phase-up Committee
- Has demonstrated the ability to recite the Gateway Philosophy to staff & peers.
- Has demonstrated knowledge of the OCC-GW Handbook by answering questions provided by the Phase-up Committee (*It is your responsibility to ask for help prior to testing if you need assistance with written tests*).
- Has no *unexcused absences* to classes, groups or other treatment functions.
**Unexcused absences will result in a 1 week per class delay in your phase-up*
- Has submitted a written autobiography at the time of the LOC requesting Phase-up
- Has successfully passed the written Orientation Phase Test.

- Has met identified target dates on treatment plan goals and objectives.
- Has completed TPR interventions on time.
- Has met with, and obtained the approval of the Phase-up Committee.
- Has completed “*This Week in Recovery*” reports, or an alternative assignment as designated by the Primary Counselor in place of missing reports, for each week of treatment attended.

Phase II – Intensive Treatment

“Until a person confronts himself in the eyes and hearts of others, he is running. Until he suffers them to share his secrets, he has no safety from them. Afraid to be known, he can know neither himself nor any other; he will be alone. Where else can we find such a mirror?”

As you begin to build your recovery, you will discover that challenging your peers to look at their actions and attitudes is as difficult – if not more so - than being challenged yourself. Still, daring to look at the truth is the key to change. This phase consists of (*but is never limited to*):

- A *minimum* of 27 weeks from your admit date.
- Looking at specific problem areas you and your counselor identified during Phase I.
- Reinforcing new skills such as listening and following directions
- Learning time and self management skills
- Learning how to apply recovery concepts to your daily life
- Using *all* OCC-GW tools consistently & correctly to improve relationship & social skills
- “*Acting as if*” and trusting *the process*
- Managing your impulsive, self-centered nature by learning to set personal boundaries and respecting the boundaries of others (following proper LOC)



Phase II Privileges and Limitations [Green Dots]

- Team sports & gym access during evening hours *when not required to be in treatment* and when gym is accessible.
- Board games and card games during experiential living.
- May hold structure positions *if qualified*.
- Access to Library
- In wing area 9:30 PM, except weekends and holidays at 10:00 PM.
- Two 5-hour visits per month.
- Regulated use of media (TV, radio, CD/tapes) privileges after 6:00 pm. on weekdays & weekends when not in treatment and holidays.
- May wear personal clothing on Sundays and holidays.
- May sleep on weekends when not in treatment and holidays

Phase-up Criteria

- Has completed a minimum of 27 weeks in the program
- Have no unexcused absences to any treatment functions.
**Unexcused absences will result in a 1 week per class delay in your phase-up.*
- Has scheduled and attended the required minimum hours of groups & classes weekly
- Met identified target dates on treatment plan goals and objectives
- Has submitted an LOC one week prior, requesting to meet with the Phase-up Committee
- Can answer questions about the information provided in the GW Handbook and discuss the meaning of the *TC concepts* as asked by the Phase-up Committee through verbal and written tests
- Has received approval from the Phase-up Committee
- Has completed TPR interventions on time

- Has completed *This Week In Recovery* reports (or an alternative assignment as designated by the Primary Counselor in place of missing reports) for each week of treatment attended. Any missed reports will delay Phase-up one week.
- Must take Home Plan letter, from family/provider, to Probation and Parole; get signature.

Phase III – Relapse Prevention and Re-Entry

“Here, at last, a person can appear clearly to himself, not as the giant of his dreams, nor the dwarf of his fears, but as a man, part of a whole, with a share in its purpose. In this ground, we can each take root and grow. Not alone anymore as in death, but alive to ourselves and to others.”

Phase III is approximately 5 months and a time to develop new insights about your recovery. At this point in your treatment, **you are expected to be a role model:**

Role models seek and assume. They initiate rather than follow, volunteer for work rather than wait to be recruited, reach out to offer understanding and help without being asked, extend their efforts beyond expected limits or requirements, and take on responsibility without formal assignment. These examples of “*seek and assume*” counter attitudes of entitlement, foster self-empowerment, and push past personal limits to encourage continual work on oneself. (De Leon, 2000)



Phase III and IV Privileges & Expectations [Blue Dots]

- Visits allowed at all scheduled visiting times in accordance with OCC visiting rules
- Unlimited library access
- Unlimited gym access when open and unlimited recreational activities to include board games, etc. when not obligated to attend scheduled activities
- Unlimited use of media (TV, radio, CD/tapes) privileges
- May sleep when not scheduled for treatment activities or work assignments
- Not required to be in Wing until count time.
- Will hold advanced Structure positions as available, if qualified and has shown *role model behaviors & attitude*
- If eligible, can apply for full-time DOC jobs, including work release
- Premium pay for selected TC Structure positions, if qualified.
- May participate in scheduled food visits
- May wear personal attire (within dress code guidelines) daily while in Wing & outside of Wing when participating in recreational activities, Saturdays after 3:30 and at all times on Sundays and holidays.

Case Evaluation



During your 10th month of treatment, your primary counselor will complete your Case Evaluation. This reports your personal improvement from admission date to present. You have been observed by everyone on your treatment team as described earlier in this handbook.

These observations have been compiled to present an overall view of your effort to make the changes expected by the court (your judge) and/or the parole board.

In general, your case evaluation will reflect:

- Your changes noted through ongoing assessments
- Completed “*This Week in Recovery*” reports, or an alternative assignment given by your Primary Counselor in place of missing reports, for each week of treatment attended.
- Completed treatment assignments, level of effort you put into the work & your ability to follow directions
- Class attendance (excused & unexcused) & effort to participate. Any unexcused absences will be reported on your case evaluation as treatment non-compliance.

- Your effort to handle increased responsibility (*leadership/structure positions*)
- Your compliance to DOC & Gateway Program rules
- Your initiative to give back to the community
- Your ability to handle frustration and challenge / self-regulation
- Your response to authority on all levels & to peer leadership
- Your effort to cooperate with peers

You will be expected to have a completed Relapse Prevention and Continuing Care Plan, in ink and signed, submitted to your primary counselor prior to the completion of your evaluation. All sections must contain the required information *in full* – especially information concerning your home plan and aftercare provider as approved by your IPO.



If your case evaluation has already been completed and you begin to show negative behaviors and a disregard for your peers, staff and this program, an update will be provided to P&P that you are no longer participating in treatment at an acceptable level. This includes unexcused absences from treatment activities.

Phase IV – Advanced Relapse Prevention and Recovery Maintenance.

If you have been judged by the courts as a *Chronic Offender* under RSMo 557.023 Public Safety Offenses, then you will become Phase 4 when you have completed all three phases of treatment and have passed your one year admit date. Your primary focus will be:

- To complete Phase 4 classes as required by the courts.
- To meet all treatment requirements and expectations established during Phase III
- To fully participate in the OCC-GW Therapeutic Community
- To continue working on personal issues identified by you & your primary counselor
- To meet the standards and expectations as a senior community member and role model

General Expectations for Phase-up

Each phase has criteria you must meet to be considered successful in its completion. At every level you will be evaluated on your participation, attitude, behavior, and responsibility. Each phase also requires that you demonstrate your knowledge through a written test. To advance, you will follow this procedure:

- Submit all required paperwork to your primary counselor prior to your *minimum* phase-up date (within a week of your projected phase-up date and no earlier)
- If your primary counselor has determined you qualify to phase up, you will be scheduled to take the test.
- If your request is denied, you will be given specific behaviors, skills and attitudes you need to work on and a time for reassessment.
- If you take the test and fail it, you may take the test again the following week.

NOTE: The Clinical Supervisor serves as final authority in all phase-ups.

**You are not allowed to modify or remove your dot.
If you need a replacement dot, LOC your primary counselor & explain why.**



TC Structure

A system such as the Gateway Therapeutic Community is complex and requires teamwork to keep it organized.

Each part must work together before the result can be successful. If there is a breakdown in any part of the system, the entire organization is affected negatively. For this reason, the OCC-

GW structure is the framework that protects and supports the basic integrity of the program. As you can see, if this structure is to serve you effectively, *you must use it correctly!*

Line of Communication (LOC)

The OCC-GW relies on the *Line of Communication* or **LOC**, to keep order and discipline in our community. You are to use the LOC process when you need to speak with Staff for *any* reason outside of the activity you are attending. This will include, *but is not limited to*:



- Questions about Treatment Plan assignments
- Medical lay-in
- Receiving a Conduct Violation
- Schedule concerns such as changes in job hours, going on work release ...
- Missing an individual session, small group, class or other scheduled appointment

If you receive a Conduct Violation or you have a medical lay-in, you are to write an LOC immediately to your primary counselor.

These are a few of the many reasons you will use the LOC. Exceptions to this are:

- crisis situations or PREA event
- casual conversation such as saying *Good day*
- staff initiated contact

If you break LOC, you will be confronted and redirected to your structure.

The LOC Process

To communicate with Gateway staff, including your primary counselor, you must fill out the LOC form. Every line on the LOC form must be completed, and your statement must be short but specific. If your LOC is not done correctly or it cannot be read, it will slow the process and possibly even be returned to you without action.

1. You will place your LOC in the Wing box for pick-up by SOD (Staff-on-duty) and it will be delivered to your primary counselor.
2. Your counselor will complete a written response and return the LOC through structure.
3. You may speak with any member of the Gateway staff. However, the proper LOC requires that you contact your counselor first with your concerns.
 - If your counselor cannot assist you, you may send an LOC to meet with the Counselor Supervisor. Be sure to state that you met with your counselor & a brief statement of the issue you want to discuss.
 - If the Counselor Supervisor is unable to assist you, you may send an LOC to the Clinical Supervisor following the same process.

The proper process for contacting your assigned DOC staff may be different. Your case manager will guide you on that procedure.

While this may seem to be a slow process, it is necessary for several reasons:

- The process maintains an organized environment
- You have an opportunity to work on your impulse control
- You learn to respect boundaries of others
- It ensures your communication is direct, specific and can be addressed more efficiently

Roles in the TC Structure

Because the OCC-GW consists of two separate housing units, each house will have its own structure. However, each works with the same format of structure positions.



You are expected to have a structure position at all times.

To apply for a specific structure position:

- Check openings through the Wing Strength or Elder
- Make sure you qualify for the position (*including attitude/behaviors as well as abilities*)
- Submit an application
- Be prepared for an interview (if required)

For specific qualification requirements & duties of each position, check the ***OCC-GW Program Operations Manual***.

You are expected to serve in your structure job for a minimum of 60 to a maximum of 90 days before applying for a new position.

- After 90 days in a structure position, a new application for a different position is required.
- You are given work assignments/job functions within the structure according to your ability to fulfill the specific tasks, your demonstrated level of responsible performance and overall attitude and behaviors

The best way for you to “*work on yourself*” is to be challenged by the needs of the community and there is no better way than by holding a structure position. The act of serving others contradicts every criminal thinking error and strengthens your ability to cope with frustration, manage your time, communicate professionally and deal with relationship issues. If you have children waiting for you, the leadership skills you learn through guiding and instructing others will increase your insights to parenting.

House Structure



The Business Office: Provides a central place for oversight of the community business.

- Organizes and maintains required forms to ensure they are available for use.
- Prepares treatment folders with current forms for new R&O intakes.
- Maintains the group and class logs.

Staff on Duty (SOD): Counselors serve as SOD and are responsible for:

- Supervising the Therapeutic Peer Review (TPR).
- Retrieving paperwork from each Wing Box (*located in each Wing*)
- Monitoring the appropriateness of written statements on pull-ups, push-ups, encounters as well as the TPR logs
- Checks for appropriateness of consequences assigned as Learning Experiences
- Reviews appeals for appropriate action
- Supervises the Business Office and Structure activities
- Collects and distributes Structure applications



TOP – Top of the Population - Each House has its own TOP structure to monitor & ensure all job duties are completed as assigned. The health of your House is directly related to the quality of leadership in our structure. It is also related directly to the quality of *follower-ship* (the ability to follow directions & cooperate as a member of a team) of every member of the community.



House Coordinator (Full-time Gateway Job & Red Dot) One per House

- Reports directly to staff.
- He is senior to, but not over any other Coordinator in the Housing Unit.
- Oversees Housing Unit operations to assure that all needs are met.
- Communicates with the Chief Expeditor frequently to assure that all is running smoothly in the Housing Unit.
- Meets with the Counseling Team or SOD daily to report the status of the Housing Unit.
- Ensures proper line of communication is used when addressing problems in the Housing Unit.
- Assists SOD as needed.
- Rotate attendance at each Wing meeting (Morning Meeting, Encounters, and Wrap-ups).

Note: *Housing Unit Coordinator may directly access the Program Director, the Clinical Supervisor or*

Counselor Supervisors as well as staff on behalf of House business.

Chief Expeditor (Full-time Gateway Job & Red Dot) - One per House

- Reports to the House Coordinator.
- Assists with the tasks in SOD
- Reports any problems within the Housing Unit to the House Coordinator.
- Schedules and oversees all work assignments of the Shingle Expeditor and the LE Expeditor.
- Conducts morning building inspections for cleanliness.
- Assesses cleanliness of Housing area to include the pavilions and a reasonable distance on the sidewalks.
- Reports inspections to the House Coordinator and records any unclean or unsafe areas in the Inspection Log.
- Reports any unresolved client problems that are reported by the Expeditors to the House Coordinator.
- Serves as acting House Coordinator in his absence.
- Will rotate attendance at each Wing meeting (Morning Meeting, Encounters, and Wrap-Ups) to observe compliance with GTC expectations of discipline and format

Program Secretary (Full-time Gateway Job & Red Dot) - One per House

- Reports to House Coordinator and works with the Chief Expeditor and Shingle Expeditor.
- Maintains accurate logs
- Receives and logs job applications
- Schedules and assembles TPR panels
- Reviews Structure position needs & reports openings to SOD
- Keeps the minutes (may delegate) of all panels and meetings at the Coordinator level and above.

Shingle Expeditor (Full-time Gateway Job) - One per house

- Ensures Learning Experiences assigned to clients are completed on time
- Has the same structure status as a Department Coordinator
- Will track all Learning Experiences for his House
- Is responsible for keeping the L.E. book current
- Logs Pull-Up and Encounter slips in the appropriate log book.

Department Coordinator (Full-time Gateway Job)

(Creative Energy, Orientation, Big Brother, Cognitive, Business, Conflict Resolution)

- Responsible for the efficient and effective functioning of assigned department
- Reports directly to the House Coordinator
- Ensures each Wing Department is meeting the expectations and needs of community

Elder – One position per Wing

- Advises Structure in maintaining consistent compliance to program rules in the Wing.
- Works with the House Coordinator & staff in identifying problems in Structure
- Works with peers on *Silent Contracts*
- Is the preferred position to chair the TPR panels but this duty may be assigned to the Wing Strength or Assistant Wing Strength as needed.
- Reviews commitments for Learning Experiences to ensure they are appropriate and meet basic requirements (specific, measurable, about the behavior)

The Elder may directly access the Program Director, Clinical or Counselor Supervisors as well as the Wing Counseling Team on behalf of Wing business.

Wing Strength (Full-time Gateway Job)

- Is responsible for providing leadership that encourages the efficient and effective functioning of the Wing
- Reports directly to the House Coordinator
- Assists with the tasks in SOD
- Chairs the TPR panel (in the absence of the Elder)



Assistant Wing Strength

- Assists the Wing Strength in management of the Wing.
- Assumes the role and responsibility of Wing Strength in his absence.
- Chairs the TPR panel as needed.

LE Expeditor

- Ensures Learning Experiences assigned to peers are completed on time
- Has the same structure status as a Department Head
- Will track all Learning Experiences for his Wing
- Is responsible for keeping the L.E. Log Book current
- Logs Pull-Ups & completion of requirements

Department Heads: *Creative Energy, Orientation, Big Brother, Cognitive, Business, Conflict Resolution*

- Reports to the Department Coordinator and to the Wing Strength
- Responsible for the daily operations of the his department in the Wing
- Ensures all responsibilities of the department are met
- Makes and keeps schedules and assigns specific tasks to the crew as required by regular Wing needs and directives from GTC Wing team

Department Ramrod

- Reports to Department Head
- Runs assigned crew to accomplish the department's tasks

Department Crew Member

- Reports to the Department Ramrod
- Follows the directions of the Ramrod to complete assigned tasks

Big Brother Program

The Big Brother Program provides assistance to our newest family members during their first 30 days of treatment. Most residents find their first 2 or 3 weeks here to be very stressful. The Big Brother's purpose is to ease that stress by teaching, guiding and showing the little brother what is expected of him in the community.

Being a Big Brother is about "Giving it Away to Keep It."

Who Is Eligible? Phase III and Upper Phase II residents will participate as Big Brothers.

Your first task is to **listen!**

- Be available for your little brother if he is called to a TPR or taken to encounters. If you are not, arrange for another brother to step in for you.
- Let your LB know if your schedule changes. He will be depending on the time that you commit.
- What are the strengths and weaknesses of this BB/LB team, and do you and the LB agree about the strengths and weaknesses?

- What primary challenges does your LB want to focus on in their work with you, and do you agree that this should be the focus of your work together?
- Decide together the best road map for moving forward in building your TC relationship and assisting your LB to grow in healthy thinking and behavior.
- Your LB should be able to tell you what they expect from this relationship. If not, then you can work with them to establish this.
- Be respectful, but direct & thorough in your feedback. 'Do not' is at least as important as 'do.'
- Be assertive in your advice if you feel strongly about it.
- Be sensitive to your role: as a senior member of the TC, your LB looks to you for advice and guidance, as a role model. Your advice may be taken more literally than you intend.
- Be clear about your own strengths, and how much attention your LB should give to your advice and your strengths.
- Establish clear expectations and commitments: Express your expectations and commitments to your LB, and ask for the same from him. Help your little brother to meet program expectations.
- Establish preferred feedback style (written, verbal, direct, gentle, highly critical, etc.).
- Establish clear communication channels and a timeline for interaction.
- Give small achievable goals. Your LB will love it.
- Teach your little brother how to use the TC tools correctly
- Confront your little brother's negative behaviors – it is expected that he will have many of them because that's why he is here. Help him begin the change process!
- Complete Big Brother Checklist within 30 days.



Expectations of Little Brother:

Your first task is to **listen!**

- How do your needs fit with the strengths of your BB, and what specific challenges do you want your BB to help you address?
- Do you and your BB agree about your own strengths and weaknesses, and how you should work together, and if not, why not?
- Decide together the best road map for moving forward in building a relationship and growing in your treatment experience.
- If you don't understand why, then "act as if . . ." and you will begin to understand.
- You should be able to tell your BB what you expect from him. If not, you can work with your BB to establish this, but do so quickly.
- Be respectful and responsive to feedback, whether or not you implement the advice. Be clear about your use of feedback.
- Express respectful reservations if you feel advice is inappropriate, or not feasible.
- Take your mentor's advice seriously, and especially if it is difficult. You must also put this advice in your own context to determine its role for you.
- Learn about your own core strengths, and pay close attention to how you might utilize the advice that your BB is giving you.
- Establish clear expectations and commitments: Express your expectations and commitments to your BB, and ask for the same from him.
- Establish preferred feedback style (written, verbal, direct, gentle, highly critical, etc.)
- Establish clear communication channels and a timeline for interaction. ASK for what you need.
- Use your BB's time well. Be prepared, focused, and to the point in each meeting. Let your BB know if your schedule changes.
- Do the work required to meet and exceed you goals. It will be good for you, and the changes you make will allow you to succeed in your future.
- You may be confronted by your peers and by staff. This is an uncomfortable feeling but appreciate that these are the people who care enough to help you change.

It is your responsibility to get the treatment that you came for.

Counselors may also assign a Big Brother to individuals who continue to struggle with adapting to right living. In this case the Counselor will direct how the Big Brother relationship is to be monitored.

DOC / Institutional Rules

All offenders have been issued a Missouri Department of Corrections Offender Rulebook which provides guidelines for standard DOC rules. A current copy of OCC's Institutional Rules is posted in each Housing Unit rotunda. A violation of these rules may result in a Conduct Violation (CDV). If you receive a CDV:

- You will LOC your primary counselor within 24 hours
- Failing to do so may result in additional consequences.
- Your primary counselor / Wing Counseling Team will review the circumstances to determine how to help you correct your behavior.

TC Tight – GW Dress Code

Department of Corrections sets the policies for clothing issued in this facility. However, ***TC Tight*** is a term that represents the concept of presenting yourself in a professional manner that reflects confidence, discipline and self-respect.

- All clothing must meet DOC policies and standards.
- Clothing should be clean and in good repair.
- Gray pants and gray shirt, white T-shirt underneath is standard TC attire. Only the collar button on shirts may be left unfastened. The Warden will publish seasonal change to this standard dress as appropriate.
- Shirts must be tucked in except during recreational activities.
- Pants will be worn appropriately - there will be no ***sagging and bagging***
- State issued coats & DOC approved headgear may be worn as an outer garment (individual choice). Stocking caps may be worn only with a state issued coat.
- Tennis shoes or state issued footwear will be worn unless written permission is received from Medical Services. Shoes must be laced properly (crisscrossed) and tied in bow-knot; socks are required.
- ID tags must be worn on the outermost garment in the upper-right quadrant of the chest.
- Standard DOC attire must be worn when attending any treatment activity.
- If you arrive at a treatment activity not properly attired, you will not be admitted into the activity and may be addressed by staff and peers.
- If you are released from DOC jobs to attend a treatment activity, and do not have time to change into standard DOC attire prior to the activity, you may attend in your work uniforms.

NOTE: *You must change into standard DOC attire as soon as possible.*

- If you are holding a full-time OCC-GW structure position, you must be ***TC Tight*** when you are actively performing your job duties.
- T-shirts and shorts may be worn during recreational activities *based on your Phase level privileges*.
- You may **not** wear sleeveless T-shirts outside of your Wing.
- Your coat must be unbuttoned prior to *entering* any building.
- Coats and hats must be *removed* upon entry into any treatment area and hung on the back of your chair.
- You may not wear your coat inside unless staff grants permission to do so.
- You may wear your sunglasses outside but they must be removed when you enter any building *unless they are prescription lenses*. Sunglasses are to be placed on the floor under your chair during treatment activities.



OCC-GW TC TOOLS

Until a person confronts himself in the eyes and hearts of others, he is running.

OCC-GW tools of self-change must be used daily to help you change. These tools – when used as positive peer pressure – help you and your peers guide, teach and support each other. As you accept *your responsibility* to help others, you begin to change the cold-heartedness of your criminal thinking.

The TC tools include verbal & written push-ups, encounters, pull-ups, and relating tables. The same form is used for all of these tools except the relating table.

The following briefly describes each tool.

The Verbal or Written Push-Up: Both verbal and written push-ups are to show recognition of progress. This is the most effective tool in the OCC-GW toolbox because it encourages as well as celebrates positive change. It recognizes a specific & positive change in attitude or behavior. It says *Thank you* for specific assistance with a treatment concern.

The Push-up should be used as often as possible and *with sincerity*. When received, the proper response is simply to say *Thank you*.

This is not a general *good guy* statement, it should be specific. For every pull-up or encounter you write, you should write 2 to 4 push-ups to support your peers' efforts to change, especially those you have confronted.

The Verbal Pull-up: The verbal pull-up is used to raise awareness of a specific behavior or attitude that you or a peer should change. The verbal pull-up should be used before other tools are used and *should be the most common form of confrontation*.

- The proper way to deliver a verbal pull-up is to state *"Sir, I'm pulling you up for (state the specific behavior and/or attitude)."*
- Use good eye contact and be polite. **Your intentions will be taken seriously if presented in a respectful manner.*
- Explain what behaviors you are seeing.
- The proper response to pull-ups is *"Thank you, I'll get right on top of that."*

If you are being confronted:

- Focus on what is being said, and *LISTEN!*
- Remember – how you act here is how you should act at home.
- Once you understand, give the proper response and change your behavior!

Act as if... Do it right, then you will understand the costs of doing it wrong!

Written Pull-up: used after you have confronted a peer *verbally* for breaking a rule and have chance to change his behavior. You should write a pull-up:

- If the person continues breaking the rule (failure to self-correct)
- When the behavior is considered serious *BUT NOT A CARDINAL RULE*
- When a peer has *repeatedly* broken community expectations and norms



If this is your first response, challenge yourself as to why you have not verbally confronted your peer.

Before you submit a written pull-up, always ask yourself the following questions:

- Is this the best use of my tools?
- Have I addressed this particular behavior with a *verbal pull-up* or a request for an *Encounter*?
- Am I truly doing this with *responsible concern*?

- Am I mad, frustrated and angry? Am I acting on feelings? **Maybe I should be requesting an Encounter rather than writing a pull-up.*
- Did I write this because I personally experienced this situation or is my information based on gossip?

Process of submitting a written pull-up

- Fill out the written pull-up form within 24 hours of the observed behavior.
- Be specific about the rule that has been broken. Describe exactly what the action was and justify your statement with citing the page from this Handbook.
- If others witnessed the behavior, you may list up to 3 names to confirm the behavior occurred.
- Place the completed form in the your Wing box
- Wing boxes are emptied daily by the Staff-on-duty (SOD).
- Once pull-ups have been logged, a call-out list will be sent to each Wing with the names of those who must appear in front of the Therapeutic Peer Review Panel.

The Gateway tools help you learn how to communicate your observations and feelings correctly. Likewise, your peers will use these tools to communicate their concerns with you. Expect to be challenged on your attitude and behaviors. *Those who are not challenged do not change.*

**OPEN YOUR MIND & LISTEN!
THE EVIDENCE OF YOUR CHANGE IS IN YOUR RESPONSE!**

Will you make excuses?

Will you act like you are a victim?

Whom will you blame this time?

What change are you resisting because of your denial?



Each tool has a specific and correct use. When used correctly, you learn valuable skills that will help you in future relationships, both personal and professional. The art of communication and mediation is useful in every area of life. However, if you misuse these tools, your skills will continue to be limited as will your ability to stay free and maintain recovery. When you limit your ability to face reality, you limit your hopes and dreams as well.

How to Appeal a Written Pull-up

If you feel that a Written Pull-up is based on invalid information, follow these steps:

- Consider the Written Pull-up to be valid at the time that it is received. During the appeal process, continue working on the assigned consequences/learning experiences with the intent to complete them by the specified deadline.
- Within 24 hours of receiving the Written Pull-up, complete a Written Pull-up Appeal Request and attach the copy of the Pull-up. Make sure to indicate if it is a first or second appeal.
- Place the appeal in the Pull-up box in your Housing Unit.
- The SOD will look at the information to determine if the Written Pull-up is valid. The SOD will grant or deny the appeal request.
- If granted, the Pull-up and any consequences received will be vacated.
- If you have appealed the Written Pull-up but it has been found valid by the SOD, you may receive an additional LE to help you learn to examine your situations more carefully.
- If the Written Pull-up is determined to be invalid, the person who wrote the Pull-up may receive consequences if it is determined that he used his tools dishonestly or in a vindictive manner. Consequences can include (but are not limited to) a pull-up, an encounter or a learning experience.
- If you appeal a Written Pull-up and it is determined to be valid by the SOD, you may appeal that decision to the Counselor Supervisor by completing a second appeal request form.
- Make sure to indicate that this is your second appeal.
- Attach the Pull-up **and the first** appeal form completed by the SOD denying your appeal.
- Place this appeal in the Pull-up box located in your housing unit.
- The SOD will forward your appeal to the Counselor Supervisor.
- The Counselor Supervisor's decision will be final.

Relating Table



A **Relating Table** is a form of mediation within the Therapeutic Community. This is an opportunity for individuals to discuss the general situation in an attempt to get a view of the whole picture. Expressing emotions is important in the process for both the sender and the receiver as long as it is not an attack; however, venting emotions is not the main goal of a relating table.

- The **goal** of the relating table is to help clients to improve future relationships and negotiate conflict in a positive manner.
- The clients are encouraged to reach a detailed agreement, but this is not the sole measure of success. There is also significant value in reconciliation.
- You may not leave a relating table as good friends, but hopefully you will have a better understanding of each one another's point of view and develop a level of empathy for each other.
- The relating table process will enable you to learn ways to handle difficult conversations, conflicts, and disputes.

Mediators are trained in this process and will provide the guidance and format for helping you resolve your concerns.

Encounters:

The Encounter Group is powerful because it encourages real change. Encounters run correctly will teach you:

- How to identify, manage & express your feelings
- How to deal with your frustrations and fears in life
- How to listen.
- How to be assertive instead of violent



All Encounters are successful because:

- Feelings are expressed without violence or threats
- The Wing community sees the integrity of every person who participates in the circle
- Communication skills (listening & speaking) are practiced
- The circle offers an opportunity for change in everyone who observes the encounter process

Specific reasons for encountering a peer:

- To express strong feelings (resentment, rage, frustration, affection, confusion, etc.) toward another member.
- To express concern about behaviors or attitudes you have *personally observed or experienced* another peer displaying.
- To resolve conflict or uncomfortable feelings and find ways to **improve** relationships with other members.

General Encounter Process: The details of conducting an encounter are available in the GTC Operations Manual so they will not be discussed here. However, the following is a general outline of the process so that you can participate in an encounter.

1. The Encounter Masters determine who will be in the circle based on
 - Those who *directly* experienced the situation
 - Those who have had similar experiences (*same behavior/attitude* at other times) with the one being encountered
 - A sponsor/mentor, big brother or friend who is willing to *confront* the problem
 - A peer who has the same problem (this is especially good for both!)
2. If you are encountering a peer, you and that individual will be called to the circle.
 - You will take your place as directed by the Encounter Master & introduce yourself when signaled to do so.
 - You will be asked to explain what you are confronting the individual for after saying this dialogue:

Please sit up straight and remain attentive and receptive to the information I have to bring to you for it is to help you and not to hurt you.

- **Briefly** state the problem – be specific about what upset you & how you feel about what has happened.

3. The Encounter Masters will invite specific peers into the circle and this begins the four phases of the encounter: **confrontation, conversation, closure and patch-up (socialization)**:

CONFRONTATION PHASE

Goal: For the peer being confronted to **hear and understand the confrontation** and what the problem seems to be in the eyes of those confronting him. This does not mean he has to agree with them, but simply acknowledge the problem.

- The Encounter Masters will call on several peers to share their **specific** experiences with this peer's behaviors/attitude as described by the original statement of the person encountering.
- Speak **ONLY** if you have different information to share about this specific attitude / behavior displayed
- **NO CONVERSATION!**
- This phase is completed when the confronted peer has **heard and understood** the concerns and feelings of the circle. He does not have to agree or assume accountability for his role in the situation.

**If you are tempted
to save your friend,
do so with the truth!**

CONVERSATION PHASE

Goal: To help this person understand *his specific role* in the situation with *your personal examples (use of "I" statements)* of the damage such behavior did and what attitudes, behaviors, thinking errors needed to change to prevent future problems

- NO CONFRONTATION!
- When some level of acceptance and/or understanding is seen, it is time to move towards closure.

CLOSURE PHASE

Goal: To give the peer feedback, suggestions and support (NO FLOWERS) for making a **specific** change in the confronted behavior and attitudes.

- Even if the peer does not show acceptance, the circle can make suggestions as to how he can think about what was said and what role he may have played to cause his peers to be upset and/or concerned with him
- Those in the circle should offer support to assist the peer in this change process, especially the individual who originally encountered him.

THE COMMITMENT

SIMPLE – SPECIFIC – MEASURABLE – ABOUT THE BEHAVIOR

The individual will be asked to make a commitment. It should be simple, specific to the behavior and completed by a certain time. It should also be measurable – *"what will successful change look like?"*

What I do is the evidence of the control I have taken over the changes in my choices.

The commitment will be recorded in the Encounters Log and monitored by the Conflict Resolution Department Head for completion.

The Therapeutic Peer Review (TPR)

We are here because there is no refuge, finally, from ourselves.

The Therapeutic Peer Review (TPR) stresses the importance of being your brother's keeper and a responsible member of society. When you or your peers observe problem behaviors – not following the rules – **you** are

responsible for correcting the problem. If you do not, you are creating a negative, chaotic and unhealthy environment. This process is also an important part of your treatment.

Note: Ongoing behaviors will be referred to your Primary Counselor and/or Wing Team for possible additional interventions.

Therapeutic Peer Review Procedure

1. If you receive a written pull-up, your name will appear on the Wing call-out list.
2. Upon arrival at the SOD Office, you will be asked to sit quietly in a designated area until you are called up to the *Yes/No table*.
3. When called to the *Yes/No table*, you will knock on the desk as if it were a door.
 - You will be asked, "*What do you want?*"
 - **Your response: "Recovery."**
 - You will then be told, "*We can help you find recovery.*"
 - The pull-up will be read to you and you will be asked if you agree to the actions stated on the pull-up.
 - If you agree to the behavior, you will be directed to the proper TPR Panel.
 - If you deny the behavior, you will be asked to provide the name of up to 3 witnesses to the behavior and the situation will be looked into.

4. When you appear before the TPR Panel, you will wait for permission to approach. No talking while waiting.
When called:



- Stand facing the panel with your arms at your sides.
- No talking! You will not offer an explanation to your actions.
- Maintain eye contact with panel members as they talk to you.
- Be prepared! The information & thoughts shared with you by the panel members may be challenging. Listen reflect and strive for self-awareness.
- When the panel is through speaking, state; "Thank you for your responsible concern."
- You will be asked to wait to receive your consequences.
- Upon receipt, you may return to your assigned activity unless directed otherwise by the panel.

If you have denied responsibility for the actions stated on the pull-up, more information will be gathered. If the inquiry determines that the pull-up is valid, you will be called back to the SOD office and proceed as outlined above. You may also receive an additional learning experience.

TPR Interventions

Violation of DOC Rules: DOC rule violations will **not** be processed through TPR. You are responsible to report all DOC violations to staff at the earliest possible time.

Violation of Absolute Community Expectations:

1. An apology and announcement during wrap-up:

I have violated our community expectations by (describe your actions) and the panel has directed me to (describe the learning experience) to help me grow in my recovery. I apologize to the community for this behavior. I hope you will continue to help me keep on track so I can make the changes needed to go home to stay.

2. Two separate learning experiences that directly coincides with the behavior. Learning experiences will be identified in an Approved LE List provided in the SOD office.
3. AOC/Thinking Report

Violation of TC Social Norms:

1. An apology and announcement during wrap-up:

I have violated our TC Social Norms by (describe your actions) and the panel has directed me to (describe the learning experience) to help me grow in my recovery. I apologize to the community for this behavior. I hope you will continue to help me keep on track so I can make the changes needed to go home to stay.

2. Assignment of one learning experience that directly coincides with the behavior. Learning experiences will be identified in an Approved LE List provided in the SOD office.
3. AOC/Thinking Report.

More than 10 pull-ups *or suspected misuse of tools* will be reported to the SOD and the information will be provided to the Primary Counselor of all involved clients.

DOC Cardinal Rule Infractions - Cardinal Rules help to create a safe treatment environment. These violations will result in referral to the Program Review Committee and may result in a program extension, termination, or other consequences. The following Cardinal Rules are in accord with State and local OCC policy:

- Minor assault (Conduct Rule 10).
- Violation of Major DOC rules (Conduct Rules 1–9).
- Possession/use of an intoxicating substance (Conduct Rule 11).
- Making threats (Conduct Rule 12).
- Engaging in sexual misconduct (Conduct Rule 15).
- Theft or stealing (Conduct Rule 22).
- Fighting (Conduct Rule 25).
- Written/verbal acts of discrimination involving race, creed or gender (Conduct Rule 41)



DOC Housing Unit Rules: Housing Unit rules are posted in the rotunda of each Housing Unit.

Interventions Used by Staff

Direct Challenge:

- Used to immediately confront attitudes and behaviors that are detrimental to your progress towards change.
- This is often informal verbal challenging of the thought process that resulted in the observed behavior.
- Much like the verbal “pull-up” the challenge is based on the questions “What are you thinking?”, “What are the consequences of that thinking”, and “Is that the outcome you want?”

Individual Confrontation:

- Addresses your attitudes and behaviors that slow or stop your progress.
- Individual confrontation is to engage you to the process of change and identify therapeutic interventions that contribute to your change.

Treatment Plan Modification:

- Addresses new treatment issues and ongoing thinking patterns
- The Treatment Plan Modification in the sense of intervention is developed out of the individual confrontation and continues to help you in the change process.

Behavior Contract (BC)

- A therapeutic intervention that is written, time limited and focused
- The plan helps you change a specific problem behavior and/or attitude.
- You are expected to complete the assignments of this contract in addition to your regular TAP & class work.

- The key purpose of this intervention is for you to make **permanent** changes in your behavior.
- Successful completion of a BC means that you do not allow yourself to return to the old thinking patterns.

Loss of Privileges (LOP): As a condition of your Behavior Contract (regardless of phase), your treatment team may give you a Loss of Privileges (LOP). The LOP badge is to be worn behind your state ID. You will be restricted to the following limitations:

- No Recreation privileges (can walk the track for exercise)
- No board games or card games.
- No TV, radio, CD/tape player privileges.
- No Library privileges with the exception of law library access.
- No telephone privileges (a crisis or legal call-pass can be issued only by case manager, not your counselor)
- In wing area at 8:30 P.M. daily (exceptions allowed if attending self-help programs).
- Must be in TC attire at all times (weekends and holidays included).
- **No sleeping or lying down other than during the "lights out" scheduled sleeping time.**
- Must sit in PROPS during all treatment activities.

These restrictions are *not* negotiable. If you do not comply with these rules, you may receive an extension to the LOP. This also violates your Behavior Contract. Your actions could lead to serious consequences that can have a negative affect on your treatment outcome.

Once you have completed your time on LOP, you must LOC your primary counselor to have your dot returned.

Clinical Staffing:

- Used by your Wing Team throughout treatment to share information and gather input from other staff.
- Your Primary Counselor chairs the Clinical Staffing.
- This meeting is also used as an intervention to assess your specific difficulties and develop a plan to help you overcome these problems.
- Decisions to refer you to the Offender Management Team are made during the Clinical Staffing.

Offender Management Team (OMT): The OMT is similar to a Clinical Staffing. However, the OMT is a more serious intervention. DOC staff chairs the OMT. Used when:

- Previous interventions have been unsuccessful in re-directing your attitude or behavior
- Behavioral Contract has been violated,
- Referral has been made by a DOC Disciplinary Hearing Officer
- When a client presents a special need for program modifications.

Recycle Behavior Contract: Used when all other treatment interventions have failed in re-directing your attitude or behavior. *The recycle is never the consequence of a single behavior.* At this point, you have been given opportunities to change your behaviors through the interventions named above. After careful review by the OMT you may be referred back to a clinical staffing for a Recycle Contract. Your failure to comply with a recycle contract should result in direct referral to the Program Review Committee.

A Phase Recycle will result in:

- The loss of your DOC/Gateway job
- Loss of privileges to Phase I level
- If you are Phase II, you will attend all Phase I classes as well as Phase II
- If you are Phase III, you will work through Phase I & II classes as well as Phase III activities
- Classes conflicting with Recycle stipulated classes will have to be rescheduled for a later date
- Additional restrictions & assignments may be included by your Primary Counselor.

Program Review Committee (PRC): The Program Review Committee is the final stage of intervention and may include termination from the program.

- PRC referrals based on “*Lack of Therapeutic Gain*” means you have failed to be successful in completing your recycle contract.
- Staff interventions tried prior to your recycle contract establishes that you have not shown acceptable participation or progress.

Meeting Descriptions

TC meetings include Morning Meetings, Wrap-up Meetings, Community Meetings, General Meetings, and Classes/Seminars.

Morning Meeting

- Wing Morning meetings call together the family members every day after breakfast.
- The meeting is brief (30-40 minutes) and is led by Wing Morning Meeting Leader
- General purpose of the morning meeting is to start the day in a positive manner.
 - To motivate peers
 - To alter negative social images in a playful but *respectful* way
 - To strengthen awareness of the program as family or community.

Wrap-up

- The primary meeting for Wing business at the end of every week night (Mon - Fri)
- ***The main function of the Wrap-up meeting is community management.***
- The basic purpose is to communicate Wing business including issues, concerns, job changes, plans for the following day

Community Meeting

- Community Meetings provides time to assess the progress you and your peers have made during the week.
- Celebrates positive behaviors, successful efforts & appreciation for those who have been a brother's keeper
- Gives peers a chance to learn through teaching moments, seminars and positive affirmations
- Provides a platform to share Wing concerns

Peer Support

- Peer Support is an informal Wing meeting held once a week.
- The importance of a Peer Support meeting is *to help change negative socialization and anti-social behavior.*
- Allows members to be social in a productive manner
- Involves peer interactions, sharing, and suggestions for improvement, instruction, and confrontation
- *Benefits include:*
- The Wing has an awareness of each member's level of recovery
- Shared information helps others learn

General Meeting

- General Meetings address attitudes, behaviors and issues that are a threat to the community.
- One may also be held when a specific resident or group of residents has regressed in treatment and is being considered for a behavioral discharge.
- The purpose of the meeting would be to use peer pressure to encourage the resident or group of residents to make positive change.
- These meetings can be requested by structure, but ***only called by staff.***

Classes

Conducted by staff, and/or guests covering materials that apply to recovery

Seminars

The seminar attempts to train attention, listening, and speaking skills. Seminars are usually conducted by clients and present the teachings of recovery and right living, which balances the member's experiential learning in the TC. There is a wide variety of seminars within the TC, such as; concepts, pro and con, role induction, grab bag, guest speaker, and tell your story.

There are three main goals of utilizing seminars:

- Intellectual stimulation
- Personal Involvement
- Social Integration

Tutorials

The most utilized tutorial in a TC is the personal growth tutorial. This is a session or "special event" that is signified by staff regard and relaxed rules. This is a long session that permits spontaneous relaxed conversation, due to the use of novels, movies, poems, etc. The features of this tutorial are effective and maximize learning because they communicate to the clients that they and the event are of special importance. The goal of the personal growth tutorial is to teach members how to examine an issue, concept, or question rather than to draw a specific opinion or conclusion; teaching open-mindedness. The two other types of tutorials are; clinical skills (mock encounters) and job skills. (De Leon 2010)

Rights and Responsibilities

Your Rights: All individuals have the same legal rights and responsibilities as any other citizen unless otherwise limited by law or Department of Corrections policy. Offenders participating in the OCC-Gateway Program have the following rights:

- The right to receive legal mail and to correspond by sealed mail with a Private Attorney and to have staff assistance in making confidential contact with Legal Counsel upon Counsel Request.
- The right to a safe, secure, clean environment with the least physical means necessary to secure order and control. The right to protection from themselves and others.
- The right to a clean, orderly environment, adequate toilet and bathing facilities, adequate lighting, ventilation, and heating.
- The right to wholesome, nutritionally well-balanced adequate meals.
- The right to limited medical and dental care provided by Department appointed services.
- The right to recreational opportunities, including outdoor exercise as weather permits.
- The right to have humane care to be treated with respect and dignity and not to be subjected to discrimination based on race, religion, nationality, sex, political belief, or sexual preference.
- The right to be free of verbal and physical abuse.
- The right to grieve and have grievance procedures explained when it is felt that offender rights have been violated.
- The right to have a Transitional Accountability Plan - Treatment (TAP-Treatment) explained and to have prompt evaluation, care, and treatment.
- The right to have visits with clergy at normal visiting times.
- The right to have records kept confidential in accordance with State and Federal Law.
- The right to see your own treatment records.
- The right to use the telephone and receive visitors, subject to the policies of the Department of Corrections and OCC.

Note: The above list of rights is a summary; a detailed list is available in DOC Policies and Procedures. Rights are subject to the need to maintain institutional order and security.

Your Responsibilities: As a community member and participant within the OCC-Gateway TC, you have the following responsibilities:

- You are responsible for the choices you make.
- You are responsible to participate fully in all activities.
- You are responsible to follow all Institutional Rules and the DOC handbook.
- You are expected to demonstrate respect for the life, liberty, and property of every person in the OCC-Gateway Program.
- You are responsible to read and follow all of the aspects of the OCC-Gateway Handbook.

TC TERMS

TERM	DEFINITION
Awareness	Special information given to a peer, a group or the TC as a whole to heighten awareness to a problem area or negative behavior.
Bad Rapping	Belittling someone who is not present in the conversation.
Band-Aiding	Taking sides with an individual who is being confronted by another individual.
Blurting Out	Speaking out in group/meeting without first being acknowledged by the facilitator.
Care & Concern	Showing interest in the well-being of a peer without expectations. Can be shown by praise (push-ups) or confrontation (encounters, pull-ups).
Coming Off Sideways	An indirect comment such as sarcasm. Trying to be clever or witty at another person's expense.
Curve	An indirect, manipulative way of "go around" someone or a process to get what you want.
Flip It	Occurs when a resident is being confronted for inappropriate behavior and tries to make it look like the person confronting him is the one who really is at fault. Also known as "Turn It Around".
Hiding In The Woodwork	Not getting involved; trying to avoid being "a part of" through minimal participation in the community.
Lip Service	Any unwarranted comment in response to a direction from another resident, a coordinator, or a staff member.
Negative Contracting	Conspiring with others to go around the rules. Letting others break rules or act negatively without calling him on it.
On Ban	Being prohibited talking to, or having anything to do with, a person or persons until you have earned that right.
Projection	To see yourself in another person's actions.
Punching Holes	Finding fault and complaining about the program. Complaining and finding fault in people instead of accepting people and "things" the way they are. Usually when a person is looking for an excuse to leave the program, they will begin to punch holes.
Rat Packing	When a group of individuals get together and become hostile to a certain individual within the group.
Red Crossing	Taking sides with an individual who is being confronted by another individual. Giving the person being confronted an excuse for his behavior.
Sense of Entitlement	Feeling above others.
Shining	Showing off in order to gain something in a manipulative way, e.g., doing your thing only in front of staff in order to gain recognition.
Shooting a Curve	Asking for something or going to someone without first using proper protocol.
Sub-Grouping	When individuals are involved in a separate conversation while a group or meeting is in session.
Super Optimism	When a possibility or an assumption is an accomplished fact; an idea is a reality. If someone tells you "maybe", you regard it as a promise. Anything you decide to do is believed to be as good as done.
Modified Tx Day	A time when treatment activities are temporarily suspended, but TC rules still apply.

Uzark Correctional Center - Gateway Therapeutic Community

TERM	DEFINITION
Down Day	This term does <i>NOT</i> exist in the Gateway TC.
Experiential Living	A time between formal treatment activities when clients practice their new life skills and right living concepts, and behave like positive community residents.

NOTE

