



Client Handbook

HEALING FAMILIES FOR A STRONGER COMMUNITY

Mill Street Location

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(www.bristleconereno.com)

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Vision:

Bristlecone, where change happens one life at a time.

Mission:

By providing strengths-based, needs-driven addiction and mental health services, we will bring treatment to an underserved population of individuals suffering from substance use, gambling, and psychological challenges that may otherwise not have access to care.

Values:

We Believe...

Honesty and ethics are foundational to our mission.

That empathy and compassion connect us to our clients.

By encouraging personal growth and continued learning we foster hope.

All are welcome.

Ethics

Bristlecone's Code of Ethics is posted in the agency's Lobby for public viewing. "Do No Harm" are the three words that guide our program. It is our responsibility to ensure that you are receiving the highest quality of care possible and that our facility is conducive to your recovery

Confidentiality

One of our highest priorities is the protection of your privacy. We follow a strict adherence to federal and state mandates concerning your information. We are prohibited from discussing any aspect of your treatment without your explicit, written consent.

Service Philosophy

Our goal is to help clients reach sobriety, stability, mental health, and family wellness. We promote positive, permanent lifestyle change. We do this in a number of ways, including

- Specialized Prevention, Life Skills, and Educational Programs
- Interactive Journaling®
- Motivational Interviewing
- Cognitive Behavioral Therapy

As clients go through these processes, they learn they really do have other options. Clients are guided and motivated toward the skills necessary to recognize these options and how to incorporate them into daily living. Clients may discover that the keys to success involve changing situations and relationships that trigger their maladaptive or addictive behaviors and that they have the power to make better choices to achieve the healthier lifestyle they desire. Our organizational functions and structure

exist for the sole purpose of efficiently and effectively helping clients achieve their goal of sobriety, stability, mental health, and family wellness.

The services offered by Bristlecone are founded on evidence-based practices, motivational strategies, and the 13 principles of effective treatment as promoted by the National Institute on Drug Abuse (NIDA, 1999). These principles are a national standard based on three decades of research and clinical practice. This research and practice have identified a variety of elements that have been successful in providing effective addiction treatment and recovery support services.

Our core service philosophy is to provide comprehensive, holistic, and family-centered care that addresses the biological, psychological, and social (Biopsychosocial Model) needs of individuals and families. Bristlecone see's substance-related and mental health disorders as "systemic" issues. Whether we are treating substance use disorders or mental health-related issues, there are implications and an impact on the family and the community at large. In addition, providing services to an entire family system increases the potential for success, while decreasing the potential for recurrence—thereby breaking the cycle of addiction.

Bristlecone's philosophy is implemented through adherence to the following fundamental service delivery principles:

1. **Substance use disorders are biopsychosocial disease processes:** substance use disorders are characterized by maladaptive patterns of behavior that lead to consequences interfering with healthy lifestyles and interpersonal relationships. Chemical dependency is a preventable, treatable chronic relapsing disease. Once contracted, the mental and emotional powers of the chemically dependent person become increasingly devoted to the maintenance of the relationship with the mood-altering chemical(s) at the expense of all other relationships (personal, employment, family, etc.). Genetics/Biology, psychology, and social learning are the causes of dependence and abuse. Left untreated, this behavior will continue throughout the remainder of the person's life and will abbreviate that life. Chemical abuse may be less destructive, but still dangerous, and often leads to dependence. Abuse without dependence may have life-altering or life-threatening consequences and requires assertive intervention.
2. **Substance use disorders are preventable and treatable:** Individuals can and do recover through:
 - Total abstinence from usage of any mood-altering chemicals
 - The pursuit of individual lifestyle change
 - Supportive treatment and therapeutic services
 - Treatment of family members
 - Regular participation in recovery support services such as 12-step fellowships or other support.

The therapeutic relationships and hard work of clients and staff make the difference. These relationships are often cited as the reason for clients' success during and after treatment.

3. **Substance use disorders are best treated at the individual, family, and community levels, requiring therapeutic interventions in a variety of aspects of a client's life. Lifestyle change is the key:** The individual's profound relationship with mood-altering chemicals develops within the context of a family unit or a very similar social entity. As such, family members or significant others are impacted by and also impact the patient. Successful treatment is enhanced, reinforced, and extended through therapeutic involvement and support of the members of the family unit.
4. **Substance use disorders require a multidisciplinary treatment team:** Bristlecone's prevention and treatment methods represent a dynamic field with an evolving base of knowledge and standards of delivery of services. Effective and efficient prevention and treatment demands holistic approaches with the active participation of a team of highly trained professionals representing multiple disciplines, encompassing physical, emotional, spiritual, and social dimensions of the individual and the family. Individuals only improve through guidance, motivation, and hard work. This is accomplished in a collaborative arrangement between the client and the clinicians—a therapeutic relationship that is central to recovery.

Programs Offered at Bristlecone

Hours of Operation-

Assessment/Evaluation Services- Assessment times Monday-Friday, call for times.

Detox program- operates 24/7, and accepts admissions at any time.

Residential program - operates 24/7, with client admissions occurring from 8:30 am to 4:30 pm daily.

Outpatient Services- groups are provided from 9:00 am to 7:30 pm 7 days per week.

Assessment/Evaluation Services - Assessment services are provided to referred individuals and/or families. Through this process, our staff collects and interprets empirical and behavioral evidence to determine the presence of addictive behavior patterns. The assessment counselor then makes referrals to the appropriate level of treatment services, if warranted, and to community agencies, as appropriate.

Performed by assessment counselors in an interview setting, assessments focus on:

- Identifying the existence of any indications pointing to the likelihood of compulsive gambling or substance abuse/dependency
- Assessing the severity of the suspected compulsive gambling or substance abuse/dependency
- Matching the severity of the client's issues to the level of treatment services which would be most appropriate, yet least intrusive to the client.

The client interview is supplemented by consultation with family members, referral sources, and/or other concerned persons to establish collaborative evidence. Taken into consideration are the presenting problem(s) and psychosocial history data including substance use/abuse history, family history, peers and friends, legal history, medical history, psychological history, financial evaluation and any other relevant data. When appropriate, a SASSI is administered to gather substance history/evaluation information. An array of psychological tests and services are available to supplement the information and perceptions gathered by the intake clinician. Assessments are reviewed by the treatment supervisor.

Detoxification and Residential Services – Bristlecone’s Adult Detoxification and Residential Programs are designed to provide detoxification and/or residential services to men and women, 18 years of age and over, suffering from substance abuse or dependence. Detox is short term and based on the client’s signs and symptoms. A typical stay is approximately 5 days and is based on client need. Residential treatment is short term and based on client need. There is no set length of stay; clients may be in residential for four to six weeks. Detox and residential consist of 24/7 monitoring and groups. Bristlecone provides a full continuum of care and clients traverse the continuum based on needs. Beginning July 1, 2006, Bristlecone proudly opened the first Residential program for compulsive gambling treatment and currently serves an ever-increasing number of people.

The program employs a multidisciplinary team approach to address the medical, behavioral, psychological, and spiritual needs of the client. The service promotes an abstinence philosophy. The counselors are supported and supplemented by psychological screenings and consultation, spirituality individual and group therapies, and medical/psychiatric consultations, as warranted. The services consist of lectures, group counseling, individual counseling, family therapy, and, as appropriate, psychological consultation. Participation is adjusted according to the needs of the individual client.

A client's appropriateness for the program is determined individually through evaluation of all available data sources. All clients must meet DSM-IV criteria for Substance Abuse or Dependence and should be appropriate for the residential level of care according to the ASAM PPC-2R placement criteria. In this approach, prospective clients are evaluated according to the severity of problems along six dimensions: (1) Acute Intoxication and/or Withdrawal Potential, (2) Biomedical Conditions or Complications, (3) Emotional/Behavioral Conditions or Complications, (4) Treatment Acceptance/Resistance, (5) Relapse/Continued Use Potential, and (6) Recovery Environment. Special attention is given to assessing legal complications and child custody issues.

Clients who are acutely dangerous to self or others, psychotic, or otherwise unable to manage a program of self care with minimal assistance are generally not appropriate for admission to Bristlecone but will be admitted to Northern Nevada Adult Mental Health Institute or a local area hospital for stabilization and further evaluation if indicated.

Upon completing detoxification or the residential program, clients will be referred to lower intensity residential or outpatient continuing care services. This step-down service focuses on assisting the client to connect with community resources in order to work toward an independent, healthy family lifestyle.

The length of stay is individually determined and is adjusted for multiple addictions, limited intellectual or educational functioning, severe family dysfunction, or lack of family participation.

Outpatient Services - Bristlecone Family Resource's Outpatient Services offer a range of outpatient treatment and supportive programming within a single continuum of care. Treatment services include a number of evaluative and supportive services.

This short-term intensive outpatient service is designed for adults whose substance dependency and/or compulsive gambling addiction can be successfully addressed in a non-acute treatment environment. The service employs a multidisciplinary team approach to address the individual’s physical, psychological, emotional, social, and spiritual needs. The service promotes an abstinence

philosophy. The counselors are supported and supplemented by psychological screenings and consultation, spirituality individual and group therapies, and medical/psychiatric consultations, as warranted. The services consist of lectures, group counseling, individual counseling, family therapy, and, as appropriate, psychological consultation.

Services are conducted on a schedule to maximize accessibility while allowing clients to receive treatment services while living in their family environment, remaining employed and/or attending school, and caring for their families. Bristlecone's structure allows clients to receive services at a cost substantially less than residential treatment.

Participation is adjusted according to the needs of the individual client, and may range from a maximum of 30 hours per week to a less frequent, less intense participation depending upon the progress and needs of the individual client.

A client's appropriateness for outpatient services is determined on an individual basis through evaluation of all available data sources. All clients must meet DSM-IV criteria for Substance Abuse or Dependence, with documented problems in one or more areas: (a) acute intoxication and/or withdrawal, (b) medical conditions, (c) emotional behavioral conditions, (d) treatment acceptance or resistance, (e) resistance/lack of participation, (f) relapse/continued use potential, and (g) recovery environment.

Treatment for Co-Occurring Disorders – A dual diagnosis is given to an individual who has both a mental disorder and an alcohol or drug problem. These conditions occur together frequently. Trying to manage just one of these problems can be extremely stressful.

Bristlecone is a Dual Diagnosis enhanced program typically staffed by two Nevada State Marriage and Family Therapists (MFT) who are also drug and alcohol counselors. Staff identify as early as possible those who have mental health issues, and all clients suggestive of such concerns receive an ongoing mental health assessment. Bristlecone's MFTs provide integrated treatment to support recovery from co-occurring mental illness and substance use disorders. They use specific listening and counseling skills to guide individuals' awareness of how mental and substance use disorders interact and to foster hopefulness and motivation for recovery. They use cognitive behavioral techniques to assist individuals who are working to reduce or eliminate substance use or who want to prevent relapse and maintain recovery from both disorders.

Transitional Living - Bristlecone Family Resources' Transitional Living Services offers safe, secure housing for homeless individuals who have successfully progressed through a substance abuse treatment protocol and who are actively seeking employment. Its facility, located on 704 Mill Street in Reno, Nevada, accommodates 12 beds. The average length of stay for clients in our transitional living program is 90 days. Clients leave the program 1) because they are successful in treatment, have a permanent place to live, and have stable employment, 2) because they are admitted to another level of treatment, or 3) because they are non-compliant with Bristlecone's rules for remaining in the transitional living program.

Clients in Transitional Living attend a variety of group counseling programs onsite. It is critical to the success of clients who have been through recovery to remain substance free; therefore, the program is governed by strict rules of conduct and behavior to ensure clients remain sober and substance free while housed in the facility. This clean living is maintained by random drug tests and closely monitored activities. The result of the random testing and monitoring is that clients learn to make choices on their own and with the support of a counselor. Learning to make these choices helps them begin to establish new patterns for their lives.

Many of our clients, by nature of their diseases and addictions, are returnees to our program. However, certain members of this population demonstrate a commitment to their recovery that others in the program do not. To remain in good standing in Bristlecone's T/L program, the client must remain clean and sober while living at Bristlecone, attend group counseling sessions at least once per day, follow all T/L program rules, and actively seek and secure employment. Those clients who not only comply with all the program requirements listed above but who also demonstrate a proactive position in seeking their own recovery we consider "outstanding" because they are completely compliant with their treatment and are making serious changes in their lives that will allow them to be self-sufficient and to contribute to society in a positive manner.

Ancillary Services - Bristlecone Family Resources offers a wide array of ancillary services to its clients:

- Mental Health Services – Comprehensive evaluation and therapy by licensed marriage and family therapists is available on a sliding fee scale.
- Family Services Program – Family Services Program is designed to include all members of the family, including children. Addiction is a family disease and has a significant impact on the risk factors associated with youth and substance abuse, mental health and their overall well being. Families are taught through a facilitated series of presentations, skits, and role plays.
- Tobacco Treatment – This course consists of educational groups and individual therapy to assist clients in their effort to stop the use of tobacco products. Therapeutic and pharmacological interventions make this a group for anyone in the community.
- Gambling Treatment (GATE Program) – This program includes residential, transitional living, intensive outpatient, outpatient, aftercare, and community outreach and prevention services. It provides comprehensive treatment for clients who suffer from gambling addictions. In addition, the treatment model includes services related to employment, finances, health care, family services, and education issues.

Admission Procedure

All admission to Bristlecone Family Resources is voluntary. Admissions can be started by phoning the appropriate treatment location. A profile and screening will be entered into the computer system to deem appropriateness for treatment. An assessment will help us to determine the appropriate level of care and the types of services that would most benefit you. Drug and Alcohol assessments are \$100 and Gambling and Co-occurring assessments are \$150. Fees, except for assessments, are based on ability to pay and are incorporated into treatment planning. A sliding fee scale may apply and will be discussed with the financial personnel. An Intake interview is designed to acquaint you with the program. Once you have received an assessment you will be placed in the appropriate level of care, referred to more suitable service, or placed on the wait list until services become available.

For questions regarding admission:

Triage at 954-1400 ext. 106
Finance at 954-1400 ext. 405

Client Rights

Bristlecone receives funds from the Substance Abuse Prevention and Treatment Agency.

Therefore:

- You have the right to be provided treatment regardless of your ability to pay.
- Bristlecone is prohibited from imposing any fee or contract which would be a hardship for you and your family.
- You have the right to be provided treatment appropriate to your needs.
- You have the right to be informed of all Bristlecone programs and services which may benefit you.
- You have the right to be informed of the name of your counselor and the professional qualifications of staff involved in your treatment.
- You have the right to be informed of your diagnosis, treatment plan, and progress.
- You have the right to be provided sufficient information for you to understand and consent to treatment.
- You have the right to examine your bill for treatment and to receive an explanation for any charges.
- You have the right to be informed of Bristlecone's rules for conduct at the facility.
- You have the right to receive respectful and considerate care.
- You have the right to receive continuous care: To be informed of your appointments for treatment, the names of the program staff available for treatment, and of any need for continuing care.
- You have the right to safe, healthy, and comfortable accommodations.
- You have the right to confidential treatment. This means that, other than expectations defined by the law, the program may not release information about you. Bristlecone will not confirm or deny that you are a client unless you give us permission to do so.

Grievance Procedure

You have the right to grieve actions and decisions, which, you believe violate your rights as a client. Bristlecone has a grievance procedure for timely resolution of complaints from clients.

You have the right to file a complaint with the State of Nevada if Bristlecone's grievance procedure does not resolve your complaint to your satisfaction, and the right to freedom from retribution or other adverse consequences as the product of filing a complaint. Clients and staff have an obligation to make every effort to resolve any problem that might arise.

The grievance procedure is:

1. The client and counselor, advocate, or other staff member shall meet with the Program Administrator should the matter not be resolved.
2. All of the above shall meet with the Clinical Director within five working days should the matter

not be resolved.

3. The client may meet with the Executive Director within ten business days. The written decision of the Executive Director shall be communicated to the client within five working days of the meeting.
4. Should the client wish to appeal the Executive Director's decision he or she may do so in writing to the Board of Directors within thirty days to the date of the Executive Director's decision.
5. The Board of Directors shall meet with the client within thirty days of the date of the client's appeal.
6. The Board of Directors' decision shall be communicated to the client in writing within five business days of the meeting.
7. The client shall be free from adverse consequences or retribution as a result of filing a grievance.

If you need to contact outside resources, please feel free to contact:

Substance Abuse Prevention and Treatment Agency (SAPTA):

MHDS Administrative Office:

Phone: 775-684-5943

Fax: 775-684-5964

775-684-5966

Join Together Northern Nevada:

811 Ryland, Reno, NV 89502

775-324-7557

Health, Safety and Emergency Procedures

Fire Alarms and Drills:

Be ready for fire drills as they do happen on a monthly basis. Become familiar with all fire exits and building evacuation procedures. See Maps Located throughout Bristlecone for all fire exits. In the case that any alarm goes off at Bristlecone be ready to evacuate the building, emergency or drill alike.

- All occupants are expected to participate fully in the drill.
- Upon sounding of the building fire alarm
 - Evacuate the building at the closest exit.
 - Proceed to the evacuation meeting area.
 - Bristlecone evacuation area on the lawn between the horse shoe pits and the parking lot.
 - Do not re-enter the building until it has been cleared by the proper authorities. If a drill, the maintenance supervisor will be the person to let you back in. If an emergency, emergency personnel will give you the OK.

Fire extinguishers are located in the following areas:

Upstairs

At the end of each long hallway

By the med room

Downstairs

At the end of each long hallway

In the hall outside the intake office

Kitchen inside entry from dining room on left

Outside group room

First-Aid:

In the case of a medical emergency notify the nearest staff member as soon as possible. There is first aid kits located in the kitchen, at the advocate desk, in the medication room and in the administrative office's hallway.

Signing in and group notes

When you arrive at Bristlecone Family Resources, we ask that you first check in at the front desk. If you are here for a group then please ask to sign the appropriate sign in book. We ask at this time to be ready to pay your co-pay to keep up on payments each time you come to Bristlecone.

When you are attending groups, we ask that you sign in on the group notes sheet that is passed around at the beginning of each group. Please print legibly so that your counselor knows that you have attended the appropriate groups. Also sign in under the proper Level of Care. Your counselor will inform you of your Level of Care to sign on the group sheet.

Client Obligations

Please remember that the purpose and spirit of this program is to provide an environment conducive to recovery. We ask that you use common sense, dignity, and respect in your behaviors toward the staff, visitors, and yourself. At anytime you may ask for clarification or a copy of the house rules and behavioral contract.

Appearance - Dress tastefully to standards appropriate to this environment. All shirts, blouses, and tops must completely cover the stomach and midriff area, and have armholes sized so that excessive skin and undergarments are not exposed. All skirts and shorts must be no shorter than 3 inches above the knee. No hats or sunglasses are to be worn inside the building. Shoes must be worn at all times. No clothing

with offensive, gang-related, prejudiced, or advertising alcohol, drugs, cigarettes, or sexually explicit material. No casino or gambling logos allowed.

Expectations- All clients are expected to respect and uphold the confidentiality of all participants in this program. Clients may not possess substances that contain alcohol such as perfume, mouthwash, or cologne. Clients may not possess any weapons of neither any kind nor any tobacco products such as cigarettes or chewing tobacco, all of which are prohibited on the property. Clients cannot have any video games, mp3 players, laptops, palm pilots, pagers, or cell phones while on the unit.

Groups and attendance- Community group is the first group of the day and begins at 9:00 A.M. Please be on time to all groups. Counselors are to determine if they will allow admittance if someone is late.

Please come prepared and ready to participate. Bring all material that may pertain to that group and always bring a writing utensil and paper. There is a church service provided for any clients who have any Christian interest whatsoever. There is also a 12 step/spirituality group provided as well.

Group attendance is not mandatory but neither is treatment at Bristlecone. We ask that if you wish to continue treatment with Bristlecone that you attend all groups that you are asked to participate in.

Drug and alcohol screening- Clients of Bristlecone Family Resources may be drug tested at any time at the discretion of any staff member. All clients entering the building are asked to breathalyze each time they enter.

Tobacco

The Surgeon General of the United States has determined that tobacco smoking is the nation's leading preventable cause of premature death and disability. Tobacco smoke is hazardous to the health of smokers and non-smokers alike. To promote a safe and healthful work environment, and in accordance with the Federal Block Grant, Bristlecone is a tobacco free facility; however, Bristlecone now allows smoking in a designated area off campus during set smoking break times. These breaks are at the discretion of staff and may be cancelled without notice. Any or all tobacco, nicotine products, including vapes are confiscated upon entering the facility and may be returned upon leaving or during breaks. It is our hope that this policy encourages smokers to reduce or eliminate their consumption of tobacco and to protect non-smokers from exposure to tobacco smoke.

Tobacco is not permitted:

- Inside any facility owned or leased by the agency, regardless of location.
- Inside agency vehicles.
- In any off-site campus facility used for spectator sports, meetings, entertainment, dining, or treatment areas, including indoor recreation.

Tobacco is permitted:

- Outdoors off Bristlecone grounds, except within 25 feet from building entrances, exits, or operable windows.

Passes

Normally only after a client has been staying at Bristlecone for two weeks or more their primary counselor may provide them with a pass to leave the premises. Passes are used for various therapeutic reasons such as job search, outside medical, mental health and other reasons determined by your counselor. It is your responsibility to acquire needed passes before your counselor's scheduled day off.

Visiting

Visiting is twice a week, Tuesday from 6:00 P.M. until 8:00 P.M. and Thursday from 6:00 P.M. until 8:00 P.M. This is a chance to reconnect with family and to begin building an environment of recovery for when you leave Bristlecone.

Laundry

Facilities, including supplies are available for those that reside at Bristlecone to ensure clean clothes. We suggest that wash and wear clothing will be more convenient. Dry cleaning services are not available.

Phone Calls

Bristlecone attempts to restrict distractions for the recovery environment and this includes phone calls. Phone times are provided for clients to make personal calls on Friday night (after 5:00 P.M.), Saturday (7:30 A.M. – 9:00 P.M.) and Sunday (7:30 A.M. – 9:00 P.M). Business calls during the week are allowed only if you have a pass from a counselor or made with a counselor.

What to bring

Clothing: You will be asked to remove or cover inappropriate clothing

- Dress for therapy should be casual and in good taste. When in doubt think of what would be appropriate for grade school.
- We recommend that you bring a limited amount of clothing (2 suitcases and 1 carry-on). Keep in mind this will be inventoried upon entering as well as leaving.
- Flat-soled or tennis shoes are recommended. Shoes must be worn outside of your unit at all times. No open toes shoes are allowed in the kitchen at any time.
- Personal toiletries such as shampoo, conditioner, lotion (does not contain alcohol), shaving cream, razors, toothbrush, toothpaste, floss, and any other needed toiletries. Bristlecone does have a limited supply of some of these items that are donated.
- I.D. and insurance cards.
- Recovery related reading material, pens, pencils, paper, envelopes and stamps (if planning to mail anything).

- Any electrical items such as hair dryers, curling irons, or electric shavers will be checked for safety.
- Prescriptions that are taken regularly are current and at least a week worth.

What not to bring

Any items being brought in to Bristlecone may be inspected at any time.

- Electronic devices such as: video games, Mp3 players, laptops, palm pilots, pagers, CD players, tape players, any type of portable electronic media, electronic address books, audio or video equipment, TV's or cameras of any kind.
- Items that contain alcohol in the first 4 ingredients, i.e., Perfume, cologne etc.
- Weapons, firearms, supplies or knives of any kind. No weapons are to be on the property, in the building, or in cars in the parking lot
- Tobacco - There is no smoking or using any other tobacco/nicotine products in the building or on Bristlecone property. Bristlecone provides designated smoking breaks offsite that may be revoked without notice.
- Excessive or expensive jewelry.
- Prescription medication that is not yours, mixed with any other pills in any way shape or form or not current.
- Food, chewing gum, candy of any kind, breath mints, beverages of any kind or any other consumable products, unless donating to the kitchen.
- Illegal substances or mood-altering drugs.
- It is recommended that you do not bring anything of value. Bristlecone can lock such items up but is not responsible for loss, damage or theft of any personal property.

Contraband and Searches

At times it will be necessary to search client property and living quarters for contraband. The importance of this policy is to identify contraband and to prevent the entry of contraband into the therapeutic environment for the safety and well beings of all clients and staff alike.

Contraband is a term used to describe prohibited or unauthorized items. Items that are clearly considered contraband in the treatment environment include:

Weapons

- Illegal or unauthorized drugs
- Intoxicants
- Flammable items
- Items with a sharp edge

- Other items modified for other than their intended use such as torn sheet or clothing, electrical cords, silverware, wire, etc., may be considered contraband if staff believes it to be.

Resources

Included is the resource directory originally developed by Reno Police Department (RPD) Downtown Enforcement Team (DET) and the Crisis Call Center. We believe in empowering individuals and families by offering them the tools to assist themselves.



This pamphlet was originally created by the Reno Police Department (RPD) Downtown Enforcement Team (DET) to assist in outreach efforts within our community. The Downtown Enforcement Team since that time has worked to bring Crisis Intervention Team (C.I.T.) training to Northern Nevada to assist law enforcement and our communities in delivering better services to those with mental health related challenges in their lives. The Northern Nevada Crisis Intervention Team program now maintains and continues this informational flyer.



Note: The United Way of Northern Nevada and the Sierra does not provide any specific services available to the general public within the scope of this informational pamphlet. However, without the support and involvement of the United Way of Northern Nevada and the Sierra many of the programs and services described within this pamphlet would not be possible.

Crisis Call Center



The Chinese Symbol for Crisis

Represents

Danger and Opportunity

Also, the Reno Police Department Downtown Enforcement Team would like to acknowledge the invaluable assistance of the Crisis Call Center Team.

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Some of the links below may no longer be valid. We update whenever broken links are discovered.

- Section 1** - Clothing, Food and Shelter Services, Day Care and Providers.
- Section 2** – Health and medical services and providers.
- Section 3** - Disabled Persons Services.
- Section 4**– Mental health, substance abuse rehabilitation, co-occurring disorders and support group services.
- Section 5**- Homeless Evaluation Liaison Program (H.E.L.P.).
- Section 6** – Employment and re-entry services and providers.
- Section 7**- Nevada Identification card replacement.
- Section 8** – Court Locations and Services.
- Section 9** – Legal Services.
- Section 10** – Youth, Young Adult and Teen Pregnancy Services.
- Section 11** – Convicted Persons, Ex-Felon and Sex Offender Registration.
- Section 12** – Commonly Violated Downtown Reno Municipal Code laws.
- Section 13** – Commonly Violated City of Reno Public Park Ordinances.
- Back Cover** – Map Legend and Services Map for Downtown Reno area.

CLOTHING, FOOD AND SHELTER SERVICES

Catholic Community Services: (775) 322-7073 500 E. 4th St., Reno NV, 89512. Provides food bank and clothing and some motels for families.

Center Street Mission, Freedom House: (775) 786-8035 501 Elko Street, Reno NV 89512 Provides 6 month live in addiction program for men (Freedom House), \$100 per week, must be able to work.

Center Street Mission Love House:(775) 348-587 817 S. Center Street, Reno NV, 89512

Provides 6 month live in addiction program for women. (Love House).

\$100 per week, must be able to work.

Children's Cabinet: (775) 856-6200 1090 S. Rock blvd Reno, NV Provides to eligible families day care subsidy, child care referral service, early education parenting classes free of charge, child care training, scholarships for early education professionals, family counseling (10 free sessions), various teen programs including Teen's Doing Stuff volunteering in the community, Project Walk about, family story teller program, Safe Place haven and Independent Living Program for Foster youth.

Community Services Agency: (775)786-6023 1100 E. 8th St. Reno, NV 89512 Head Start program pre-School program for children ages 3-5 at no cost to eligible families. A variety of programs and education activities are offered in a safe learning environment. Children may be eligible to receive free medical and dental care, free healthy meals and snacks. Services are also offered to meet the special needs of children with disabilities. Parents are encouraged to become volunteers.

Good Shepherd: (775) 348-0605 2nd St., Reno NV 89502 Provides clothing from 10:30 am to 3:00 pm, Mon. thru Fri.

Gospel Mission: (775) 323-1560 355 Record Street, Reno NV 89501 Provides 3 free nights housing \$10.00 a night after 3 nights. Provides breakfast and dinner for residents only. 1 year long alcohol treatment program. Breakfast served to non-residents, Mon. through Sat. 5:00 am to 5:30 am, first come first served

Family Promise (Interfaith Hospitality Network of the Truckee Meadows):

(775) 284-5566 P.O. Box 20988 Reno NV, 89515-0988 Provides families with children with temporary shelter, meals, assists with housing and employment requirements, assists in finding services Max 14 persons including children.

Reno Assistance Center (RAC):(775) 329-8070 315 Record St., Reno NV 89512 Provides housing for 30 days in a one year period. TB test required to stay there. 5 PM curfew. Light breakfast and evening meals provided for registered persons only. Showers provided to the public with proper ID from 10AM to 4PM. Referrals and assistance to other services and temp work agencies.

Rivendel 24/7TLC: (775) 784-8085 561 Keystone Ave #296 Reno, NV 89503 (mailing address) Provides young adults between 18-24 yrs old daily supervised guidance and support, life skills, resource location, education resources and requirements, employment requirements, long and short term housing.

The Salvation Army Social Services Department:(775) 688-4555 Sutro Street, Reno NV, 89512 Open Monday – Friday 9:00 a.m. – 4:00 p.m., Closed noon for lunch. DAILY SERVICES PROVIDED: Clothing vouchers, vision and dental referrals, bread and pastry line (daily), kitchen starter (one time only), diapers (when available), emergency food boxes (every three months), prescription program (antibiotics only), monthly UNR health clinic (call for schedule and services), mattress program (call on Tues. and Thurs. at 9:00 am), and holiday outreach for families, individuals and seniors. Referral List for: utilities, shelter and rentals. NOTE: The Salvation Army services are provided to meet emergency needs, not chronic situations.

St. Vincent's Dining Room: (775) 322-7073 Valley Road, Reno NV 89501 Provides lunch Monday thru Saturday 1130AM, Provides breakfast Sunday 8:30AM.

HEALTH AND MEDICAL

Alzheimer's Association: (775) 786-8061 Safe Return 1-800-572-1221 705 S. Wells Ave #225 Reno, NV Provides information for families who have family members with Alzheimer's, including Safe Return a 24 hour nationwide hot line identification, support and enrollment program.

Crisis Pregnancy Center:(775) 826-5144, help line 800-395 HELP 200 Brinkby Ave. Reno, NV 89505 Provides supportive housing for young pregnant females, information, support, referrals and testing all free.

HAWC Outreach Medical Clinic:(775)324-2599 624 East 4th St. Reno, NV 89502 Provides free health, dental and vision care to the homeless.

Kids and Senior's Corner: (775)673-7511 Provides on site assistance for homeless children and seniors including social services, immunizations, food, clothing, bus vouchers, medical needs and financial assistance for the uninsured at various locations in Reno.

Northern Nevada HOPES (H.I.V. Outpatient Programs Education and Services):

(775) 786-4673 445 Ralston St.(Social Services Building) Provides housing services to HIV patients, Food pantry, counseling and testing, general assistance with applications for government services, and substance abuse counseling.

Nevada Division of Aging Services:(775) 688-2964 445 Apple St. #104 Reno, NV 89502 Provides funds to local service providers and in home care to persons 65 +.

Nevada State Welfare Department: (775) 684-7200 3697 Kings Row Suite D Reno, NV 89505 Provides temporary housing assistance, food stamps, family medical coverage and MAABD through the State of Nevada for those who qualify.

Northern Nevada Medical Center: (775)331-7000 2375 E Prater Way Sparks, NV 89431 Provides health care including Emergency Room care 24 hours a day.

Orvis Nursing Clinic: (775) 327-5000 401 West 2nd. Street Reno, NV 89501 Provides free or on a sliding scale fee to those who qualify, medical services. Those persons with out insurance must call 327-5276 for an appointment and eligibility requirements.

Sierra Regional Center(SRC):(775) 688-1930 605 S 21st St. Sparks, NV 89431 Provides family support, vocational support, diagnosis and counseling, psychological support and service coordination/case management for persons with developmental disabilities.

St. Mary's Regional Medical Facility: (775)770-3000 235 West 6th Street Reno, NV 89501 Provides health care including Emergency Room care 24 hours a day.

Veterans Affairs Sierra Nevada Health Care System:(800) 827-1000 1000 Locust St. Reno, NV 89502 Provides health care including Emergency Room care 24 hours a day to US. Veterans.

Washoe County Social Services: (775)328-2300 1001 East 9th St. Reno, NV 89512

Washoe County Social Services: (775) 784-7301 350 South Center Street Reno, NV 89502 Provides various needs to Washoe County Residents only including financial benefits including retirement, survivor benefits, Medicare, immunizations, W.I.C., supplemental security income (SSI) and supplemental security disability (SSD).

Washoe Medical Center: (775)982-4100 77 Pringle Way Reno, NV 89502 Provides health care including Emergency Room care 24 hours a day

Washoe Medical Center Clinic: (775) 982-5270 21 Locust Street Reno, NV 89502 Provides health care free of charge for those who qualify.

DISABLED PERSONS SERVICES

Care Chest of Sierra Nevada: (775) 829-2273 7910 N. Virginia Street Reno, NV 89502 Provides medical equipment, supplies and some medical prescription services.

Northern Nevada Center for Independent Living: 775-353-3599 999 Pyramid Way Sparks, NV 89431 Home modification, Citi lift information, advocacy, social security information, recreation programs, and resource referral.

MENTAL HEALTH, SUBSTANCE ABUSE REHABILITATION, CO-OCCURRING DISORDERS AND SUPPORT SERVICES

Alcoholics Anonymous (“AA”):(775) 355-1151 Substance abuse support groups.

American Therapeutic Association: (775) 355-7734 2105 Capurro Lane, Suite 100, Sparks NV 89431 (entrance off Sullivan Lane) Methadone maintenance, \$7.00 per day.

Bristlecone Family Resources : (775) 954-1400 S. McCarran Blvd Reno, NV 89502 Family and personal substance abuse treatment center.

Center Behavior Health : (775) 333-5233160 Hubbard Way Suite A , Reno NV, 89502 Opiate abuse maintenance and counseling out patient center.

Children’s Behavior Services (CBS): (775)688-1600 2655 Enterprise Road Reno, NV Provides a range of mental health services to severely emotionally disturbed and/or behaviorally disordered children, adolescents and their families. A continuum of treatment is available and includes early childhood programming, active case management, outpatient counseling, community based group homes and inpatient residential treatment for the adolescent population. CBS strives to provide quality mental health care and treatment in the least restrictive programming environment and utilizes community based family oriented, individualized services developed to address then unique needs of each child and family.

Crisis Call Center:(775) 784-8090 (TDD Compatibility), (800) 992-5757 Referral, counseling and resource center, 24 hour hot line for persons in crisis including suicide.

National Alliance for the Mentally Ill (NAMI):(800)950-6264 or (775)322-1346 Provides helpline for questions, resources and education.

Narcotics Anonymous (“NA”): (775) 322-4811 Substance abuse support groups.

Northern Nevada Adult Mental Health Services (NNAMHS): (800) 688-2001 480 Galletti Way, Sparks NV 89431 State of Nevada Mental Health facility offering an array of programs and services, in and out patient, for those with a mental illness.

Restart: (775) 324-2622 490 Mill St. Reno, NV 89512

Mental Health Support Center provides assistance thru a case managed program including mental health treatment, substance abuse counseling and money management thru case management, housing assistance, a day center and community outreach. Restart does not provide emergency shelter services.

The Salvation Army:(775) 688-4570 2300 Valley Road Reno NV, 89512 Provides 6 month drug and alcohol counseling.

Step 1 (Men’s Assistance): (775) 322-3576 Recovery house and counseling.

Step 2 (Women’s Assistance):(775) 787-9411 Recovery house and counseling for drugs and alcohol, transitional housing for those in the program after some tenure.

Substance Abuse Hotline (Crisis Call Service):(775) 825-4357 (800) 450-9530

Referral, counseling and resource center.

Veterans Affairs Sierra Nevada Health Care System: (800) 827-1000 1000 Locust St. Reno, NV 89502 Health Care for Homeless Vets provides health care including Emergency Room care 24 hours a day to Honorable or General discharged US. Veterans.

West Hills Hospital:(775) 323-0478 9th St., Reno NV, 89512 Provides Substance Abuse and Mental Health Services.

HOMELESS EVALUATION LIAISON PROGRAM (H.E.L.P.)

(775) 334-3874 155 Stevenson Street Reno, NV – (Inside Greyhound Bus Station)

The Homeless Evaluation Liaison Program (HELP) office is located inside the Greyhound Terminal located. The HELP office can provide assistance to the chronically homeless population in Washoe County. This Police and Sheriff's combined effort can assist with contacting friends or family members; provide work referrals or information about other social services available to homeless individuals and families. The office is open seven days a week from 9:30 am to 3:30 p.m. If the office is not open a sign will be displayed indicating the expected return time for that day.

EMPLOYMENT AND RE-ENTRY

ReStart: (775)324-2622 490 Mill St. Reno, NV 89512 Provides assistance thru a case managed program including mental health treatment, a safe haven place for homeless and families to go, showers, food, counseling, money management along with limited housing assistance. The Supportive Housing Program (WISH) provides transitional housing for up to 24 women, families and single father w/ mental health or dual diagnosis issues and their children thru a case managed program. The Standing Together to Act Responsibility (STAR) provides families an opportunity to secure temporary housing thru a case managed program. Restart does not provide emergency shelter services.

Nevada Job Connect: (775)336-5400 1675 E. Prater Way # 103 Sparks, NV 89431

Nevada Job Connect: (775) 834-1970 4001 S. Virginia Street Reno, NV 89501 (Reno Town Mall) Provides resume assistance, Unemployment claims, job search, career enhancement training, Job Opportunities In Nevada, Veteran Affairs Representatives, Vocational Rehabilitation and Job Corps.

Social Security Administration: (800)772-1213 1175 Financial Blvd. Reno, NV 89502 Provides benefits programs, eligibility for Medicare and administers Supplemental Security Income Program (SSI).

State of Nevada Casual Labor:(775)688-1240 420 Galletti Way Sparks 89431 provides employers or individuals with work force employees for various day labor jobs.

A-Spear Workforce:(775) 337-0113 1185 California Avenue suite H Reno 89503 Provides employers or individuals with work force employees for various day labor jobs. Potential employees must be at the office at 5:30 AM, have identification, a Social Security Card, sober and drug free. Employees will be paid at the end of the work day.

Labor Ready (775)322-9678 1123 E 6th St. Reno, NV 89502 Provides employers or individuals with work force employees for various day labor jobs. Potential employees must be at the office at 5:30 AM, have identification, a Social Security Card, sober and drug free. Employees will be paid at the end of the work day.

NEVADA IDENTIFICATION CARE REPLACEMENT

State of Nevada Department of Motor Vehicles: (775) 684-4DMV 305 Galletti Way Reno, NV 89512 Provides Nevada driver's license and identification cards, vehicle registration requirements by the state of Nevada.

Homeless Exemption; The 2005 Nevada Legislature (Assembly Bill 84) authorized the Department to waive the \$16.25 fee for homeless persons to obtain a duplicate Nevada (only) driver's license or identification card. This is a one-time exemption for duplicate licenses only. You must apply for this in person at the DMV office and submit the proper (Proof of Identity) the DLD-1 License Application and the following form. There are restrictions and possible limited or reduced fees.

LEGAL SERVICES

Washoe Legal Services:(775)329-2727 650 Tahoe Street Reno, NV 89501 Washoe Legal Services is a non-profit legal service provider that is dedicated to helping low-income residents of Washoe County, Nevada in the following areas of law; Immigration, Housing Discrimination, Americans with Disability, Landlord Tenant Housing, Counseling, Consumer Issues, Debt Collection and Bankruptcy, Family Law/Domestic Violence and Child Advocacy Program.

YOUTH, YOUNG ADULT AND TEEN PREGNANCY PROGRAMS

24 – 7 TLC, Transitional Living Communities: (Rivendel Independent Living Program):(775) 787-0402Mailing Address: 561 Keystone Ave. PMB #296, Reno NV 89503-4331 Phone: Provides limited housing services to young adult men and women ages 18 to 24 years. Includes life skills training and education programming.

The Children’s Cabinet:(775) 856-6200 1090 S. Rock Blvd., Reno NV 89502

General youth services, parenting support and classes and emergency youth shelter and runaway services.

Planned Parenthood of Northern Nevada: (775) 688-5555 455 W. 5th St., Reno, NV 89501 24 hr.

Facts of Life Line: (800) 711-9848 Provides teen pregnancy services and women’s health services.

The Pregnancy Center: Help-Line: (800) 395-HELP (4357) 200 Brinkby Ave., Reno NV 89503

Web-site: care-net.org Provides teen pregnancy services.

CONVICTED PERSONS, EX-FELLON AND SEX OFFENDER REGISTRATION

Note: The State of Nevada and the cities and counties within its borders have strict registration laws and procedures for those convicted of felony offenses, drug related offenses and sex offenses. Penalties for violating the registration requirements can range from misdemeanor to felony level offenses. Within Washoe County, registration or verification of need for registration can be accomplished at one of the appropriate police or sheriff’s stations:

State of Nevada Adult Parole and Probation: (775) 688-1000 10 State St., Reno NV 89502

The Reno Police Department:(334) 334-3875 455 E. 2nd Street, Reno NV 89502

The Sparks Police Department: (775) 353-2279 1701 Prater Way, Sparks NV 89431

The Washoe County Sheriff’s Office: (775) 328-3001 911 Parr Blvd., Reno NV 89506

<http://www.uwayreno.org/>

<http://www.crisiscallcenter.org/>