

A large American flag is draped across the background, its stars and stripes contrasting with a vibrant sunset or sunrise sky filled with orange, red, and yellow clouds. In the foreground, the silhouette of a soldier's head and shoulders is shown in profile, facing right. A hand is visible on the left, saluting the soldier.

WE SERVE THOSE
WHO HAVE SERVED
US ALL!



Serenity Prayer

God grant me the serenity to accept the things I cannot change,
the courage to change the things I can, and the wisdom
to know the difference.

Living one day at a time; enjoying one moment at a time;
accepting hardships as the pathway to peace;
taking, as He did, this sinful world as it is, not as I would have it;
trusting that He will make all things right if I surrender to His Will;
that I may be reasonably happy in this life
and supremely happy with Him forever in the next.

Amen.

A Prayer for Courage

Lord, I ask for courage.
Courage to face and conquer my own fears....
Courage to take me where others will not go.
I ask for strength...
Strength of body to protect others...
Strength of spirit to lead others.
I ask for dedication...
Dedication to my job, to do it well.
Dedication to my country, to keep it safe.
Give me Lord, concern...
For those who trust me and compassion for those who need me.
And please Lord...
Through it all, be by my side.





WELCOME

The HERO Program (Heal, Empower, Recover, Overcome) is a Veteran Residential Treatment program. Our program is specialized and designed to meet the issues/needs associated with Military Service.

The staff at HERO understands that you are experiencing difficulties that are impeding your life activities, ability to be productive, and being positive in all areas of life. The primary goal of HERO Program is to ensure a safe, secure environment for reestablishment into family, community, and spirituality.

TREATMENT PHILOSOPHY

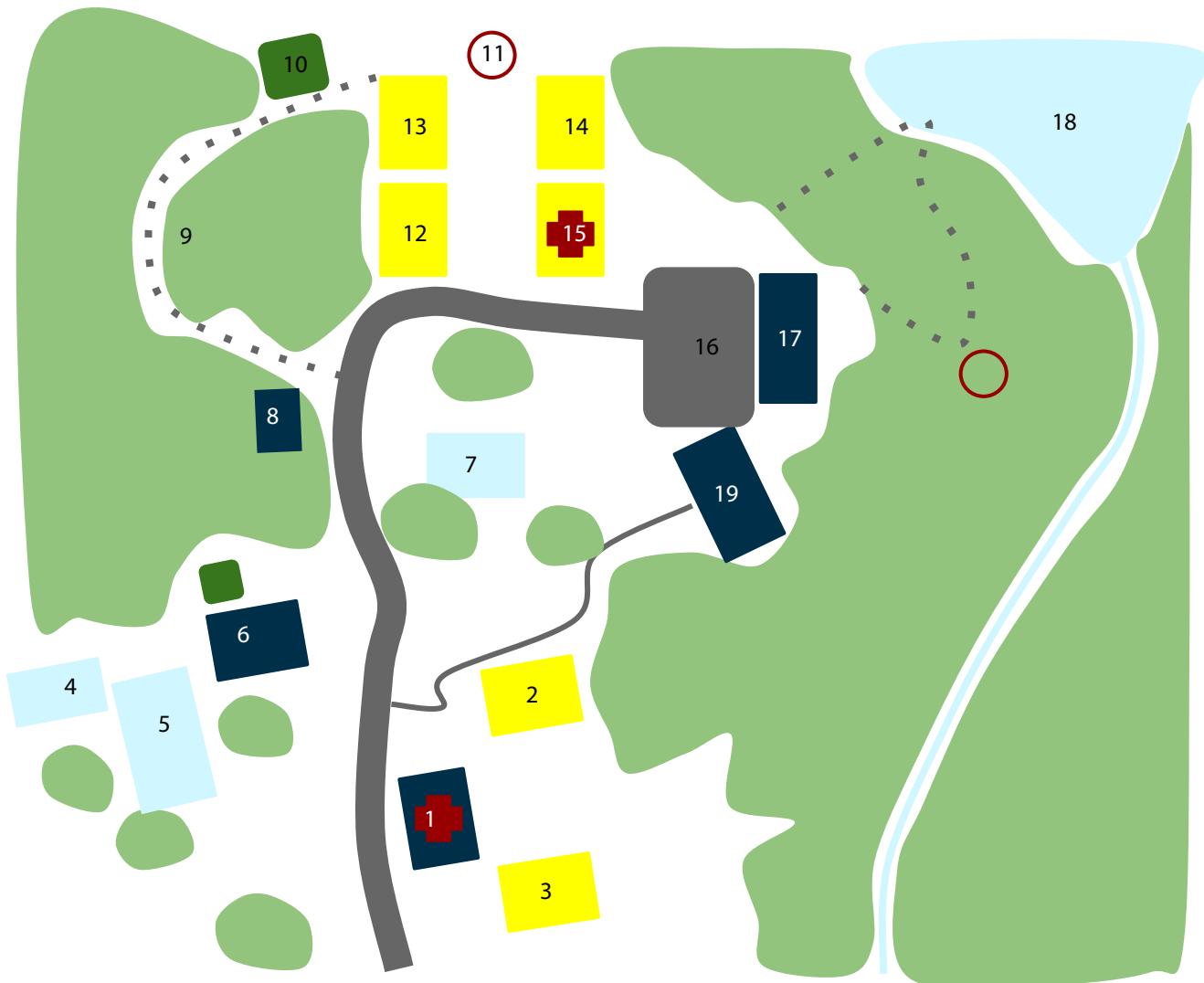
The mission of HERO Program is to provide the most modern, evidence based treatment modalities available to evaluate and treat military Heroes with issues commonly experienced by service members such as psychiatric, chemical dependency, and/or co-occurring disorders related to military service/combat and understanding day-to-day life.

Our HERO Program provides the highest quality of care and treatment for those experiencing emotional, behavioral, cognitive, and chemical dependency issues. Our treatment includes Cognitive Behavioral Therapy (CBT), Dialectical Behavior Therapy (DBT), Eye Movement Desensitization and Reprocessing (EMDR), 12-Step Facilitation (TSF), and specific therapies or individual needs.

We treat with a holistic approach in a safe and secure environment. We acknowledge that each veteran has their own aspiration for treatment outcomes and hope to help realize the goals associated with the above.

HERO Program puts veterans care number one on its list of priorities. We believe in order to remain a distinguished entity in behavioral health care, we must be diligent in striving to improve our services and expanding our dimensions in order to restore dignity in the lives of our clients and instill in them the skills to maintain lasting recovery and return to meaningful lives.

MAP OF THE HERO CAMPUS



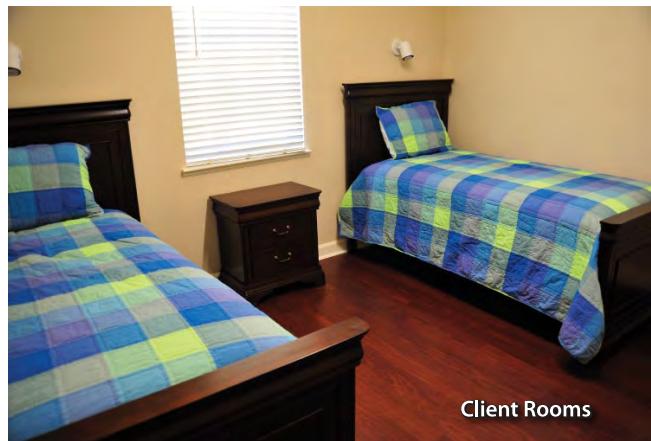
HERO Campus Map Key

- | | |
|------------------------|-------------------------------|
| 1 South Nurses Station | 11 Fire Pit |
| 2 Apt A/B | 12 Apt E |
| 3 Apt C/D | 13 Apt F |
| 4 Workout Pavilion | 14 Apt G |
| 5 Basketball Court | 15 Apt H/ Nurses Station |
| 6 Admin Building | 16 Parking Lot |
| 7 Volleyball Court | 17 Counselor Offices |
| 8 Grp Room/ Media Lab | 18 Fishing Pond |
| 9 Trail | 19 Chow Hall/ Grp Rm/ Offices |
| 10 Garden | |

HERO Campus



HERO Campus in Opelousas, Louisiana is situated on a 22-acre wooded area providing security, serenity, and comfort.



TREATMENT TEAM

Treatment Team Members

- **Psychiatrist:** You will meet with the Psychiatrist for an initial assessment and thereafter weekly or as needed in order to follow medication efficacy and progress in treatment.
- **Nurse Practitioner:** You will meet with the Nurse Practitioner for an initial assessment and then as needed for any medical issues you may experience or request.
- **Counseling Staff:** The counselors are responsible for assessment, individual/group therapy, treatment planning (with the input of the entire treatment team), discharge planning, and updates to the VA. The counselors ensure that you are a part of the treatment planning process and encourage you in meeting your goals in a supportive manner.
- **Nurse:** Nursing staff consists of the nurses who are on duty 24/7 and work directly with our Psychiatrist and a Nurse Practitioner to ensure that your medical and medication needs are being met.
- **Family Members:** We encourage you to include your family members in the treatment process. If you would like your family to be involved, please inform your case manager and they will guide you in how to include your family.

MENTAL HEALTH TECHNICIANS

Technicians ('Techs'). Our staff is on duty 24 hours a day, seven days a week. Mental Health Technicians have many varied job duties. Their main responsibility is to make sure that you, the client, are safe from harm. You will find that these individuals will also become a very important part of your stay. They are also an extension of the clinical and medical staff, and are part of your first line of care. They are available to answer any questions you may have, and can direct your concerns appropriately. They will all treat you with dignity and respect at all times. It is expected that you will treat them with respect and courtesy in return.

ADMISSIONS PROCESS

Shortly after your arrival, you will be asked to provide a urine drug screen. A picture of you will be taken and placed in your medical record. The personal property that you brought with you will be inventoried by a staff member who will tell you what you can keep or held in safekeeping until your departure. After entering the treatment community, you will be assigned to an apartment and a room in which you will share with other roommates.

Hero Program is a residential program thus all services are provided on grounds. During your stay, you are expected to stay on the grounds of the facility. Should you have any appointments off grounds, HERO staff will transport and accompany you.

Admission Requirements:

18 and Older

Veteran

Substance Abuse and/or Psychiatric Problems

Willingness to Participate



WELCOME LETTER / PACKING LIST

Dear HERO client,

My name is Johnny Patout and I am the Clinical Director at HERO Program. First, thank you for trusting us with your recovery; it is a responsibility that we take seriously. Second, the reason you are receiving this is to become familiar with our procedures so that we can support each other in helping you find recovery.

Before you arrive:

1. Your length of stay is determined by your progress. It may seem like an eternity but it goes by quickly. Please avoid over packing as storage space is limited. Also, we search the apartments on a regular basis and excessive possessions makes our job that much more difficult. Here is a general idea of what to bring:
 - 5 shirts (allow for physical activity)
 - 3 pants (allow for physical activity)
 - 2 shorts (allow for physical activity)
 - 2 pairs of shoes; include one pair of athletic shoes for physical activities
 - 5 pairs of underwear
 - 1 rain jacket
 - 2 sweat shirts or jackets, depending on the season
 - Favorite pillow or blanket
 - Toiletries (products MUST NOT contain alcohol as an ingredient, i.e. hair spray, after shave)
 - Bath towels/wash cloths
 - If you use tobacco products, the only tobacco products allowed are cigarettes and vapes. Dip/chew is NOT allowed.
 - Hygiene and grooming are your responsibility
2. Begin to understand that communication will become minimal while in treatment compared to having access to family and friends at home. Your counselor will communicate with your family, or significant others at least once a week if given permission by you. You will have opportunities to use the assigned phone during scheduled times. With consideration, regarding the matters to which you are dealing with at present time, communication outside of HERO Program may not be conducive to your recovery. Part of residential treatment is to separate yourself from the negative environment from which you come and have you focus on yourself and your recovery.



HERO PROGRAM COMMUNITY EXPECTATIONS

1. **No drugs or drug paraphernalia** allowed on HERO Program property.
2. **No use of alcohol or drugs** are allowed while in treatment or off site, other than medications prescribed by the physician.
3. **Smoking is to be in designated areas only.** Dip and dip pouches are NOT allowed. Giving cigarettes to other clientele is not recommended.
4. Clients are expected to be respectful to staff members and peers. They are also expected to follow staff directions.
5. Please be respectful of HERO Program's property. No writing on or breaking furniture. You will possibly be charged for any damages.
6. No acts of self-harm. Clients must refrain from any acts of self-harm including cutting and tattooing. Failure to do so will result in being placed on observation and a "Safety Plan".
7. Cellphones will be kept in safekeeping. You can sign-up for media lab and a staff member will ensure your phone is present so that you may use it during the designated time.
8. Confidentiality of other clients must be respected at all times.
9. Wake up time is between 6:00am & 6:30am on weekdays and 7:15am to 7:30am on weekends. Clients must be out of bed at this time.
10. Clients are to attend and be on time for all meetings and activities unless excused by clinical/nursing staff.
11. All offices are off limits unless accompanied by the staff member who occupies that office.
12. **During medication times**, clients are to remain in the assigned area with a tech until called on by the nurse. **You will be called into the nursing station individually. You will be visually monitored, and required to follow medications with a full glass of water. You may also be asked to perform a mouth sweep.** We take proper medication administration very seriously.
13. **Physical contact between clients is prohibited.** This includes horse play and cuddling. HERO program is a 'No Touch' facility.
14. No sexual activity between clients or between clients and visitors.
15. Clients are not to leave the community without informing Tech staff when leaving community area. This will ensure that Tech's know where to look for you in the event that you are needed.
16. Should the occasion occur when you are off site without staff, you will be given a urine drug screen and searched upon return to campus.

Behaviors that may lead to transfer to a higher level of care, discharge, and/or legal action:

17. Possession of drugs, drug paraphernalia, or weapons on HERO Program campus.
18. Leaving campus without authorization ("Elopement").
19. A pattern of disrespect to staff or peers.
20. Violence or threats of violence (Physical or verbal).
21. Self harm or threats of self-harm.
22. Property damage.

Dress Code:

23. Clothing should be appropriate for the environment. Sagging pants, or any items of clothing with addiction or gang-related signs/slogans are not allowed. You may be asked to change into more appropriate clothing at any time. This list is not exhaustive. Any clothing deemed inappropriate by staff may be confiscated.
24. No sunglasses worn inside without a physician's order.
25. No tattooing or other permanent body modifications while in treatment, including while off grounds.
26. Shoes must be worn at all times outside of apartment.
27. All jewelry will be examined during admission. Jewelry will be subject to staff discretion during treatment.

Food:

28. No chewing gum in HERO Program is allowed at any time, unless it is part of your smoking or dipping cessation program. Use of nicotine gum requires a physician's order.
29. No food allowed during groups or in the group room. Drinks are allowed but you are responsible to take trash with you after group ends.
30. No **OUTSIDE** food or snacks allowed except during visitation.
31. Food from outings/visitation must be consumed at that time or surrendered to a tech.

Our goal at HERO Program is to assist clients in learning the necessary skills not only for their recovery, but also those skills needed to be successful in the "real-world". Consequences are not intended to punish, but are instead an opportunity for clients to learn more appropriate ways to conduct themselves. We also want to recognize clients for displaying positive behaviors. Staff will report to the treatment team these individuals so they can be recognized for such behaviors.



APARTMENT EXPECTATIONS

1. All clients' names and room numbers must be written on the dry erase board in apartment at all times. This is for safety as well as logistical reasons.
2. Clients are not to enter into other clients' apartments or rooms unless otherwise directed by staff. Please congregate in the group rooms provided. This is to ensure that clients have privacy and a place to relax away from the larger group.
3. Beds should be made every morning.
4. Personal belongings will be stored in the closets. No clothing or other items will be left lying on the bed or floors. Shoes will be stored in the closet when not being worn.
5. All daily cleaning in the apartments will be completed at scheduled times, including on weekends. Chores are assigned and rotated on a weekly basis. It is the responsibility of the client assigned to that task to ensure that it is cleaned regularly and thoroughly.
6. Daily inspections of the apartments will be conducted by staff. All chores are expected to be done by client assigned to each chore.
7. The refrigerator must be clean at all times.
8. No open drinks allowed in refrigerator.
9. No drinks allowed in the freezer overnight.
10. All wet towels and washcloths must be hung to dry in the client's closet. Hygiene items are recommended to be kept in your closet after bathing.
11. Clients must be fully clothed at all times unless participating in physical activity (i.e., volleyball). Shirt/pants must be worn outside of bathroom and bedroom. Clothes should be worn while sleeping.

GROUP EXPECTATIONS

1. Clients are to attend and be on time for all meetings and activities except when excused by clinical/nursing staff.
2. Clients must ask for permission to leave any scheduled groups.
3. No food is allowed in group.
4. Whenever possible clients are to use the restroom prior to group.
5. No sleeping during groups.
6. No cross-talking discussions during group.
7. No sunglasses are allowed in any groups or inside any building at any time.
8. Do not work on other assignments during scheduled groups.
9. Clients are to respect the confidentiality of other clients' information shared in group; what happens in group stays in group.

AA EXPECTATIONS

During treatment you will be exposed to the Twelve Step modality. You are not required to believe anything or agree with the modality. You are however, expected to be respectful to volunteer speakers and sponsors, and the process itself. Speakers are scheduled regularly on campus. Clients may also be allowed to attend off-site AA if their behavior warrants. Outside meetings are to be signed up for in advance.

1. Clients' behavior shall be respectful and be courteous towards others attending the AA meetings. Staff will monitor and will be responsible for making decisions regarding appropriate behavior.
2. In-house meetings will generally include an outside speaker or will be run with staff assistance.
3. Please refrain from crosstalk.
4. Keep all chair legs on the ground.

GROUP FEEDBACK SUGGESTIONS

1. Speak in "I" statements when offering feedback or doing your own processing.
2. Relate experiences, successes, and failures.
3. Talk about what you did or felt, rather than what you think or know.
4. Try to relate your feelings. Concentrate on the basic feelings: joy, sadness, anger, shame, guilt, fear, pain, and loneliness.
5. "Honesty" relates to whether or not he told the truth.
6. Respond to how their experience relates to your experiences.
7. Do not give advice.
8. Share your feelings about similar situations that you experience. This will let you and others know that they are not the only ones facing hardships.
9. Leaving group to de-escalate is approved.

EXPECTATION INFRACTIONS

1. Clients are to follow the expectations of the community.
2. Should a client break an expectation they can expect to either be redirected or put on engagement contract by the staff.
3. The treatment team will decide consequences based on the type of expectation violation that has occurred.
4. A client may be placed on an engagement contract as an intermediate step between residency and discharge, should those behaviors noted be continued.

THERAPEUTIC COMMUNITY

A therapeutic community is defined as a group of people who come together in such a way as to promote positive change and personal growth. At HERO Program, we expect our senior peers to "lead the community". All senior peers are expected to do the following:

1. Display recovery behaviors.
2. Assist new clients with learning routines and expectations.
3. Act as a role model to other peers.
4. Assist and encourage peers to attend and participate in group sessions.
5. Assist staff by encouraging peers to complete daily chores.
6. BE A LEADER!

PHONE CALLS

Phone calls should be limited to positive family, friends, and significant others that are supportive to your recovery. No phone calls are to be made for the first seven (7) days of treatment unless to your lawyer or special approval by primary counselor. You must sign up for phone time on the posted list. This will be your ONLY time spot to use the phone. If you give up your spot, you will not get another chance to use the phone until the next day. If someone calls the facility for you, the call will NOT be transferred to you unless that person is on your contact list. Phones times are **Sunday-Thursday 4-10pm** and **Friday-Saturday 2-11pm**.

CLIENT MAIL

Mail is checked every afternoon by Admin personnel. Techs are to retrieve client mail/packages from Admin office at 2:30. Mail is then delivered to clients by Techs. Clients are NOT allowed to go to Admin office to check for mail and/or packages. Clients will be given mail by staff and must open mail in their presence. Clients are required to pay for all envelopes and postage for outgoing mail. Any contraband will be moved to confiscation for safekeeping or disposed of. Same rules apply during weekends- Techs will deliver any packages at 2:30.

LAUNDRY

HERO Program provides laundry detergent for all clients. Please use the correct amount of detergent as too much detergent can cause damage to machines and clothes! Laundry is NOT to be done before 5am or after 10pm by staff or clients.

T.V. TIME

Clients are allowed to watch T.V. Sunday-Thursday 5am-10pm and Friday-Saturday 5am-11pm. Staff is also not allowed to have the T.V. on after this time. Rec Room will also be locked at 10:30pm each night. Lights go out Sunday-Thursday at 10:30 and Friday-Saturday at 11:30.

COMMUNITY AREA

Clients are expected to inform Tech on duty when leaving the common community area when going to counseling office, garden, or other side of campus. This is to ensure that Tech staff will know where you are in the event that you are needed. All offices are off-limits unless accompanied by the staff member who occupies that office.

ADMIN BUILDING

Clients are NOT to go to Administration building unless requested or an appointment has been scheduled with a staff member in the admin building. If you need to schedule or speak to someone in Administration, please inform the Tech or Nurse on duty and they will call to inform Admin Staff. Any documents needed can be obtained by a tech or nurse who can then turn in to the appropriate Admin Staff.

MEDIA LAB

Clients are not allowed in media lab for the first seven (7) days of treatment. Clients who wish to attend Media Lab must sign up on the posted list. If you do not sign up, then you will NOT be allowed to attend. Sign up list is posted from 8:00 – 12:00.



VISITATION GUIDELINES

***Visitation will resume in January 2023**

- Visitation is from 1:00 PM - 3:00 PM every other Saturday.
- Family members must attend an educational group from 12:00-1:00. This group is MANDATORY for all adult family members.
- If family members are running late for the educational group you MUST call the facility and let someone know. NO EXCEPTIONS! If you arrive after 1:00 without prior notice your visitation privileges may be revoked for the day.
- Clients are not allowed visitors during the first seven days of treatment. This is considered an adjustment period during which the clients main focus needs to remain on treatment.
- Clients are protected by HIPPA confidentiality laws therefore visitors are not allowed to have any electronic devices in the visitation area.
- Under no circumstances will a client be allowed to visit with someone who is not on the approved contact list and approved by the counselor.
- Visitors must park in front gravel area then proceed to Admin Building for check in. Once checked in you will be directed to the Recreational Room where the educational group will take place.

VISITATION RULES

- Visitation will not be allowed if there is any suspicion that you may be under the influence of mood altering chemicals, without a prescription, within the last 24 hours. HERO Program reserves the right to ask that anyone on grounds submit a urine drug screen and/or breathalyzer at any time.
- Cell phones, tablets, cameras, or any other wireless devices are prohibited during visitation. Please leave all electronic devices in your vehicle.
- Once a visitor is on grounds, they cannot leave the facility and return to continue visitation.
- The clients' and/or visitors are NOT allowed to go to the vehicles or client housing at any time during visitation. This may result in suspension of visiting privileges.
- If for any reason, a client leaves the visitation area and returns to the community without notifying staff, the visitation will be considered over and the visitors must leave. The client will not be allowed to go back to the visitation area.
- Visitors are allowed to bring any items needed/approved (i.e., detergent, shampoo, and soap) to the client during visitation. They are to be unloaded and checked in with staff and never given directly to a client.
- Visitors are allowed to bring an outside meal for clients during visitation. This meal must be consumed during visitation hours. If the food is not eaten during visitation, it must be given over to staff for disposal.
- EVERYONE is to remain in the approved visitation area at all times during visitation. If for any reason you leave the area, you will be asked to leave the facility grounds immediately.
- If there is a special circumstance you may be asked to visit the client in the Administration building.
- Both clients and visitors are asked to conduct themselves in a civil manner both verbally and physically.

In order to maintain a pleasant and sober environment, violation of these rules may result in TERMINATION of visiting privileges. These rules are in place to assure that your family member finds treatment in the safest environment possible.



ADULT BILL OF RIGHTS

All adult clients have the right to:

1. A humane environment that provides reasonable protection from harm and appropriate privacy for personal needs;
2. Be free from abuse, neglect, and exploitation;
3. Be treated with dignity and respect;
4. Appropriate treatment in the least restrictive setting available that meets individual needs;
5. Be informed about the program's rules and regulations before admission;
6. Be told before admission:
 - a. The condition to be treated;
 - b. The proposed treatment;
 - c. The risks, benefits, and side effects of all proposed treatments and medications;
 - d. The probable health and mental health consequences of refusing treatment;
 - e. Other available treatments which may be appropriate;
7. Accept or refuse treatment after receiving the explanation in sentence 6 shown above;
8. Change of mind at any time (unless specifically restricted by law);
9. A treatment plan designed to meet individual treatment needs and the right to take part in developing that plan;
10. Meet with staff to review and update the treatment plan on a regular basis;
11. Refuse to take part in research without affecting regular care;
12. Refuse unnecessary and/or excessive medication;
13. Not to be placed or restrained in a locked room alone unless he/she is a danger to one's self or others.
14. Have personal information kept confidential and be told about the times when information can be released without permissible requirements.
15. Communicate with people outside the facility. This includes the right to have visitors, to make telephone calls, and to send and receive sealed mail. This right may be restricted on an individual basis by one's doctor or for security purposes. Even so, the client may contact an attorney or Department of Health and Hospitals at any reasonable time;
16. Be informed in advance of all estimated charges and any limitations on the length of services;
17. Receive an explanation of treatment or rights while in treatment;
18. Leave the facility within four hours of requested release (if individual consented to treatment), unless a physician determines that he/she poses a threat of harm to self or others;
19. Make a complaint and receive a fair response within a reasonable amount of time;
20. Complain directly to DHH at any reasonable time; without fear of retaliation.

Louisiana Department of Health and Hospitals

P.O. Box 3767, Baton Rouge, LA 70821-0629 (**Physical:** 628 N. 4th Street, Baton Rouge, LA 70802)

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21. Get a copy of these rights before admission, including the address and phone number of DHH.
22. Have rights explained in simple terms, in a way that can be understood, within 24 hours of admittance.
23. Refuse parents any access to records.
24. Freedom from financial exploitation.
25. Informed consent or refusal or expression of choice regarding:
 - a. Service delivery.
 - b. Release of information.
 - c. Concurrent services.
 - d. Composition of the service delivery team.
 - e. Involvement in research projects if applicable.

What We Know About The Disease:

- The disease can be defined. It has specific symptoms. One of the symptoms of alcoholism/drug dependency is the compulsion to drink/use drugs. This compulsion is evident in drinking/using that is inappropriate, unpredictable, excessive, and constant.
- The World Health Organization has determined that chemical dependency is a disease. The disease follows a predictable and progressive course. Chemical dependency always gets worse if left untreated. The disease is permanent or chronic. Once you have it, you will always have it.
- Fortunately it can be arrested, and dependent persons can go on to live happy, healthy, productive lives, as long as they abstain from mood/mind altering chemicals.
- The disease can be fatal. A person whose chemical dependency is not arrested will eventually die from it, and die prematurely. Left unchecked, chemical dependency is a 100% fatal disease. We are not talking about a bad habit; we are talking about life-or-death situations.
- Insurance company statistics indicate that an alcoholic/drug addict who continues to drink/use drugs has an average life span 12 years shorter than the non-alcoholic/drug user in our society. The stated cause of premature death may be physical (heart disease, liver ailments, or bleeding ulcers) or accidental (car crashes, on-the-job accidents), or emotional (depression-related suicide).
- The disease is treatable. Primary, predictable, chronic, and fatal: these four characteristics make it seem as if chemical dependency is the worst disease around. It would be, were it not for a very important characteristic: it can be treated and arrested. In fact, it has a predictable response to a specific form of care. The proof is founded in the millions of people who are recovering today.

People may use alcohol and drugs because:

-They want to change the way they feel.
-They feel timid and want to feel confident.
-They feel disappointed and want to feel content.
-They feel sad and want to feel happy.
-They feel nervous and want to feel relaxed.
-They feel weak and want to feel strong.
-They feel frightened and want to feel courageous.
-They feel bored and want to feel excited.

Confidentiality

- Confidentiality in therapy describes your right to privacy, to know that the personal disclosures you make in an individual session with your therapist or in a group session with other clients are not shared with anyone else, unless you have given permission to do so. Clients often have concerns about talking in therapy and worry that what they talk about will be discussed with their families or others.
- When you participate in therapy, it's important to know what the expectations are in terms of information shared being held in confidence. In general terms, the expectations of confidentiality are that a counselor will keep the discussion private and is not allowed, legally or ethically, to break this rule. In order for therapy to work, you need to be able to trust your counselor. Clearly this trust may be irreparably broken if a counselor or a fellow client breaks confidentiality.
- There are exceptions to a counselor being able to keep all information confidential. If a client in therapy is at immediate risk of harming himself or someone else, the counselor is required to take steps to keep this from happening, including sharing this information with others, to include families.
- Your primary counselor will clearly define the limits of confidentiality in early sessions, ideally with you and your family. In cases where it does become necessary to reveal information you have shared, your counselor will discuss with you what he/she is sharing and the reason(s) that sharing is necessary.

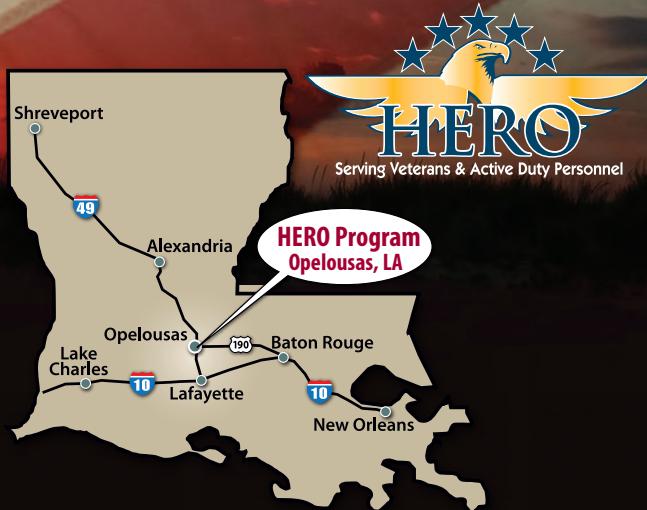
- It is equally important that each group member respects agreements about confidentiality and anonymity. Personal sharing is important in treatment. An environment of trust and safety allows group members to share more deeply with persons they do not know well. People must feel that information will be kept confidential before they can safely share their stories. Some groups describe confidentiality as the anchor of mutual aid. Confidentiality is the anchor of mutual support. By creating and maintaining trust with each other, we can share, support, and heal more deeply. What you see here, what you hear here, when you leave here, let it stay here!!
- There are two exceptions you should know about. You must report information:
 1. If you suspect that a person is or may be in need of protection from his own actions.
 2. If someone declares a plan to harm another person.
- If another client clearly states a plan to harm himself or another person, notify the Tech on duty immediately.



HERO Program Treatment Schedule

| TIME | Monday | Tuesday | Wednesday | Thursday | Friday | TIME | Saturday | TIME | Sunday |
|-----------|----------------------|----------------------|----------------------|----------------------|----------------------|-----------|---------------------------|-----------|------------------------|
| 6-6:30 | Mandatory Wake Up | 7:00-7:30 | Mandatory Wake Up | 7:00-7:30 | Mandatory Wake Up |
| 6:30-7:30 | ADL's | ADL's | ADL's | ADL's | ADL's | 8-9 | Breakfast | 8:00-9 | Breakfast |
| 7:30-8 | Breakfast | Breakfast | Breakfast | Breakfast | Breakfast | 8:30-9 | Med Pass | 8:30-9 | Med Pass |
| 8-8:15 | Med Pass | 9:30-11 | Group | 9:30-11 | Group |
| 8:15-9 | Group | Group | Group | Group | Group | 11-12 | Lunch | 11-12 | Lunch |
| 9-10 | Break / Assignments | 12-1 | Apt Chores | 12-1 | Apt Chores |
| 10-11 | Group | Group | Group | Group | Group | 1-2 | Visitation/Free | 1-2 | Visitation/Free |
| 11-11:45 | Lunch | Lunch | Lunch | Lunch | Lunch | 2-3 | Visitation/Assignments | 2-3 | Visitation/Assignments |
| 11:45-1 | Rec | Rec | Rec | Rec | Volleyball | | | | |
| 1-2 | Group | Group | Group | Group | Volleyball | 3-4 | Step Work | 3-4 | Step Work |
| 2-3 | Media Lab | 4-5 | Free Time | 4-5 | Free Time |
| 3-4 | Step Work | | | | |
| 4-5 | Rec/PT | Rec/PT | Rec/PT | Rec/PT | Rec/PT | | | | |
| 5-6 | Dinner | Dinner | Dinner | Dinner | Dinner | 5-6 | Dinner, Clean up | 5-6 | Dinner, Clean Up |
| 6-6:45 | Med Pass | Med Pass Nursing Grp | Med Pass | Med Pass | Med Pass | 6-11 | TV, Snacks ADL's, Meds | 6-7 | TV, snacks |
| 6:45-7:30 | Free Time Apt Chores | | | 7-11 | ADL's, Meds |
| 8:45-9 | ADL's | ADL's | ADL's | ADL's | ADL's | 11:00 | Phones Locked | 11:00 | Phones Locked |
| 10:00 | TV's off | 11:30 | Lights Out | 11:30 | Lights Out |

* this is a sample treatment schedule and is subject to change



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