Client Handbook

# WELCOME STATEMENT

The staff at Personal Frontiers, Inc. (PFI) provides a quality experience for you. We try to meet the needs, interests, and well-being of the people that we service. We encourage your active participation and input and ask you to make decisions regarding your treatment. Our mission is to the provision of services that improve the quality of life for individuals, their families, and the community.

## Treatment philosophy:

PFl's program is based on a cognitive-behavioral change approach and is designed to help individuals understand the impact that their substance use has had on their lives and motivate them to pursue education, treatment, sobriety, recovery, and positive behavior. Additionally, the objectives of the programs are to provide insight into how our beliefs and thoughts help form our behavior patterns and provide motivation and skills to maintain a healthy substance free lifestyle. PFI offers peer support services to assist you in your recovery efforts and to improve the quality of your life.

## Your Input about our services is important to us:

PFI is committed to providing services that improve the quality of life for individuals, their families, and the community. Our vision is to be recognized as a prominent treatment provider within the community. To improve the quality of our programs, we obtain input from the clients that we serve. You will be given ongoing opportunities to express your preferences concerning your treatment, services, and progress. We may ask you to complete a client satisfaction survey at various times during your treatment. You may also be contacted after discharge to obtain information relevant for us to continue providing adequate treatment services.

## Accessibility:

The PFI phone number is 307-686-1189 and is accessible from 8:00 am to 5:30 pm Monday through Thursday and 8:00 am to 12:00 pm Friday. PFI is closed on the following holidays: New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving, and day after, Christmas Eve and Christmas Day. In cases of severe weather, please listen to local announcements and if the Campbell County School District is closed, PFI will also be closed. We at PFI strive to be accessible to your needs. We, to the best of our abilities, maintain a barrier-free environment, maintain a positive attitude regarding our client's and maintain an open communication with the clients and families that we serve.

## Emergency After Hours Contact:

If an emergency arises after hours, please call 911 or report to your nearest emergency room.

## Client Rights and Responsibilities:

All clients served have rights. You will be given a notice of your rights. If you have questions regarding your rights and responsibilities, please speak with your counselor regarding your treatment or you may speak with the Executive Director.

# You have the right to:

1. Not to be denied service based on race, color, national origin, religion, sex, age, mental or physical handicap, marital status, sexual preferences, political beliefs, or the ability to pay.
2. To be respected by your counselor and other staff members.
3. To have a copy of our written fee schedule. *This can be obtained from a staff member.*
4. To receive an explanation of your bill. *This can be obtained from a staff member.*
5. To review, copy or receive a summary of your program’s records, unless in the judgment of the Program Director such actions would be harmful to you.
   * If the Program Director or the Therapist determines that you should not see the entire record, portions of the record or a summary of the record can be provided. All requests to review records need to be in writing and directed to the Executive Director.
6. To be informed of any research our program plans to conduct and refuse to participate if you wish.
7. To participate in the development of your treatment plan and be provided a copy of your treatment plan. To refuse treatment. If you refuse treatment, you will be informed of the possible risk and consequences:
   * Possible legal results
   * Medical risk for continuing substance use
   * Potential for further problems
   * Consequences of untreated substance use

You may be offered a referral to another agency or possibly return to treatment here. The reasons why you chose not to participate will be written in your file and if you are under the jurisdiction of the DOC, Federal, Treatment Court or any Local Courts officials will be notified.

## Your Responsibilities:

You may be asked to provide the following at first appointment:

* + Referral source information
  + Insurance Information
  + Proof of income (if seeking funding assistance)
  + Payment in full
  + Driving Record

You must:

1. Show that you can be treated without risk to yourself, other clients, or clinic staff and that you have the need and ability to profit from the services offered.
2. Arrange transportation to and from the clinic. If transportation is an obstacle to accessing treatment let our staff know and we may be able to assist you. Unfortunately, we do not have childcare available, and children cannot be left unattended in the waiting area.
3. Be willing to be involved in your own treatment, which may include signing releases of information, consent for treatment and payment agreements. You will also participate in. the development of your own treatment plan.
4. Be sober at the time of your intake/assessment and treatment. You may be asked to leave the building if you are suspected to be under the influence. If it is perceived that you may be a risk to yourself or others, public safety will be notified.

## Filing a complaint:

If you think your rights have been violated at our program, please complete the grievance form in this packet and give it to our Executive Director. You may also file a complaint with: Wyoming Mental Health Professions Licensing Board at 2001 Capitol Ave., Room 105 Cheyenne, WY 82002 or via phone at (307) 777-7788.

## Treatment of Clients - Ethics

The clinicians and staff at PFI shall be held accountable for their professional behavior. Professional ethics of all clinicians and staff working at PFI are defined by the PFI Code of Conduct in PF l's Policy and Procedure Manual, and the NAADAC Code of Ethics published by the National Association of Alcoholism and Drug Abuse Counselors, they include:

## Confidentiality:

All clients in drug and/or alcohol treatment are protected under federal law. Both your identity and your case record must comply with federal laws regarding strict confidentiality. We will not disclose any information without a signed release by you unless there is a risk of serious injury to yourself or threats of violence to others or court order or otherwise mandated by the criminal justice system. During treatment at PFI, it may be necessary for my therapist to communicate with administrative staff members. While written authorization will not be requested, prior to any discussion with PFI providers, I understand that my therapist will discuss PFI communications with me.

## Client Relationships:

The client/counselor relationship will be treated in a professional manner. Bartering of treatment services for a non-monetary gift or favor is forbidden by PFI. No gifts may be given or received by clinical staff in exchange for services. This includes, but not limited to, food or beverage, hobby craft items, smoking materials. No staff member can exploit a client in any way. There shall be no financial transactions with clients.

## Services and Activities:

We offer a variety of services to fit your needs including individual counseling, group therapy, and Alcohol Awareness educational groups for Drinking Driving arrests and Minors in Possession. Educational groups are also available for students. We also offer assessment/referral for drivers' license restoration, multiple offenders, and other court mandated assessments.

If you are experiencing medical problems and do not access services in the community, please consult with your therapist for referral for medications and other medical issues related to your treatment.

## Intake and Assessment:

During an initial meeting, PFI personnel will meet with you and assess whether PFI services meet your needs. The assessment determines the status. of your drug and or alcohol use, support system, health, employment, life stressors, and mental health. The purpose of this assessment is to identify your expectations, strengths, needs, ability and preferences during treatment, your motivation for change and the goals you would like to attain while in treatment. Following your assessment, you can choose to participate in services at PFI if they are offered at this level of care.

## Person-Centered Planning:

Your treatment plan is developed, with your participation, from the information collected during your assessment. PFI clinicians and personnel encourage your active participation in the planning process. You will work with your clinician to identify and rank problems to develop goals and steps to meet your goals. Your treatment plan will be developed after the initial assessment and will focus on community reintegration and involvement in support systems. Your plan will include strengths, needs, abilities and preferences, and family involvement if applicable.

## Transitioning:

Throughout the treatment process we will be asking you to start to prepare for the discharge process. The transition planning includes information where you can start to identify your support networks, triggers for relapse, coping mechanisms, and your preferences. You will be given a resource list of local agencies and will meet with our Case Manager to assess areas in your life that may be potential barriers to your recovery. We feel that this "transition" is an important part of your recovery process and hope that you will also find the process beneficial.

## Voluntary Discharge:

It is our hope that all people who enter our program will come to a point that discharge is necessary. You may be discharged from the program for the following reasons:

* 1. You have met the treatment goals you and your therapist developed and requirements of the specific program in which you have participated.
  2. You request to be terminated from the program.
  3. You and your therapist agree that you are not making any further progress, you have reached maximum benefit from treatment and continued treatment is unwarranted.

*4:* You and your therapist agree that referral to another agency may be warranted.

5. You move away from the area.

## Non-Voluntary Discharge:

Failure to meet any of the client responsibilities may lead to an unsatisfactory discharge from treatment at PFI. Clients may be discharged for any of the following reasons:

1. Use of alcohol or illicit substances on the premises.
2. Violence, intimidation, or threat of violence.
3. Resistance or refusal to participate meaningfully in treatment.
4. Violation of another (client) person's confidentiality.
5. Missing a combination of three individual or group counseling sessions. or missing two consecutive appointments without communication with PFI staff members. Clients will not be able to return to group after a missed session until they have completed a 30-minute check-in with a clinical staff member.
6. Criminal sanctions prohibit your attendance.
7. Refusal to comply with treatment fee arrangements.

In the event of a non-voluntary discharge, you may be allowed to return to treatment if the clinician feels that they are able to work through a particular issue and that issue is addressed in your treatment plan. Treatment can also be reinstated by request of a referring agency.

## Consequences of "No Shows" or Early Termination:

1. "No-shows" are reported to referral sources when applicable and within the rules of confidentiality.
2. Termination is recorded on discharge summary maintained in client records and are reported to referral sources when appropriate.

## Group Rules:

A violation of any of these group rules could result in early termination from the program.

1. Please be on time. Doors are locked at 5:30. Failure to present on time will be counted as an absent.
2. Please take care of bathroom needs before group. Bathroom breaks are not permitted during group.
3. It is our policy that children may not be left unattended in the waiting room. Please arrange for childcare in advance of your sessions.
4. Please be quiet and considerate when walking to and from the group rooms so other services are not interrupted.
5. Cell phones should be turned off during group and individual sessions. If requested, counselors have the right to request you surrender your phone during group sessions.
6. Sunglasses, inappropriate clothing, and food are not allowed during group sessions.
7. **Confidentiality.** Anything said, heard or seen at your group sessions are considered confidential. Please do not repeat anything outside of your groups. Please also protect the confidentiality of others who may be waiting for appointments or attending other services at our clinic.
8. **Respect.** Show respect for each other by waiting your turn and not interrupting others who are speaking. Respectful behavior in the waiting rooms is also expected. Swearing, loud boisterous talk, or inappropriate topics of conversation are not allowed in the waiting rooms.

## Follow Up:

To improve the quality of our programs and obtain input from those we serve; all consumers are asked to sign an authorization for follow-up information. Information gathered at this follow up contact is anonymous and will be kept confidential. You may be contacted up to 1 year after you discharge from services. You will be contacted in a manner specified by you.

## Safety:

Your safety is very important to us. We will do our best to keep you safe while you are in our building. Clinicians will direct the evacuation of everyone on site in case of an emergency. Please refer to the evacuation routes in each classroom.

## Fire Safety:

There are fire extinguishers located at all exits. When the fire alarm is activated, go to the nearest exit, and exit to the outside of the building. Once outside, you should go to the parking area on the West side of the building. A member of the staff will be nearby to answer your questions.

## Tornado Warning:

If a tornado warning is issued, the staff will let you know and escort you to an inner location of the building.

## Medical Emergency:

If you have a medical emergency while you are here, please notify a staff member who will call 911. If you are injured while you are at the clinic, the staff will fill out an incident report. A first aid kit is available and staff members are available to assist as needed.