

HARBEL Prevention & Recovery Center

CLIENT ORIENTATION – INTAKE

Mission:

To help you reduce and eliminate the harm from alcohol and other drugs.

To help you reduce and eliminate the harm from violence in interpersonal relationships.

What services do we provide?

HARBEL Prevention and Recovery Center provides outpatient and intensive outpatient treatment services for substance use disorders. The term substance use disorder is the term used by health care providers to indicate that someone has a problem related to the use, mis-use, or abuse of drugs and/or alcohol. Additionally, HARBEL Prevention and Recovery Center is an Abuser Intervention Program (AIP) and also provides services to people who have experienced problems related to violence in their interpersonal relationships. Not everyone in treatment for substance use disorder services receives AIP services, but any one receiving AIP services does receive substance use disorder treatment. Our staff will conduct an initial assessment to begin to determine the type and frequency of substance use disorder services that are most appropriate for your treatment needs. Staff will use criteria from the American Society of Addiction Medicine (ASAM) and gather information from you to help assess factors such as your potential for withdrawal, health and medical conditions, mental health and emotional functioning, readiness to change, your potential for continued use or relapse, and your recovery environment. Based on this criteria, staff will then recommend you for admission to our standard outpatient, our intensive outpatient services, or refer you to a more appropriate treatment provider.

What is Intensive Outpatient Treatment (IOP)?

This program is intended to be a short-term structured environment for clients who have an extensive history of use, multiple treatment episodes, recent use, and/or recent discharge from detox or inpatient treatment. Adult IOP groups are held Monday through Friday 9:30am to 12:30pm. Evening Adult IOP groups are held on Monday, Tuesday, and Thursday from 5:30pm to 8:00. We also offer Adolescent IOP groups, which are held on Monday, Wednesday, and Thursday from 9:00am to 1:00pm (These times are subject to change with schools going back in session.) On some days, you may also meet with your counselor for an individual counseling session. No IOP groups are held on the weekends. Clients are typically required to consistently attend IOP for about 90 days, and demonstrate at least 30 days of ongoing abstinence from alcohol and drugs before transitioning to standard outpatient treatment. The length of time in IOP can vary based on your substance use, your treatment history, your consistency in attendance, and progress on your personalized treatment plan.

What is Standard Outpatient Treatment?

Outpatient services include individual and group sessions. By definition, outpatient services are provided for less than 9 hours per week. Within our program, the typical outpatient client participates in services for 2 to 3 hours per week, for approximately six months. Remaining in treatment for an adequate period of time is critical for treatment effectiveness. Research indicates that for most people, the threshold of significant change is reached at about 3 months in treatment and that additional time is then needed in order to incorporate change on an ongoing basis. Additionally, you may have been referred for treatment by Parole or Probation, DSS, or Court for AIP and/or for DUI/DWI services and these referral sources will often require participation for a minimum of 6 months in order to consider you to have been successful in completing an effective program. Your time in treatment is also influenced by your current drug/alcohol use as your time in treatment may need to be extended until you can demonstrate a minimum of 90 days of documented drug and alcohol abstinence. The length of time in treatment can vary based on your substance use, your treatment history, your consistency in attendance, and progress on your personalized treatment plan.

HPRC offers outpatient services on Monday - Thursday, from 9 am to 8:30 pm, on Friday from 9 am to 4:30 pm and on Saturdays from 9 am to 3 pm. Your counselor will work with you to come up with a schedule of individual and group sessions that works for you. Certain groups, such as DUI/DWI, AIP, and women specific and men specific groups are available at specific times during the week, and this may be a factor in scheduling your services.

What is the Abuser Intervention Program (AIP)?

This adult outpatient program runs concurrent with standard outpatient services and/or intensive outpatient services. Clients are referred to AIP typically after an arrest for Domestic Violence related charges such as: second degree assault, malicious destruction of property, telephone harassment, and /or violation of an order of protection. Clients are typically required to attend a minimum of 26 total Domestic Violence (DV) related group therapy sessions (typically 12 in DV- 1 and 14 in DV-2). Clients attend the DV-1/DV-2 group as their therapy group and also attend Drug/Alcohol Education; both groups begin the first week of treatment. Domestic violence groups include education and intervention that is related to substance use disorders. Your time in treatment will be influenced by your current drug/alcohol use, ability to demonstrate responsibility for behaviors, appropriate participation level in group discussions and assignments, consistency of attendance, and any incidents of interpersonal violence. Your time in treatment may need to be extended until you can demonstrate a minimum of 90 days of documented drug and alcohol abstinence and at least 90 days without any domestic violence incidents. Clients who are in IOP will have a specific schedule worked out and may need to stabilize in IOP before completing AIP groups. In order to have our AIP recognized by the Courts, HPRC follows the state guidelines which do require a minimum of 26 weeks of participation in AIP services. As part of the guidelines, participants in AIP services are required to provide a copy of their criminal incident report within 2 weeks of admission and to provide consent for HPRC to have contact with the alleged victim. Consents for the referring agency, such as the Court or State's Attorney office are required in order for HPRC to confirm your participation in AIP services. To participate in the AIP program, clients must be admitted to either our standard outpatient program or IOP, no one is admitted to AIP services only.

How are DUI-DWI's handled?

If you incur a Maryland DUI or DWI, the Courts or MVA will likely require you to attend a preliminary assessment which will determine if you need to be referred for alcohol education or treatment. Typically, you receive a letter from the MVA with instructions about how to complete this assessment. The results of this initial alcohol assessment will determine if your use meets diagnostic criteria for an alcohol use disorder and if you need to complete education or treatment. If you do not meet diagnostic criteria, you will most likely be referred for a twelve week education session. However, if you do meet diagnostic criteria, then you are usually required by the Maryland MVA to successfully complete a 26-week Treatment Program, which also incorporates the 12-hour Alcohol Education curriculum. Your time in DUI-DWI treatment may also be extended if you have positive BAC readings or urinalysis results or have inconsistent attendance which makes it difficult to obtain frequent BAC/urinalysis readings. Your referral to education or treatment via a court mandated assessment is a preliminary finding and HPRC will do a further assessment of your needs based on your history and our admission criteria. HPRC reserves the right to determine in our professional opinion treatment rather than education would be more appropriate. You will be offered admission into the level of care that is consistent with ASAM criteria. DUI-DWI referrals may attend IOP or standard outpatient treatment or participate in DUI-DWI education. HPRC also provides IOP and/or standard outpatient treatment to persons who are self-referred and voluntarily entering treatment after a DUI-DWI. As a treatment provider, HPRC will often be asked to complete MY A forms that will be used to help assess your risk for impaired driving- therefore, even if you referred for a DUI-DWI, your urinalysis test and any drug use, in addition to alcohol is relevant information and cannot be excluded from reporting. If your DUI-DWI occurred in, another state, that state may impose certain restrictions or require specific lengths of time in treatment. If you are participating in an education program but test positive for drugs or alcohol, this will prevent you from successfully completing an education program and will require a referral to treatment. *If you are seeking 12 week DUI-DWI education services only- please be aware that insurance, including Medicaid, does not cover education session costs. Medicaid and other insurers often authorize coverage / payment for 26 weeks of treatment when supported by ASAM criteria.*

What should I do if I only want an evaluation but do not want to be admitted to treatment at this time?

As part of the admission process to treatment, your needs are assessed and evaluated. HPRC occasionally receives requests from a referral source or individual when the person does not wish to enter treatment this time but needs to have their history and functioning evaluated to determine if drug or alcohol related services are needed. All evaluations include a BAC reading, a urinalysis test, and will include the use of other assessment instruments including the ASAM criteria to determine if treatment needs exist. A written report that summarizes HPRC's professional recommendations and treatment needs (if any) is prepared for you. If treatment is recommended, you are not required to choose HPRC and may seek treatment with any provider of your choosing. *If you are requesting an evaluation but are not seeking to enter treatment at HPRC at this time, then your evaluation is not part of a treatment admission and cannot be billed to Medical Assistance or any other insurer. And will require an out of pocket payment at the time of service.*

Some of the services you may receive as part of treatment include:

- Assessments and Treatment Planning for Substance Use Disorders
- Domestic Violence Abuser Intervention Screening and Treatment, when appropriate
- Individual and Group Counseling
- Urinalysis and Breathalyzer
- Education concerning diagnoses, symptom recognition and management, relapse prevention
- Education on health, wellness and recovery supportive topics such as nutrition, tobacco cessation, gambling, spirituality
- Assistance with building skills for coping with a variety of life issues such as trauma, grief and loss, relationships, anger and other difficult emotions
- Stress Management
- Crisis Intervention and Support
- Life Skills
- Health and Wellness Support
- Peer Support
- Mental Health Screening
- Information and referrals for needed services and resources
- Relapse Prevention
- Discharge Planning

What can you expect?

The counselor will listen to your concerns and treat you with respect and dignity. The counselor will provide you with education, information, and experiences that will show how people lead healthy and productive lives without using alcohol, marijuana, cocaine, heroin, or other drugs. The counselor will provide you with education, information, and experiences that will show how people lead healthy and productive lives without violence in their relationships. The counselor may help you recognize the existence of a problem, thinking patterns associated with a problem, to identify possible benefits of not using alcohol and other drugs, and encourage you take the actions that support healthy relationships and a recovery oriented lifestyle.

Ultimately, the decision to change, to develop a positive lifestyle, and to avoid drug/alcohol involvement and to take steps toward healthy relationships is up to you, but HPRC will encourage and support you. Counseling is sometimes difficult, but usually worth the effort. Since problems take a long time to develop, it will probably take some time to resolve them, be patient. **HPRC staff is here to help.**

What is Confidentiality?

Your confidentiality rights will be explained in detail as part of the admission process and you will sign a receipt that you have been given copies of your rights. If you have questions at any time after admission about confidentiality, please discuss with your counselor or a program supervisor. It is your responsibility to help us maintain confidentiality for all program participants and this will be explained when we review the clinic rules.

Who provides services at HPRC?

Our counseling staff has a wide variety of professional experiences and educational backgrounds. Counselors are required to be licensed or certified by the Maryland Board of Professional Counselors or by a health occupations board such as Social Work. Some staff may have also met requirements to be granted alcohol and drug trainee status by the Board of Professional Counselors. The agency may also utilize student interns from local colleges to provide some services. All staff are required to provide services in accordance with their scope of practice and a professional code of ethics.

HPRC is often asked if we can provide medication. We do not have a psychiatrist or other prescribing health care provider on staff. Our staff cannot prescribe medication. HPRC will work with you and also cooperates with other health care providers to help you get needed services, including medications.

Medicaid typically covers the cost of outpatient services and does not require a co-pay. Outpatient and Intensive Outpatient services are covered by Medicaid and do not require a co-pay, but do require preauthorization by Beacon Health, the administrative service organization for Medicaid.

Insurance plans vary widely, and it is client's responsibility to know and be aware of their plans' coverage, deductibles, co-pays, and other limitations. Insurance billing is provided as a courtesy by our office and does not guarantee that insurance will cover any or all of client's costs for treatment. HPRC cannot waive co-pays if billing client's insurance company, and clients using insurance to pay for treatment cannot utilize state funds to pay for treatment unless there are exceptional circumstances.

If you are uninsured, our office staff will help you determine if you may be eligible for funds that cover services to uninsured persons.

HPRC office staff will go over financial policies with you in more detail-please let us know about any questions you may have.

What Are the Fees/Costs of Services?

HPRC charges a fee for services provided. HPRC reserves the right to seek verification of any information that is needed to verify eligibility for benefits and/or insurance coverage.

During your first appointment, a financial determination session will be held with a member of our office staff to determine how you will be paying the fee for service. HPRC fees are posted and are also available upon request. Fees will be reviewed with you and you will sign forms indicating your fees and payment obligations.

Fees are covered by both private and public insurance (Medicaid), can be covered by funds reserved for uninsured individuals if certain conditions are met, or can be paid in full by clients who are ineligible for insurance coverage. Please note: There are some services that are not covered by insurance and will require out of pocket payments- these include evaluations being done for court or other agencies that are not part of an admission, and DUI/DWI education when there is not a medically necessary diagnosis.

When a client is seeking to have insurance cover their treatment, it is client's responsibility to determine whether insurance will cover treatment with HPRC. It is also the client's responsibility to provide any information or material (e.g. a government issued picture ID and insurance card) that is required to verify their Medical Assistance (henceforth Medicaid) and /or other coverage. If your Medicaid becomes inactive, you will

need to work with HPRC to apply for uninsured funds and will be responsible for the full cost of any dates not covered by Medicaid. Client will be charged for any days that Medicaid is not active. If a client has applied for Medical Assistance but it is not yet active, they must inform HPRC as soon as it becomes active so their account can be reviewed and HPRC may begin to charge treatment costs to Medicaid.

Medicaid typically covers the cost of outpatient services and does not require a co-pay. Outpatient and Intensive Outpatient services are covered by Medicaid and do not require a co-pay, but do require preauthorization by Optum Maryland, the administrative service organization for Medicaid.

Insurance plans vary widely, and it is client's responsibility to know and be aware of their plans' coverage, deductibles, co-pays, and other limitations. Insurance billing is provided as a courtesy by our office and does not guarantee that insurance will cover any or all of client's costs for treatment. HPRC cannot waive co-pays if billing client's insurance company, and clients using insurance to pay for treatment cannot utilize state funds to pay for treatment unless there are exceptional circumstances.

If you are uninsured, our office staff will help you determine if you may be eligible for funds that cover services to uninsured persons.

HPRC office staff will go over financial policies with you in more detail-please let us know about any questions you may have.

What are the Costs of Lab Services for Urinalysis?

Typically, Lab tests such as urinalysis will be billed to Medicaid by Labcorp. LabCorp will also directly bill many private insurers. *It is the client's responsibility to know what co-pays may apply to lab services if using private insurance as your insurer may have co-pays/co-insurance/ deductibles that apply to lab services.* Medicaid does not require any co-pays for urinalysis.

Urinalysis for uninsured clients or urines from insurers who are not able to be billed by LabCorp are typically billed to the program by Friends Labs and do not require payment from the client.

What are my Client Rights and Responsibilities?

Your rights and responsibilities will be explained in detail as part of the admission process and you will sign a receipt that you have been given copies of your rights and responsibilities.

What are the Clinic Rules that I need to understand and follow?

The clinic rules will be explained in detail as part of the admission process and you will sign a receipt that you have been given copies of the clinic rules. Please ask our staff if you have any questions about the rules. Our rules are designed to help everyone receiving services be treated in a safe and respectful environment.

What is the Clinic Grievance Procedure?

The clinic rules will be explained in detail as part of the admission process and you will sign a receipt that you have been given copies of the grievance process: Please ask our staff if you have any questions about the grievance process.

Please let us know if you have any other questions about what to expect during treatment at HARBEL Prevention and Recovery Center.

HARBEL Prevention and Recovery Center

Client Grievance Process

HARBEL Prevention and Recovery Center is committed to ensuring client's rights and giving clients an opportunity to have any grievance that alleges a violation of client rights heard in a fair and objective manner. If at any time a client feels an individual staff person or the program has violated his/her rights, a grievance procedure exists. Filing a grievance will not result in retaliation or barriers to service.

Step 1:

Discuss the grievance with your individual counselor.

Step 2:

If the problem has not been resolved, ask to schedule a meeting with the Clinical Supervisor. This meeting may be scheduled in-person or may occur by telephone.

Step 3:

If your discussion with the Clinical Supervisor does not resolve your problem, send your written grievance statement to the Program Director or designee. The written grievance should be submitted within 3 business days of the meeting described in step 2. The program director will review the written grievance and will convene a Grievance Review Committee. The grievance review committee will consist of a counselor representative (either the individual or group counselor or the team leader), a clinical supervisor representative, and the agency's alumni group will be asked for a peer volunteer to participate in the review. Additional executive, clinical, or administrative staff may also be asked by the Program Director or designee to participate in the grievance review committee. The grievance review committee will make a recommendation to the program director and the program director will make the final decision as to the outcome of the grievance. A response to a written grievance will be issued by the Program Director or designee within 21 days, and you will receive a written statement as to the outcome of the grievance. *The decision at Step 3 concludes the process at HARBEL Prevention and Recovery Center and is final.*

The client may contact agencies which are involved in licensing or accrediting the agency's services for assistance if dissatisfied with the outcome of a grievance. Information about licensing/accrediting organizations is listed below and posted in the waiting room. Each licensing/accrediting organization has its own policies and procedures as to what grievances are accepted and how they are handled.

Behavioral Health Systems Baltimore (BHSB) 410-637-1900 (Hours Monday – Friday 8am to 5pm)

Clients who believe their rights or the rights of another have been violated, or who become involved in a dispute with a provider in Baltimore City, have the right to file a complaint or grievance against that provider with BHSB.

Complainants are encouraged to first talk with the provider. To file a complaint, fill out the online BHSB Complaint Form (available at www.bhsbaltimore.org) and send it to complaints@bhsbaltimore.org.

Accreditation Commission for Health Care (ACHC) 855-937-2242 (Hours Monday – Friday 8am to 5pm)

ACHC will document and investigate all complaints received against our currently accredited organizations. First, attempt to resolve any issues with the provider in question. Complaints may be submitted to ACHC via mail, phone, email, fax, in person, or online. For more information on ACHC's complaint process, please contact ACHC's Complaints Department.

HARBEL Prevention & Recovery Center

Clinic Rules

1. HPRC seeks to maintain an environment where you and others are respected. Respectful behavior is expected at all times. This includes respect toward self, other clients, staff, and anyone else on the premises. Disrespectful behavior may result in being asked to leave the building immediately and could also mean being discharged from treatment.
2. HPRC seeks to maintain an environment that is safe for you and others who are dealing with drug and alcohol related problems. Possession, use, or exchange of drugs including alcohol, in the building or its premises is prohibited. It will result in discharge from treatment and may result in a report to legal authorities.
3. HPRC seeks to maintain an environment that is safe for everyone. Possession of weapons or in the building or the premises is prohibited. Weapons include guns, knives, and anything else that staff identify as a potential weapon. Items which indicate a gang affiliation are also prohibited. It will result in discharge from treatment and may result in a report to legal authorities.
4. All clients and staff have a right to be safe on our premises. Violent actions or threats of violence toward staff, other clients, and anyone else on the premises will not be tolerated. This includes threats directly involving a person, vehicle, home, or building. You will be asked to leave and will be discharged from treatment. It may result in a report to legal authorities.
5. HPRC seeks to maintain an environment where you and others are respected. The HARBEL Prevention & Recovery Center program will not discriminate in providing services to anyone on the basis of race, ethnic background, nationality, religion, marital status, gender identity, gender expression, sexual orientation, age, or disability. Remarks, jokes, or comments of a discriminatory nature about any individual or group are prohibited while on the premises. If your comments interfere with the program function you may be asked to leave the building or be discharged from treatment.
6. HPRC seeks to maintain an environment where recovery from drug/alcohol abuse is supported and which also recognizes the importance of non-violent ways of thinking and acting. Client's dress should be appropriate while attending all treatment appointments. No clothing that advertises any drugs, alcohol, weapons, gang affiliations, or violence will be permitted. If any individuals clothing is inappropriate for treatment or disruptive to the treatment environment, the client may be denied services on that date.
7. Maintaining an appropriate business environment and a confidential setting for treatment services is important to HPRC. Cell phones must be turned off or silenced while in individual or group sessions. Using a cellphone to take a picture or to record a session is a serious violation of confidentiality and is also a violation of health care

privacy laws. As HPRC takes confidentiality and your health care privacy seriously, any picture taking or recording will result in a discharge from treatment.

Cell phones may not be used in individual or group sessions. No texting, picture taking, or recording is permitted in sessions. If you are concerned about receiving an urgent/emergency call, please let your counselor know and arrangements will be made to allow you to receive calls while you are here for services.

HPRC tries to have respectful environment for all. Please keep all calls to a minimum. This is a business environment and your tone of voice and language in phone calls on premises should reflect courtesy toward others. Please complete any calls before approaching the check-in areas, participating in BAC or urinalysis, attending group, or meeting with your counselor.

8. Confidentiality is an essential part of the counseling process and HPRC tries hard to protect your privacy by providing confidential services. Your rights to confidentiality are explained during your first appointment and any concerns about confidentiality should be discussed with your counselor. As a participant in our program you may see other people receive service and hear personal information shared. It is your responsibility to keep information about all others confidential. Failure to keep confidentiality about another person may result in a discharge from treatment.
9. HPRC seeks to maintain an environment which promotes health, wellness and recovery from drug/alcohol related problems. Coming to treatment under the influence can make it hard for you to participate in our care and can be disruptive to others. Therefore, HPRC asks that you not be impaired by recent drug or alcohol use when you come in for your appointments and groups. If you are under the influence of drugs or alcohol when you come for your sessions, you may be denied service on that occasion. If you find you are having difficulty coming to treatment without being under the influence, please let your counselor know. We recognize that coming to treatment impaired is often an indicator that you may need additional help and services, so please let your counselor know if you are having difficulty coming to treatment because of ongoing use.

It will be up to the judgement of the counselor to determine when someone's behavior is indicative of being under the influence. Staff reserves the right to deny service if you are suspected of being under the influence and you may be asked to submit to a urine screen. Additionally, you may request a urine sample be taken if you feel the counselor has inaccurately judged you to be under the influence.

Under no circumstances will a client who has a positive Alco-sensor reading or appears to be under the influence of other drugs be allowed to participate in a group. If service is denied under these circumstances, it will be noted in the client record. An adolescent's parent or guardian may be contacted as a safety precaution.

An Alco-sensor screening will be mandatory for all adult clients at every appointment and will be given to adolescents in accordance with their treatment plan. Staff reserves the right to give a breathalyzer during any contact which brings you into the premises. If our breathalyzer has indicated a reading of .05 or above and you attempt to leave

our premises as a driver of a motor vehicle, we will contact the police and provide your driver's license #, tag #, and other relevant information.

10. In order to monitor your progress in treatment, urinalysis will be conducted on a regular basis. Testing provides information to you and your counselor about your progress in treatment. Testing results are also often required by Parole, Probation, employers, DSS, and others who may have referred you to treatment as it is an objective indicator as to whether your participation in treatment is being effective.

All participants in substance use disorder treatment will be expected to participate in urinalysis testing. A positive urinalysis test is not cause for discharge, but it will be used to determine if your current treatment plan is working or if you need a referral to another level of care. Your individual or group counselor may request an urinalysis at the time of any individual appointment or group session. Failure to cooperate when a urinalysis is requested will be treated as positive urine as failure to cooperate often indicates recent drug and/or alcohol use.

If you are unable to provide a sample when requested, you, may be given 24 hours to return and do so. Your counselor also has the right to randomly call you and request that you come in for urine testing if you are in receiving services through our Domestic Violence Abuser Intervention Program (AIP) .If you are contacted by your counselor, you have 24 hours to comply. Failure to comply with a request for urine in person or by phone will be treated as a positive urine test as it indicates you may be attempting to avoid detection of drug and/or alcohol use. Urine specimens may be tested for adulterants- substances that are sometimes sold to alter urine test results. Any urine with an adulterant will be considered a positive indicator of substance use. Any urine diluted with water will also be considered positive for substance use. Urine tests may be observed by a staff member, all observations will be by a staff member of your gender. Jackets, purses, and other items determined by your counselor, are not allowed in the bathroom during urine testing. Our urine testing policy is designed to help us develop your treatment plan and to help you increase your reasons to avoid substance use. Both your individual and group counselors have access to your urine test results. Please consult your individual counselor with any concerns about your urinalysis.

Urinalysis samples are sent to LabCorp or Friends Laboratory for testing. If you have Medicaid or are accessing uninsured funds there are no co-pays for urinalysis. However, if you are utilizing private insurance to cover the cost of treatment, then your lab costs will be billed to your insurer by LabCorp .If you are privately insured, whatever co-pays, co-insurance, or deductibles apply to lab tests will be billed directly to you by LabCorp and it is your responsibility to understand your insurance/pay bills for lab services.

11. Treatment can only work if you are an active participant in the process. It is important that you communicate with your counselor if you are unable to keep scheduled appointments. While everyone can have illness or other events that get in the way of attending a particular appointment or group, keeping your counselor informed is important. Missed appointments are of concern to the staff of HPRC as continued drug/alcohol use and relapse are among the reasons that can keep someone from attending regularly. In order to accurately judge your progress, good communication

and regular attendance is required. Referral sources such as Parole, Probation, employers, DSS and others may also see missed appointments as indicators that you are not effectively participating in treatment.

You are expected to keep all scheduled appointments and to provide advance notice if unable to do so. If you arrive more than 15 minutes late for your group appointment, you may not be admitted as late arrivals disrupt group sessions and are unfair to others who have shown up on time for the session. A late arrival may prevent an individual counselor from being able to have a session with you as your counselor also has other appointments scheduled. Frequently missed appointments or inconsistent attendance can result in a suspension or discharge from treatment and will likely increase the amount of time that you are required to participate in treatment in order for HPRC to document treatment progress. All missed appointments as well as calls, or lack of calls, to reschedule appointments will be part of your permanent client record.

Any client absence from the program over 21 days will require supervisor approval to continue in treatment, and any client absence that exceeds 30 days will result in discharge. Phone contact does not constitute or substitute for attendance to treatment. Once discharged, the admission process will have to be repeated if you are approved for readmission.

12. Social media and technology are playing an increasing role in how people communicate. At times, agency staff may conduct a web-based search on a client before the beginning counseling or during the course of counseling. Such searches may include a confirmation of your publicly available criminal justice record as part of an assessment as to the type of service you need or other publicly available information that may relate to your treatment plan (for example, such as showing you in a counseling session what type of information is able to be accessed about you by potential employers and how that might relate to your ability to find employment). Agency staff and clients are expected to maintain confidentiality, and any social media postings should not violate an individuals' confidentiality. Clients who violate the confidentiality of others will be discharged.

As email is not completely secure or confidential, we strongly discourage clients from using email to send messages of a personal or confidential nature. If you have provided a consent to contact you by email, staff may also communicate with you from an agency email address (counselorname@harbelprc.com) primarily for administrative purposes, such as confirming or changing an appointment time. HARBEL staff does not monitor email on a routine basis and email should never be used for emergency communications. Any emails sent or received by you may become part of the legal record.

13. Developing a therapeutic relationship with your counselors is an important part of treatment. Staff are not able to accept friend or other requests on social media as it is important that professional boundaries are maintained. However, please consider joining the HARBEL Prevention and Recovery Center page on Facebook for program and recovery news.

Individual HPRC staff are prohibited from accepting gifts from clients , however, HPRC gratefully accepts donations to the program and tax deductible donations help support our services so that we can continue to offer hope and treatment services in the community.

HPRC looks forward to providing you with effective and quality substance use disorder treatment and prevention services. We appreciate your cooperation with the rules that help create a good environment to work together on your journey to health, wellness and recovery.

I have reviewed the above rules, and agree to abide by them as a condition of receiving substance abuse prevention and treatment services at HARBEL Prevention and Recovery Center.

Signature

Date

Intake staff Signature

Date

HARBEL PREVENTION AND RECOVERY CENTER CLIENT RIGHTS AND RESPONSIBILITIES

HARBEL Prevention & Recovery Center program will not discriminate in providing outpatient and intensive outpatient services to anyone on the basis of race, ethnic background, nationality, religion, marital status, gender identity, gender expression, sexual orientation, age, or disability.

Your rights, and the rights of any person legally appointed to act on your behalf, include:

- 1.) The right to have one's person and property be treated with dignity, respect, and courtesy and recognition of your individuality.
- 2.) The right to be free from mistreatment, neglect, or verbal, mental, and physical abuse, including injuries of an unknown source, and misappropriation of client property.
- 3.) The right to receive information about the scope of services the organization will provide.
- 4.) The right to be informed in advance about services to be provided, the qualifications and identity of personnel providing services, frequency of visits, and any modification to your plan of care.
- 5.) The right to confidentiality and privacy of your treatment and your protected health information, in accordance with applicable laws.
- 6.) The right to be advised of agencies policies and procedures regarding the disclosing of clinical records.
- 7.) The right to participate fully with your counselor in the development, implementation and revision of an individualized treatment plan.
- 8.) The right to refuse treatment after consequences of refusing care are fully presented.
- 9.) The right to be informed, both orally and in writing, in advance of services being provided, of the charge for services, including any payments from third parties and any charges for which the client will be responsible.
- 10.) The right to be informed of any financial benefits the treating organization may have when it refers the client to another organization.
- 11.) The right to voice grievances regarding services, lack of respect of property, to recommend changes in policy, personnel, or services without interference, coercion, discrimination, or reprisal.
- 12.) The right to have complaints/grievances regarding services that are provided or services that fail to be provided, or a lack of respect of property reviewed and investigated.

- 13.) The right to an appeals process that includes actions that can be taken if the client is not satisfied with outcome of the compliant/grievance investigation.
- 14.) The right to be provided with a Maryland Behavioral Health Advanced Directive for mental health treatment and the right to be provided with assistance in completing an advance directive.
- 15.) The right to be informed of your responsibilities as a client of HPRC and of clinic rules at HPRC.

Your responsibilities while receiving services at HARBEL Prevention and Recovery Center include:

- 1) The responsibility to treat other clients and agency personnel with dignity, respect, and courtesy.
- 2) The responsibility to contribute to the maintenance of a safe environment, including not bringing drugs, alcohol, or weapons onto the premises.
- 3) The responsibility to recognize the importance of a confidential environment for participants at HPRC, and to protect the privacy of others by not sharing any information about others who are receiving services at HPRC.
- 4) The responsibility to be an active participant in the treatment process, including attending scheduled appointments, participating in treatment planning, participating appropriately in individual and group sessions, participating in discharge planning and informing your counselor of major events and important issues related to your life or treatment.
- 5) The responsibility to communicate with your counselor and to give advance notice when unable to keep a scheduled appointment.
- 6) The responsibility to provide information needed for HPRC to obtain payment for services and/or to pay any fees assessed for services provided.
- 7) The responsibility to understand the clinic rules and to understand possible consequences of refusing treatment or failing to follow clinic rules.