



Orientation Handbook

Welcome to FamilyCare Counseling Solutions, LLC. On the following pages you will find information about The Counseling Center and about our services.

You are asked to read this handbook carefully and to ask any questions you may have. We recommend that you keep this handbook for future reference.

LOCATION

525 W. 5th St. Suite 116 Covington, KY 41011

OFFICE HOURS OF OPERATION

****Treatment Hours Varies Evenings & Weekends****

Mon. 9 am – 5 pm

Tues. 9 am – 5 pm

Wed. 9 am – 5 pm

Thurs. 9 am – 5 pm

Fri. 9 am – 5 pm

PRIVACY

We take your privacy very seriously. By law, we are required to keep any information about you and your treatment strictly confidential. It is important to the treatment process for you to feel free to discuss difficult personal matters. We can release information about you only if you personally approve in writing. The only exceptions to this policy are when elder or child abuse, neglect, or dependency are suspected; when the court orders release of information; or when a client threatens serious harm to self or others. We have an obligation to protect the client, others, and the community. Please see your Client Rights & Responsibilities booklet for additional information.

MAKING THE FIRST CONTACT WITH YOUR TREATMENT TEAM

Most people make their first contact face to face with your counselor and other team members such as a care navigator. Sometimes, staff may need your phone. You may be asked to complete questionnaires/inventories, talk about the problem, and explore ways to reduce symptoms.

WHAT HAPPENS IF I MISS AN APPOINTMENT?

The services offered are valuable and the time set aside for you is also valuable. Regular attendance at scheduled appointments is important to your progress. If you are unable to keep an appointment, you are expected to call and cancel at least 24 hours in advance, or as soon as you know you will not be able to keep your appointment. This courtesy enables us to move another person into that time slot. If you miss an appointment due to circumstances beyond your control, please call us as soon as possible to reschedule. Should you repeatedly miss appointments without canceling, we will need to discuss the situation with you prior to scheduling additional appointments and your case may be closed.

CODE OF ETHICAL CONDUCT

It is the policy that all employees will conduct their business related activities with integrity, fairness, and in accordance with the highest ethical standards related to the clinical practice and administration of mental health and substance abuse services. Employees will not engage in activities that interfere with or create a conflict of interest with their position at the agency.

All employees must be aware of and uphold the ethical standards related to their position, as included in the agency policy and procedure manuals. In addition, state licensed service providers, including social workers, counselors, chemical dependency specialists, psychologists must adhere to their specific Codes of Ethical Practice depending upon their discipline.

TREATMENT SERVICES

Comprehensive Assessment/Intake: The clinician assists the individual or family in identifying problems, symptoms, needs and strengths. With the client's or family's input, the clinician determines what treatment services will be most helpful.

Individual Counseling: Private, one-to-one sessions with a licensed therapist to help resolve your problems and concerns.

Family Counseling: Parents and children working together with a licensed therapist to help the family get along better.

Group Therapy: Persons with similar needs support each other by sharing similar experiences and building specific skills in groups such as AfterCare and Anger Management.

SUBSTANCE USE DISORDER PROGRAMS

We offer an intensive, multi-disciplinary, holistic approach to treatment of chemical abuse and dependency. In addition to Assessment, the Substance Use Disorder Program offers the following programs:

Individual Sessions: Individual sessions focus on the negative effects of chemical use; provide direction to assist the client in leading a more fulfilled life; and assist the client in understanding the problems related to use.

Intensive Outpatient Program: The Intensive Outpatient Program (IOP) is designed for those who are addicted to mood altering chemicals or are at high risk dependency levels. IOP meets for three hours, three days per week, for four consecutive weeks.

Aftercare Group: Aftercare is a small group program focusing on relapse prevention techniques and information.

COMMUNITY SUPPORT SERVICES

Care Navigator/Case Management (Substance Use Disorder/Mental Illness): Case Management is a Community Support Program for individuals who have both mental illness and substance use disorder issues to assist with community outreach, case monitoring, assistance with resources.

ADMISSION

FamilyCare Counseling Solutions does not discriminate in providing Intake and Reopen services.

Individuals may be self referred or referred by another agency, health care provider, school, court, clergy, etc.

Individuals must meet the admission criteria for the program they are requesting. Following the initial diagnostic assessment, an individual may be referred to a different internal program or service, or given information and/or a referral to an outside resource that may meet his/her or the family's needs.

Screening is the process of calling or coming to the outpatient treatment center to schedule a first appointment or to return to services after previously discontinuing. The screener will ask how we may help you. If it is determined during screening that an individual does not meet admission criteria, the individual will be advised of the reason during the telephone or walk-in screening.

If the individual requests a service during screening that the outpatient center cannot provide, the screener will make every effort to provide helpful resource information to the individual.

DISMISSAL AND READMISSION

It is not the practice of FamilyCare Counseling Solutions to involuntarily dismiss or discharge clients from services. There may, however, be severe circumstances or events which require action on the part of FamilyCare Counseling Solutions administration in order to protect employees and/or property, or to act in the best interest of the client. These circumstances or events include threat of violence, violent behavior, property destruction, bringing illegal drugs or weapons onto Center property and other actions which could endanger clients, staff, or visitors of outpatient treatment centers.

Each situation or event which occurs and may lead to involuntary dismissal/discharge will be thoroughly reviewed by clinical and administrative staff. A decision to implement a plan to address the problem with the client or to discharge the client will be presented to the client. In the case of discharge, FamilyCare Counseling Solutions will work with the client to access alternative services/resources if the client chooses to do so.

If the client requests to be readmitted at a later date, the case will be reviewed by the Owner/Site Director and the Clinical Supervisor prior to a decision regarding re-admission.

INTAKE/ASSESSMENT

FamilyCare Counseling Solutions offers Mental Health and Substance Use Disorder Diagnostic Assessments, which are generally the first service the client receives. Following assessment most individuals participate in one of the many services or

programs listed in this handbook. In addition to your initial assessment, there may be an additional assessment for a specific program such as case management in our community support services.

TREATMENT PLAN DEVELOPMENT

Your Treatment Plan or Individual Service Plan will be developed with you, and your goals will be based on the problems you want to work on. We will work with you to plan the steps to be taken to reach those goals.

If you are involved with more than one service, goals for all services will be included in your plan.

You have the option of having others, such as family members, involved in your treatment planning.

Treatment plans change as goals are accomplished and new goals are set.

Intensive Outpatient Program (IOP) Plans are reviewed at least every 30 days

Outpatient Plans are reviewed at least every 90 days and revised whenever there is a change that affects your treatment.

You have a right to be provided a copy of your plan. If you are not given a copy, please ask your provider for one.

COORDINATION OF SERVICES ***(Case Management)***

If you participate in only one service, the provider (or staff member) for that service will be your case coordinator. If you are involved in more than one service, you will be advised of who your case coordinator is, and that person will coordinate your individual treatment plan.

TRANSITION/DISCHARGE

Transition or discharge takes place when you move to a different program or when you have completed your services at FamilyCare Counseling Solutions. A plan is developed with your provider that will address your progress while participating in programs and will identify any on-going needs you may have. Your providers will assist you in

accessing any other programs or services that may be helpful to you after you leave the outpatient treatment center. Keep in mind that you can return in the future if needed.

FINANCIAL ARRANGEMENTS FOR SERVICES

New clients who come for Intake will meet with a representative from the Business Office/Billing Office prior to the appointment.

The Business Office staff will gather information related to how your services will be paid for. This will include any information about Medicaid, private insurance, income, or how you are being supported if you have no income.

A Client Fee Agreement will be completed with you. If you are responsible for paying your fee or part of your fee, a sliding fee scale may be used to determine what part of the fee you are responsible for. You will be asked to sign this agreement. You may ask for a copy of your fee agreement at Intake or any time thereafter. You may be asked to provide a credit/debit card on file.

INPUT FROM OUR CLIENTS

FamilyCare Counseling Solutions has a system to continuously obtain and review information from clients regarding the Quality of Care they received. We strive for continued improvement of its services to clients and the community.

Input from clients is collected for review by the administrative staff using a Satisfaction Survey every quarter and following discharge from Center services. Participation in the Client Satisfaction Survey is not required but is encouraged. Satisfaction Surveys are sometimes mailed to clients, or clients are contacted by phone, depending on the situation and the client's preference.

Clients may also submit comments and suggestions by asking to speak to someone who can answer their question or listen to their comment or concern.

HEALTH AND SAFETY AT THE COUNSELING CENTER

FamilyCare Counseling Solutions staff members want you to feel comfortable and safe while at our locations.

- ***Exits and Safety Drills***

Each site has clearly marked exits, fire suppression equipment, plans for emergency shelter and first aid supplies. In the event of a drill or an emergency, staff will provide direction.

We encourage you to speak to a staff member about any safety concerns you may have while at FamilyCare Counseling Solutions.

- ***Smoking, E-Cigarettes, and Other Tobacco Products***

There is a “**No Smoking**” policy in buildings and only at the designated smoking areas outside of the buildings. .

The use of any type of e-cigarettes inside of the center’s locations is prohibited.

Other types of tobacco use, including but not limited to, chewing and dipping are prohibited inside all locations.

- ***Over the Counter and Prescription Medications***

FamilyCare Counseling Solutions strives to limit the inappropriate use of both illegal and legal substances. Thus, any person who brings legal, over-the-counter (OTC) drugs onto any premises must ensure that the drugs are secured in the original, store-bought container (not in any makeshift or loose container/wrapping) and maintained on the individual’s person (i.e., pocket, purse, etc.) at all times while on the premises. Similarly, any person who brings prescription medication onto the premises must ensure that the medication is secured in the original, pharmacy labeled container (not in any makeshift or loose container/wrapping) and maintained on the individual’s person (i.e., pocket, purse, etc.) at all times while on the premises. We acknowledge a person’s medical condition, in rare circumstances, may warrant special consideration; if needed, their situation would then be reviewed on a case by case basis.

- ***Alcohol and Illegal Drugs***

FamilyCare Counseling Solutions Policy regarding Legal and Illegal Drugs (including alcohol) states the following: Any person (clients, visitors or staff members, etc.) is absolutely prohibited from unlawfully manufacturing, distributing, dispensing, possessing or using illegal substances or alcohol at any of our facilities. Persons violating the above will be required to leave the premises. Any person who appears to be impaired due to the use of any drug, including alcohol, will be asked not to leave operating a vehicle. The individual will be advised to acquire a ride by contacting a family member or friend, or calling a cab. If a person insists on driving which may endanger him/her and others, the local police department will be notified.

- ***No Weapons Policy***

In the interest of maintaining an environment that is safe and free of violence, FamilyCare Counseling Solutions prohibits the wearing, possessing, transporting, storage, presence or use of all weapons, concealed or otherwise, on agency property and in any agency programs. This policy applies whether or not the person responsible for the weapon is otherwise licensed/permitted to carry it. This policy does not apply to any law enforcement personnel engaging in official duties. A client, visitor, vendor or employee who violates this policy may be removed from the property and reported to police authorities.

- ***Seclusion and Restraint***

It is the policy of FamilyCare Counseling Solutions that seclusion and/or restraint are not to be used at any of its sites or in any of its programs. Restraint is never applied except in a severe crisis when the client, staff or others are in imminent danger of physical harm without intervention.

ADVANCE DIRECTIVE

An Advance Directive Declaration is a legal document. It empowers you to name a proxy, a trusted friend or family member, to make mental health care decisions when your physician or psychiatrist and one other mental health professional determine that you have lost the capacity to make informed decisions for yourself.

Many people with a history of mental illness live in fear of what will happen if they lose the ability to make decisions. When you develop an Advance Directive Declaration for Mental Health Treatment, you may leave instructions and name a proxy to act on your behalf. It is a proactive approach to making your own decisions about your mental health care.

An Advance Directive Declaration may include instructions to your proxy as to what you want done, who you wish to see or not see, where you want to go for treatment and other very important issues related to treatment preferences.

An Advance Directive Declaration may address issues such as:

- ***Choice of medications you may or may not want to take.***
- ***Choice of where treatment is provided.***
- ***Preferences about types of treatment (e.g. for or against electroconvulsive treatment).***
- ***Choices about the temporary care of children.***