

Lifeline Connections

Outpatient Program

ORIENTATION HANDBOOK



**WELCOME to Lifeline
Connection's Outpatient
Treatment**

CHANGES TO SERVICES FOR COVID-19 PRECAUTIONS

Welcome to Lifeline Connections! Thank you for choosing us for your behavioral health service needs!

Due to the COVID-19 pandemic, most of our outpatient services have been moved to a “telehealth” (phone or zoom) model. If you have technology needs to continue to access services, please speak with a staff member. Our scheduled activities in the community that are described in our inpatient orientation handbooks are suspended until further notice (gym, self-help meetings, etc.).

Any services provided in person require strict precautions to keep people in services and staff safe.

Additionally, we strongly encourage (and make available at no cost) receiving the flu vaccination. The following are adjustments to our services:

INDIVIDUALS RECEIVING INPATIENT OR IN-PERSON SERVICES

- Screened to assure they are COVID-19 symptom free before a service is provided. This will also happen at least daily in our inpatient services.*
- Required to wear a medical mask (no cloth masks, bandanas, gators, etc.) covering their nose and mouth when in the building (when in inpatient, can take off mask in their bedrooms or in the dining room when eating*).
- Required to wash hands (or use hand sanitizer) every 2 hours or more frequently.
- For individuals in our inpatient services, any visit off the unit must be medically necessary (must be urgent medical needs to be approved by a physician or program director to leave the unit).*
- No visitors are allowed unless it is ordered by court or Department of Children, Youth and Families.

STAFF WORKING IN THE OFFICE OR INPATIENT UNITS

- Screened daily to assure they are COVID-19 symptom free before coming to work.
- Required to wear a medical mask (no cloth masks, bandanas, gators, etc.) covering their nose and mouth if outside of office space or within 6 feet of another person.
- Required to wear face shields or eye wear (in any inpatient program).*
- Required to wash hands (or use hand sanitizer) every 2 hours or more frequently.
- Required to clean shared workspaces/equipment every hour (especially high touch surfaces like door knobs, computers, pens, etc.).

*Inpatient program restrictions are more restrictive due to a shared living environment.

We appreciate your patience and working with us to assure we provide the safest space and services.

Sincerely,

Lifeline Connections

03.08.21

Welcome

Thank you for choosing Lifeline Connections. The purpose of this handbook is to help guide you through the program by outlining the program's expectations, procedures and your rights and responsibilities.

Please read this handbook and if you have any unanswered questions, please ask staff. This handbook is designed to help start your recovery process.

At Lifeline Connections we are very excited to inspire hope and support lifesaving changes for people affected by substance use and mental health conditions.

Sincerely,

Lifeline Connections Outpatient Staff

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Dear New Lifeline Connections Patient,

Welcome to Lifeline Connections Outpatient Programs! We are excited to start the hope, help and healing process.

We are happy to have you in Lifeline services. Our staff is dedicated to guiding you through your treatment goals.

The program is designed for your recovery. You will focus on the following priorities:

- Understanding your mental health and/or substance use disorder
- Obtaining safe housing
- Learning about how to present yourself for employment if you are not already employed
- Obtaining a primary care physician
- How to find and establish yourself in support groups in your community
- Establishing new and healthy coping skills
- Addressing family issues

Treatment will consist of group and/or individual therapy. Your length of treatment will be determined by the clinical team, your referral source and you. During your course of treatment you will interact with several staff. Our dedicated staff is going to guide you through your treatment goals.

Your counselor, _____ **will meet with you for individual counseling and group education. You will be assigned a primary counselor; however one of the other qualified counselors may be assisting you on your initial service plan. Your counselor will be assigned based on your individualized needs. Your service plan will be reviewed to assess your progress and to address any new treatment goals. Counselors on staff are qualified clinicians with backgrounds in substance use and mental health conditions.**

Other staff you may see:

Chemical Dependency Professional

Peer Support

Case Manager

ARNP

RN

Recovery Coach

Mental Health Therapist

Program Director: Your success and satisfaction of your treatment is important; if you have any questions or concerns please contact the program director.

Staff Code of Ethics

General Ethical Responsibility to the Individual's in Treatment

1. The staff's primary goal is the individual's and family's well-being and staff is committed to providing the highest quality service for those who seek help.
2. Staff will evidence a genuine interest in all individuals in services and do hereby dedicate to the best interest of those individuals, and to empowering the individuals to help themselves.
3. At all times staff shall maintain an objective, non-possessive, professional relationship with all individuals.
4. Staff will be willing to recognize when it is to the best interest of an individual to release or refer them to another program or individual.
5. Staff will adhere to the rule of confidentiality of all records, material, and knowledge concerning all individuals while on staff and after.
6. Staff will not in any way discriminate between individuals in services or professionals based on race, creed, age, sex, disabilities, ability to pay for services, or personal attributes.
7. Staff will respect the rights and views of other counselors and professionals.
8. Staff will continuously strive for self-improvement.
9. Staff will have a personal responsibility for professional growth through further education and training and have an individual responsibility for their own conduct.

Code of Conduct for Quality of Care

Lifeline Connections will provide quality services and assessment services in a manner that is appropriate and efficient.

1. All individuals and family members will be provided with quality services.
2. Lifeline Connections recognizes the right of individuals and family members to make choices about their own care, including the right to do without recommended care or to refuse treatment.
3. Lifeline Connections will inform individuals and family members about the alternatives for care if they are seeking treatment.
4. Lifeline Connections personnel will follow current ethical standards in regard to communications with individuals and family members.
5. Telephone crisis and information services - if you are experiencing a crisis please call 911 or the Crisis Line at (800) 626 - 8137.

Assessment

Every individual will be assessed to determine the program that best suits their needs. Questions about family history, substance use, education, employment, and mental health conditions will be asked by a professional certified to determine the best level of care for you.

Advance Directives

During your intake you will have the opportunity to discuss your advance directives or to have questions answered about them. If at any point in treatment you want more information, please ask your clinician. You can also gather information by contacting the local ombuds or calling DBHR Consumer Partnerships at (800) 446-0259.

Individual Service Plan

Your treatment experience begins with asking you this question, "What is your desired outcome for treatment?" The counselors will then develop treatment goals, objectives and interventions to match your desired outcome. Your service plan will be individualized to your unmet needs. Your service plan will be reviewed throughout your treatment to reflect on the progress being made and to address areas that still need attention. It is important for us to discuss your strengths, abilities and interests in addition to your needs when developing your plan with you.

Services

1. **Group:** We offer several groups to address mental health and substance use
2. **Individual Counseling:** You will be provided individual counseling where you can address your unmet need and your treatment goals.
3. **Peer Support:** Designed to assist you in developing community supports.
4. **Case Management:** Providing support with housing, finances, medical, and employment needs.
5. **Medication Management:** We prescribe medications and offer a ongoing reviews of your changing needs.

Individual Responsibilities

Alcohol/Other Drug Use: No one is allowed in group services if under the influence of drugs/alcohol or other non-prescribed mood-altering drugs. This behavior may be subject to automatic dismissal of treatment.

Prohibited items will be removed by staff. Examples include but are not limited to:

- Weapons, knives, needles
- Opened medicine/pills
- Candles, fireworks, incense
- Books/magazines/movies/video footage/pictures with pornographic, drug/alcohol or violent themes
- Any items that reference gang related or alcohol/drug related references
- Any items that can be considered racist, sexist, homophobic or be construed as violent

Tobacco Use: Tobacco, in any form, is not allowed on campus or in the facility

Participation: Your participation in treatment is a necessary component to successful completion.

Appropriate Behavior and Language: Abusive, insulting, racist, sexist, homophobic or sexually inappropriate language and behaviors are prohibited. Please maintain a respectful attitude toward your peers and our employees. Avoid all swearing and slang. Threats, violence, posturing and other acts of intimidation (including language) will not be tolerated.

Confidentiality: Please respect the confidentiality of your peers. Federal law and confidentiality regulations must be abided by in treatment. For example, that means not taking pictures in the facility and not discussing current or past people with family/friends. Please tell your family and friends if they call the agency and there is not a release of information for them, we will not be able to confirm or deny that you are here/in services.

Exceptions to confidentiality:

Lifeline Connections staff is required by law to report the following:

- If you tell us you intend to harm yourself or others
- If you are suspected of child abuse or neglect
- If you are suspected of abuse or neglect of someone who is elderly or has a disability

Cultural/and or spiritual activities: Provisions can be made to address the need for cultural and or spiritual activities. Please inform your counselor of any requests.

Dress Code: Please dress appropriately for groups and other appointments and refrain from clothing depicting substances or discriminatory ideas

Substance use: If you use drugs or alcohol on the campus or come to group under the influence, you will meet with the treatment team to discuss the consequences, potential discharge or a referral to a different level of care.

Fire/safety drills: For your safety, the county building manager will conduct fire/safety drills. Please follow staff directions during a drill.

Medical/Medications: You may be provided medications as part of your treatment. Prescriptions for habituating/addictive medications are closely monitored and require ongoing urinalysis tests. Medications are not refilled early for any reason. Prescription medications brought on campus must be in the original labeled, secured container.

Non-completion discharge: You may be asked to leave treatment for the following examples:

- Threatening behavior verbal or nonverbal threats of violence
- Violating another individual's confidentiality
- Physical violence toward staff and peers
- Inappropriate sexual conduct
- Bringing weapons on the unit/building
- Unauthorized absence in treatment
- Making racial, ethnic, sexist or homophobic remarks

Restrictions of Rights: You were provided a copy of the “individual rights” at your time of assessment or intake. We take these very seriously and want you to feel respected by all staff. We will not violate or restrict your rights in any manner. If you believe any of your rights have been violated, please speak with a staff member or complete an agency grievance form.

Violation of program rules can result in a revision of treatment plan. The purpose of this is to maintain safety for all participants in the program and to further your recovery process.

In this case a progressive process will be used. First, you will be given a verbal warning regarding the behavior. If the behavior persists you will receive a written warning followed by a final written warning, if needed. Termination from treatment may be considered as a final option.

At any time, restrictions and written warnings may be withdrawn once the indicated time period on the warning has expired or upon mutual agreement between the counselor and the patient.

Violation of program rules or a failure to demonstrate progress in treatment can result in revision of the treatment plan.

Fees

Our fee rates are available at the front desk in both lobbies upon request. If your insurance plan has fees, depending on your funding source, your responsibility varies. A billing specialist will discuss your fees before and during treatment. Before discharge a billing specialist will discuss your fees for aftercare and set up a payment schedule if needed. Medicaid recipients will not be directly charge for services.

At Lifeline we collect the remaining balance of your deductible before entering treatment. If you have bills that have not processed through yet, we still collect what is currently owed.

Other questions about payment

1. What do I do if my insurance company doesn't authorize more days, but I want/need to stay longer?

If this occurs during your stay there are several steps that can occur. First you and your counselor will discuss if you want to file an appeal. This will occur within the first 24 hours after you were denied the requested days. If the appeal is approved, you will be notified of the additional days approved. If your appeal was denied your authorization ends. At this point you will discuss with your counselor about discharge options or self pay options. You are responsible to pay for any unauthorized days while in treatment.

2. What if I don't have insurance?

If you don't have insurance you may qualify for state insurance or private plans. If you enter the program on state assistance, you may meet with a billing specialist to review any charges.

Discharge Planning

Discharge planning begins right when you enter treatment. Your counselor will discuss with you any options of follow up care.

You and your counselor will set up an aftercare plan. Your insurance plan will determine your options. This will be discussed before your aftercare is set up. A billing specialist will outline your total charges before your discharge if you have private insurance.

Your discharge date is affected by several factors. One is your funding source. Your funding source may only authorize a certain number of weeks. You and your counselor will have open communication about your discharge date and discharge plan.

Emergencies

In the event of an emergency, staff will direct you to and provide necessary information regarding: emergency exits, shelters, fire suppression equipment, and first aid kits. You will also be shown these items during the intake process.

Urinalysis/Breath Testing

As part of your individualized service/treatment plan, you may be referred for random urinalysis monitoring. The urinalysis testing is done on a random, color-coded basis and your color can be called any day of the week Monday - Friday. Your urinalysis will be observed by staff. If there are any concerns with this, please speak with your clinician. During your intake, the clinician would have reviewed all of the expectations of urinalysis and breath testing and assigned you a specific color. If applicable, the results of these tests will be communicated to any reporting authority (DCYF, Clark County Probation, Department of Corrections, etc.). If you have any questions about the urinalysis or breath testing, please refer to the policy and procedures provided to you or ask your clinician. It is important that you understand every aspect of this process and how to be successful.

Your color and frequency of testing will be based on your level of care, your drug of choice and your progress in treatment. As you progress through treatment, your color will likely change. You will provide urinalysis and breath testing more frequently in the early stages and become less frequent in the later stages. Each color change will be communicated with you as well as the date the new color will take effect.

If you are prescribed a controlled substance, you may also receive random testing based on the request of your physician/prescriber.

Your urinalysis testing will be observed (with a staff person in the bathroom) and the collection process will be conducted in a respectful manner. If you have any questions or concerns, you can refer to the monitored urinalysis policy and/or speak with your clinician.

The results of your urinalysis or breath testing results, whether positive or negative, will not be the only basis for making treatment decisions or terminations.

If you have any medication questions/needs you can contact the prescriber's assistance or LPN/RN assigned for the unit/program where you are receiving medication services by calling 360-397-8246. Please request the specific program medical staff.