



COMMUNITY & FAMILY
RESOURCES

Inspiring prevention, treatment and recovery

CLIENT HANDBOOK

Community and Family Resources is dedicated to proactively assisting individuals, families, and communities achieve healthy behavior and lifestyle through advocacy, prevention, and treatment of substance abuse, problem gambling, and mental illness.

www.cfrhelps.org

Emergency/Crisis Contacts

Emergency Calls: 911

Suicide Prevention Lifeline: 800-273-8255

Your Life Iowa (help for alcohol/drug/gambling concerns,
suicidal thoughts, & more):

Call 855-581-8111 or **Text** 855-895-8398

Poison Control: 800-222-1222

Local Health & Human Services Referral Information: 211

CFR's 24/7 Phone #: 866-801-0085

Table of Contents

Welcome to CFR/About CFR.....	4
Philosophy of Treatment.....	5
Services.....	6
Goals/Outcomes of Services	12
Expectations.....	13
Alcohol & Drug Screening/Testing	15
Confidentiality.....	18
Rights and Responsibilities.....	20
Grievance Procedure.....	23
Facility Emergency/Safety Plan.....	24
Satisfaction Surveys.....	24
Discharge Planning.....	25
Locations/Days of Operation.....	26

Every person regardless of race, beliefs, gender, age, national origin, disability, sexual orientation, or source of payment can expect the most appropriate service to help meet his/her needs at Community and Family Resources.

WELCOME TO COMMUNITY AND FAMILY RESOURCES! WE ARE HERE TO HELP!

We are happy you are here, and no matter where you are in your journey, our team is here to help. Taking an opportunity for a new start and making positive changes will take some time, thoughtful consideration, and personal effort. With the support of fellow clients, staff, and significant others, identifying and making changes in your life is within reach.

This Client Handbook contains important information about Community and Family Resources (CFR), the services CFR provides, client rights, and client responsibilities. If there are ever any questions or concerns, please feel free to ask a CFR staff member at any time.

ABOUT CFR

Since 1968, CFR has been helping individuals, families, and communities achieve healthy behaviors and lifestyles through advocacy, prevention, and treatment of behavioral health conditions. CFR is accredited by CARF for the following programs: crisis stabilization, detoxification/withdrawal management, residential treatment, intensive outpatient treatment, and outpatient treatment. CFR is also licensed and accredited by the State of Iowa to provide prevention and treatment services for substance use, mental health and problem gambling.

Services include evaluation, detoxification/withdrawal management, crisis stabilization, residential treatment, half-way house/transitional living, outpatient counseling, outpatient therapy, psychiatric medication management, prevention, and education. CFR serves adults, adolescents, and families. CFR has offices in an eight-county catchment area, which includes the following counties: Boone, Calhoun, Hamilton, Humboldt, Pocahontas, Story, Webster, and Wright Counties. Additional prevention services are also offered in Franklin County.

PHILOSOPHY OF TREATMENT

CFR's treatment programs use a blend of research based treatment approaches that have been shown to be helpful in assisting individuals to achieve their treatment goals. The clinical teams at each facility are composed of professional staff and counselors who understand substance use, mental health, and gambling disorders.

CFR understands that addiction is a chronic disease of the brain and that relapse is often part of the recovery process. Having access to and involvement with other community resources (such as housing, spiritual, medical, economic, social, mental health, trauma/abuse, sexual preference, employment, education, legal, transportation, etc.) significantly aids success and establishes hope in developing a long term recovery - oriented lifestyle. CFR's professional staff work closely with individuals to identify and access community resources to achieve person-centered and agreed-upon recovery goals and learn the skills necessary to maintain recovery from mental health and substance use disorders. Treatment decisions that are made in partnership with each client and provider are guided by industry standards.

CFR recognizes how adult and adolescent substance use, problem gambling, mental illness, and related concerns affect family members, friends, co-workers, and the community. CFR encourages family members/friends to identify how they've been affected by the issues of their loved one, begin to work on making positive changes for themselves, and seek supportive services to begin the process of their own healing. Educational opportunities, family groups, and support are offered to family members and friends to learn how to be a recovery support person. This may include participation in community-based family support groups like Al-Anon, Nar-Anon, or topic-specific support groups.

CFR's mission is to provide high quality, community-based, behavioral health care services. Strengths-based services are provided in a respectful and confidential manner. You will be treated with dignity and respect. Services will be as responsive and accessible as possible to you, your family, and the community we serve.

SERVICES

CFR offers a variety of options to help individuals achieve their recovery goals. This process usually starts with a substance use, mental health, and/or gambling evaluation. Pregnant women seeking substance use disorder services receive priority in admission.

Gambling and Substance Use Evaluations

CFR provides substance use and problem gambling evaluations for adults and adolescents. CFR is a provider of mandatory OWI evaluations which are required by the Iowa Department of Transportation. Evaluations are conducted by Certified Alcohol and Drug Counselors who consider the individual's physical, emotional, mental, and behavioral conditions, as well as family information and addiction-related concerns. Upon completion of the evaluation, the assessment of any substance use, gambling, or mental health concerns are shared with the individual, along with effective treatment options. Referrals are made to the most appropriate services offered by CFR. In some cases, referrals are made to other community resources to best meet the identified needs and goals of the individual.

Detoxification/Withdrawal Management

CFR provides detoxification services to those individuals who meet criteria to be detoxified within a medically monitored detoxification unit, staffed by RNs, LPNs, CMAs, and a Medical Doctor. The length of stay is generally three days. CFR's nursing staff is trained to monitor and respond appropriately during the withdrawal process, administering medication as needed under the protocols established by CFR's Medical Director. Most individuals can safely be detoxified at CFR's detox unit. In some cases, individuals may be referred to a hospital-based facility to complete detoxification and when medically stable, return to CFR for additional services.

Adult Residential/Halfway House/IOP with Room Treatment

CFR offers a variety of residential programs for adults with addiction and/or gambling conditions. These programs are

designed to meet the various needs of individuals who need a residential setting to be successful in addressing their addiction, mental health, and related concerns. The programs are designed to treat adults who may have significant social and psychological concerns. Professional staff include a Medical Doctor, Certified Alcohol and Drug Counselors, RNs, LPNs, CMAs, and Certified Medication Managers.

- ◆ Residential Treatment: Individuals participate in 50+ hours of programming each week.
- ◆ Intensive Outpatient (IOP) with Room: Individuals participate in nine or more hours of programming each week.
- ◆ Halfway House: Individuals participate in five or more hours of programming each week.

Individuals in this type of treatment live in a safe, drug-free, gambling-free, and nicotine-free environment while participating in a therapeutic environment that consists of various groups, individual and family sessions, and educational groups. Residential program clients participate in therapeutic recreation activities as part of their recovery.

Recovery House (Adults)

The Recovery House is a ten bed halfway house for men who are interested in longer term support for their recovery, led by a Certified Alcohol and Drug Counselor. Eligible individuals must:

- ◆ Be at least 18 years of age.
- ◆ Not be on any sex offender registry.
- ◆ Have completed primary treatment in a licensed treatment facility or prison program.
- ◆ Have at least 14 days of continuous sobriety.
- ◆ Be willing to participate in in-house treatment and continuing care groups, house meetings, and individual sessions.

Participation in community support groups is strongly recommended. For the safety of all individuals living at the Recovery House, there is no tolerance for use of any illegal drugs and/or alcohol, gambling activities, tobacco products, or violence while in the program. Interested adult males can apply by writing a letter of application stating their needs and how the Recovery

House would benefit them and their recovery. Please send letters of application to the attention of the Recovery House Manager.

STARS (Adolescent Treatment)

CFR's **Substance Abuse Treatment for Adolescent Recovery and Success (STARS)** program offers several treatment options for adolescents and their families. The program accepts both males and females. CFR's professional staff is composed of Certified Alcohol and Drug Counselors, Certified Medication Managers, and a Medical Doctor. Staff will meet with the adolescent and his/her family to discuss the appropriate program intensity, treatment schedule, and expected length of treatment. STARS offers the following treatment options:

- ◆ Residential Treatment: Adolescents participate in 50+ hours of programming each week. The normal length of stay is 30-45 days.
- ◆ Intensive Outpatient (IOP) with Room: Adolescents participate in 20 or more hours of programming each week. The normal length of stay varies, but can last longer than 90 days.
- ◆ Intensive Outpatient: Adolescents participate in outpatient groups that meet three times a week for a total of six or more hours per week. The length of treatment varies depending on the adolescent's needs and goals
- ◆ Extended Outpatient: Adolescents participate in outpatient groups that meet two days a week for a total of four hours each week. The length of treatment varies depending on the adolescent's needs and goals.

During treatment, adolescents are encouraged to attend support group meetings to further assist their early recovery and help develop a sobriety-based support network. Adolescents will meet with their counselor in individual and/or family sessions to review the adolescent's and family's progress in treatment, update/revise treatment plans, discuss discharge planning, answer questions, and discuss family concerns and/or referral options.

Adult Outpatient Treatment

CFR's outpatient programming offers several options to meet

individual needs, goals, and objectives. Each option/track offers a mixture of individual counseling, group counseling, drug screens, and family groups/sessions and support. Services are provided by Certified Alcohol and Drug Counselors.

- ◆ **Intensive Outpatient (IOP):** CFR uses various curriculums that explore early recovery skills, relapse prevention, and include a family education component. Topics include triggers, thought-stopping, boredom, trust, stress reduction, mental health, and compulsive behaviors. Individuals will meet with their counselor regularly to explore possible changes in their lifestyle and behavior that would help to reduce or eliminate further substance abuse and/or gambling related problems and develop strategies that teach how to maintain those changes. Groups usually meet three times per week for a total of nine hours per week.
- **Extended Outpatient (EOP):** CFR offers adult outpatient groups covering a wide range of topics at many of our locations and some are gender specific. CFR also offers programming and groups at some Department of Corrections locations. Topics include, but are not limited to:
 - ◆ Impact of gambling/substance use on work and relationships
 - ◆ Impact of addiction on the brain
 - ◆ Relapse and relapse prevention
 - ◆ Identifying and utilizing a sober support system
 - ◆ Strategies for self-improvement and change
 - ◆ Family education
 - ◆ Criminal thinking and substance use
 - ◆ Recovery strategies
 - ◆ Continuing care/aftercare
 - ◆ Mental health
 - ◆ Mental health and substance abuse
 - ◆ Gender specific issues groups

Problem Gambling Treatment

Gambling has been described as one of the most hidden addictions. CFR understands the nature of the disease and has trained professional counselors who understand the pain it

causes. Symptoms of this illness are financial ruin, physical problems, mental losses, and emotional devastation. Various services are available ranging from one hour per month to 30+ hours a week depending on one's needs and goals. Services are provided by Certified Alcohol and Drug Counselors.

- ◆ Outpatient Treatment: An individualized treatment plan and schedule is developed to help individuals obtain their recovery goals.
- ◆ Crisis Services: CFR offers 24 hour crisis services for individuals or concerned persons, which can be accessed by calling any of CFR's offices or 1-800-BETS-OFF (1-800-238-7633) or Your Life Iowa at 1-855-581-8111.
- ◆ Concerned Persons: Problem gambling causes devastation to families and communities and CFR offers special outpatient services to individuals who have been affected by gambling. These outpatient services focus on the safety, stabilization, and financial recovery of concerned persons.

Mental Health Evaluations and Therapy

CFR offers mental health evaluations and therapy. Individuals who have a variety of family and emotional concerns can benefit from evaluation and treatment. These issues might include depression, anxiety, family conflict, bereavement, LGBTQ issues, child behavior and school problems, ADHD, history of childhood trauma, mood swings, and other short- or long-term conditions. The individual will be seen by a therapist for an initial evaluation, during which time a treatment plan will be mutually agreed upon. Therapy consists of individual sessions of 45—60 minutes each for a period that is determined by you and your therapist. The therapist will listen to your problems and use a variety of strategies to help you accomplish your goals. Therapy is terminated when treatment goals are accomplished to the individual's satisfaction. Services are provided by licensed Iowa mental health providers or interim licensed mental health providers under supervision.

If psychological evaluation and/or testing is needed, CFR staff may make a referral to an appropriate provider.

Psychiatry

Psychiatry services are provided to individuals needing medication to manage a psychiatric condition. Individuals are seen for an initial one-hour Evaluation by a Psychiatrist or Advanced Registered Nurse Practitioner. During this time, the provider will talk with you about your medical and psychosocial history to determine if medication is an appropriate intervention. If medication is prescribed, individuals are then seen for 15 minute medication checks on a routine basis (generally once a month to start, then every 3-6 months depending on the circumstances). Psychiatry providers will coordinate care with your mental health therapist. Psychiatry staff may assist patients in utilizing medication assistance programs when insurance doesn't adequately cover the cost of medication. A nursing staff composed of RNs, LPNs, or CMAs are available for additional support as needed.

Crisis Stabilization

The Adult Crisis Stabilization Unit (ACSU) serves individuals who are experiencing an acute mental health crisis. It is designed for individuals who are in need of a safe, secure environment that is less intensive and restrictive than an inpatient hospital. The key goals of the ACSU are (1) to assist the individual in resolving the issue/situation that brought him or her in for services, and (2) to identify and connect the individual to support systems prior to his or her discharge from the unit. A multidisciplinary team of case-workers, residential counselors, physicians, nurses, county social services specialists, and mental health specialists provide the following services:

- Crisis intervention
- 24-hour staffing and support
- Mental health evaluations and treatment
- Medication administration and monitoring
- Referral to community-based social services as needed
- Referral to Psychiatric staff as needed

Distance Treatment

In an effort to reduce transportation, childcare, and other barriers to attending treatment services, distance outpatient treatment may be available through interactive audio and video. You may

discuss this option with CFR staff to determine if it may be a good fit for you.

Medication Assisted Treatment (MAT)

MAT combines prescription medications with counseling in order to treat substance use disorders (primarily for alcohol, opioids, and tobacco). Research has demonstrated that this treatment combination can assist in achieving and maintaining recovery. CFR offers counseling treatment programs, and MAT prescription medication is available at select CFR locations through a partnership with UCS Healthcare.

Peer Recovery Support

CFR's Peer Recovery Coaches provide support to adults and families with substance use and/or co-occurring disorders. They provide education and serve as advocates for wellness and recovery, utilizing their own unique insights based on personal experience as well as specialized training through the Recovery Peer Coaching Academy. Support is also available to assist individuals with accessing treatment services and community resources. You may discuss this program with CFR staff to determine if it may be a good fit for you.

Prime for Life (OWI Education)

This program fulfills the Iowa DOT requirements for 12 hours of education for drunk driving offenses. Specially-trained Prevention Specialists utilize the Prime for Life curriculum from the *Prevention Research Institute*, which teaches individuals how to reduce risks associated with drinking. Most attendees are individuals who have received an OWI and/or Zero Tolerance Charge. In some cases, other individuals who could benefit from the information presented in Prime for Life may be recommended to attend. Referred individuals must complete the full 12 hours of instruction to fulfill the Iowa DOT requirements.

GOALS/OUTCOMES OF SERVICES

CFR services are tailored to an individual's and/or family's needs, building upon each person's individual assets, strengths,

health, goals, and competence in order to help them achieve and/or master:

- ◆ Self-awareness of how drugs, alcohol, and/or gambling have affected the way they behave in order to change those behaviors.
- ◆ Skills needed in order to address mental health concerns that are affecting quality of life.
- ◆ Effective interventions and coping strategies for developing and maintaining a holistic and healthy lifestyle.
- ◆ The ability to access other help in the community that they need.
- ◆ Life without the need for drugs, alcohol, or problem gambling and how to have a meaningful interaction/relationship in their home community.

EXPECTATIONS

Thanks for choosing CFR! Making positive changes is a viable and attainable outcome for everyone and it takes hard work. CFR can help!

Here are a few guidelines that can help individuals while they are in services at CFR:

- ◆ Be honest, open-minded, and willing to look at alternative solutions to current problems.
- ◆ Explore abstinence from mood-altering chemicals/ gambling as a way to get a better look at what is going on right now.
- ◆ Be considerate and respectful of others.
- ◆ Strive to be the best person possible.
- ◆ Have pride in yourself and how it reflects to others.
- ◆ Cooperate with peers and staff.
- ◆ Grow in acceptance and humility.
- ◆ Be consistent in service attendance.

Abuse (Physical/Verbal)

For the safety of everyone, verbal and physical violence will not be tolerated. Anything that may cause or result in physical or emotional harm to self or another individual is not allowed. It is each individual's responsibility to act considerately and not verbally or physically abuse other individuals in the program or CFR staff. Violating this responsibility could result in discharge from the program and related consequences. CFR's professional staff are mandatory reporters of child and dependent adult abuse and neglect.

Activities

CFR provides a wide assortment of activities, which may include recreational and/or physical activities. CFR is not responsible for any injuries that may occur from participating in these activities; each individual is responsible for any injuries sustained and any medical bills incurred from any such injury.

Attendance

Consistent attendance at all scheduled activities contained in each person's treatment plan will be of the most benefit in reaching agreed-upon recovery goals. It is the policy of CFR that an individual must provide at least 24 hour advance notice if an appointment cannot be kept as scheduled.

When an individual has a no show or late cancellation (less than 24 hour advance notice) the individual will be contacted by an Engagement Specialist to ascertain if an alternative scheduling plan or other remedies are appropriate. When the individual reaches three (3) no-show/late cancellations over a 90-day period, the individual must talk with the Engagement Specialist to determine the requirements for the scheduling of any future services, which may include attending Motivational/Engagement Group sessions. If the individual reaches four (4) no-show/late cancellations over a 90-day period or declines to attend a Motivational/Engagement Group, CFR will assume they are no longer interested in further services and they will be discharged and ineligible for services for 90 days. Please see the No Show/Client Engagement Policy for full details.

Attire

Program participants and family members are asked to wear clean, well-fitting clothing. Jeans, slacks, shorts, dresses, or skirts with an appropriate blouse or shirt may be worn. Clothing and/or accessories that symbolize or advertise inappropriate or suggestive ideas or unhealthy messages are not to be worn. Skintight or revealing clothing, low-cut or tube tops, and halter-tops are considered inappropriate attire. CFR staff monitor this closely to ensure the safety of all program participants, staff, and visitors and have the discretion to ask an individual to change and/or leave facility due to their attire.

Conduct and Behavior

It is the philosophy of CFR that all individuals be treated with courtesy and respect by staff, visitors, and other program participants. Failure to be respectful of staff, peers and/or their significant others, or CFR facilities may jeopardize continued participation in the program, and may result in charges being filed with the police.

We also ask that individuals report any safety hazards observed (broken window/door/furniture, fluid spills, smoke, gas fumes, etc.) to staff immediately so corrective action can be taken to ensure the safety of CFR's program participants, staff, and visitors. CFR is not liable for any injury caused by an individual's carelessness or negligence while on CFR property. Should any damages be caused to a CFR facility, the appropriate authorities will be contacted and the individual causing the damage will be responsible for the damages. Should the damage be caused by a minor child, the parent/guardian will be responsible for the damages.

CFR encourages individuals to not bring valuables with them while in services. CFR is not responsible for any personal belongings that are lost or misplaced while at a CFR facility.

Alcohol & Drug Screening/Testing

All program participants are subject to alcohol and drug screens as deemed necessary. Drug screening helps CFR staff assess

progress and make necessary adjustments to services in order to best meet the individual's needs and goals. Drug screens can be given throughout treatment and are billed to the individual's account. Any family member, referral source, or concerned person may also request a drug screen. Referral sources sometimes request that drug screen results be provided to them. The results of instant testing will be shared with the individual served, and test confirmation is available through an external lab.

Gambling

Gambling is not allowed on CFR property. It is a common occurrence for recovering individuals to switch addictions (gambling, nicotine, caffeine, etc.) since they no longer have their drug of choice available to help them cope with life. CFR counselors will help individuals develop techniques to help manage the ups and downs of early recovery.

Gang Activity

CFR has a zero tolerance policy for gang activity and/or gang-related behaviors/lifestyle. Gang hand signs (or anything that resembles a gang hand sign), colors, graffiti, handwriting, gang symbols, or gang slang will not be tolerated. Challenging or checking other people's signs in the program will not be tolerated.

Gifts

CFR staff is not allowed to accept gifts from program participants or give gifts to program participants.

HIV/AIDS and Tuberculosis (TB)

Each individual receives information regarding HIV/AIDS prevention and treatment and TB screening during orientation at CFR. It is each individual's responsibility to protect themselves and others from infection and transmission of HIV/AIDS and TB. Should an individual have a positive TB screen, he/she will be referred to the appropriate agency for follow up and/or treatment. In some cases the individual may not return to services until cleared by a physician.

Recovery Environment

CFR facilities are drug, alcohol, gambling, nicotine, and weapon free as CFR is committed to providing a safe recovery environment for all program participants, family, visitors, and staff.

It is the policy of CFR to prohibit any weapons or other devices that might pose a threat to the safety of program participants, staff, and visitors. Guns, knives, chemical sprays, other electronic self-protection items, and any other object or item that could be construed as a potential weapon are included in this policy.

Unauthorized use and/or possession of any legal or illegal medication, alcohol, drug, or controlled chemical substance is not allowed at any time in CFR facilities. All prescription and non-prescription medications brought into CFR facilities are required to be turned in at admission.

If an individual presents for services at a CFR facility under the influence, and then attempts to drive a vehicle or attempts to leave a CFR facility while in a condition which has been determined by a staff member to represent a danger to the individual or public safety, the condition of the individual will be reported immediately to law enforcement.

Relationships

If there is a problem with another individual, attempt talk to that person about it directly. If the problem continues, talk to a CFR staff person. It is important to provide support to all CFR program participants equally. Sexual relations and fraternization between individuals on CFR property is not allowed.

Role of 12 Step Support Groups

Alcoholics Anonymous (AA), Narcotics Anonymous (NA), and Gamblers Anonymous (GA) are voluntary self-help groups for individuals struggling with substance abuse and/or gambling concerns. By practicing the 12 Steps, individuals learn to follow an outline for living more successfully with self and others. Al-Anon/Nar-Anon/Ala-Teen are support groups for family members or

significant others of an individual with a substance use concern.

Smoking/Tobacco/Nicotine Products

All CFR facilities, grounds, and campuses are nicotine-free. Use of any tobacco/tobacco-like products or non-FDA-approved nicotine replacement products are prohibited, including electronic and/or simulated smoking devices (examples include but are not limited to cigarettes, electronic cigarettes, cigars, chewing tobacco, snuff, pipes, snus, etc.) FDA-approved nicotine replacement therapy products are available at all CFR locations. When entering residential treatment programs, nicotine replacement therapy is available free of charge for seven days. After that time it is available for purchase.

Spirituality

CFR believes in treating the “whole” person, including an individual’s personal spiritual needs. CFR provides opportunities for clients to explore and discuss their own spirituality. CFR’s professional counseling staff is sensitive to the spiritual, faith, ethnic, and cultural needs of clients, and when appropriate and agreed upon, referrals can be made to spiritual supports in the local community.

Weather

At times during the winter months, there may be weather conditions that make travel unsafe and CFR will cancel services. Cancellations are announced through KCCI (TV and online) and CFR’s social media pages generally by 8 AM and 4 PM. When it is unsafe to travel because of bad weather and CFR has not cancelled services, please call and notify the CFR location staff that weather conditions are preventing your attendance.

CONFIDENTIALITY

When individuals are first seen at CFR, they will be given the opportunity to read and/or be given a copy of, and/or have explained to them CFR’s Privacy Notice and rights to confidentiality. The Privacy Notice describes how medical, drug,

alcohol, gambling, and mental health information may be used and disclosed and how individuals can gain access to this information. Each individual is encouraged to review the Privacy Notice carefully and will be asked to sign an acknowledgement that he/she has seen the notice.

Generally, program participants have the right to privacy and individuality where physical, social, spiritual, and psychological well-being is concerned. They also have the right to confidentiality concerning personal information. Client confidentiality is protected by state and federal laws. These laws include: the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”), 42 U.S.C. § 1320d *et seq.*, 45 C.F.R. Parts 160 & 164, and the Confidentiality Law, 42 U.S.C. § 290dd-2, 42 C.F.R. Part 2, and Iowa Code Ch. 228. Under these laws, CFR may not disclose any information to a source outside CFR that you attend the program, nor may CFR disclose any information identifying you as an individual with a substance use, mental health, or gambling disorder; CFR cannot disclose any other protected information except as permitted by state and federal law.

CFR must obtain your written consent before it can disclose protected health information about you. However, federal law permits CFR to disclose information *without* your written permission in the following situations:

- ◆ Pursuant to an agreement with a qualified service organization/business associate
- ◆ For research, audit, or evaluations
- ◆ To report a crime committed on Community and Family Resources’ premises or against Community and Family Resources personnel
- ◆ To medical personnel in a medical emergency
- ◆ To appropriate authorities to report suspected child or dependant adult abuse/neglect
- ◆ As allowed by a court order

Please know that all professional staff are mandatory reporters and are required under Iowa law to report all suspected instances of abuse/neglect of minors and dependent adults to the Iowa Department of Human Services Child Protective

Investigation Unit.

There are times when an individual presents in a crisis situation in which confidentiality may be broken in order to ensure safety.

CFR Program participants are asked to respect client confidentiality and are asked not to discuss with those outside CFR anything seen or heard while in services at CFR. Also, if an individual attends an activity in the community while in services, confidentiality may be breached as a result of participating in that activity. Additionally, there are times when information an individual discloses to one staff member may be re-disclosed to other members of the person's treatment team as part of coordinating care while at CFR.

It is important to note that from time to time program participants may see CFR staff in public. CFR staff will not approach a CFR program participant while in the public arena. However, if a program participant sees a CFR staff member in a public setting and wants to talk to him/her, the individual may approach the staff member at the risk of breaking anonymity to the program.

RIGHTS AND RESPONSIBILITIES

Each individual participating in CFR programs shall be recognized and respected in the provision of services, in accordance with basic human, civil, and statutory rights.

1. CFR staff shall in no way attempt to interfere with the legal or human rights of any program participant. Staff provides services in ways that respect and enhance the individual's sense of autonomy, privacy, dignity, self-esteem, and involvement in the individual's own treatment.
2. Staff shall not retaliate against, humiliate, harass, abuse, or exploit persons served. Discrimination is expressly prohibited based on race, color, creed, national origin, gender, marital status, sexual orientation, age, religion, veteran status, political belief, physical or mental disability, or any other characteristic protected by law. Please note this is whether directed at a specific individual or made as a general comment.

3. Staff takes language barriers, cultural differences, and cognitive abilities into consideration and makes provisions to facilitate meaningful individual participation.
4. Staff informs all individuals using the service and, when appropriate, family and significant others of their rights, choices, and responsibilities at the time of service initiation and annually.
5. The Client Handbook shall be available at all CFR facilities at all times for review and/or clarification.
6. The staff explains the risks and benefits of all services and activities during the assessment phase of treatment in order to protect the individuals using the service during any activities, services, procedure, or research that requires informed consent.
7. Persons served shall be actively involved in their own treatment planning process and shall receive information about current and potential treatment options in a timely manner, which allows them adequate opportunity to evaluate and provide informed consent or refusal. The treatment plan will be reviewed with the program participant regularly and updated as needed.
8. There will be discussions on treatment options, progress, and possible success rate of each option in language that can be easily understood. Program participants have the right to know of any third party payor (insurance) requirements, restrictions, or covenants that could interfere with or influence treatment recommendations or conditions in treatment planning.
9. Persons served shall be allowed the freedom of choice to elect which treatment services they participate in and the right to refuse or discontinue services. Depending on circumstances, the choice not to participate may result in negative consequences from family, school, work, the court system, Department of Human Services, etc.
10. Persons served have the right to determine to whom their confidential information may be shared with and who is a part of their treatment team. Should persons served need multiple types of services at one time, they may obtain all of these services at CFR if offered, but will not be required to do so.
11. All individuals using the service, their legal representatives,

and other people authorized by law have access to the records of the individual using the service in accordance with state and federal laws and regulations. Program participants are permitted to review their medical record upon request. The individual and staff member will arrange a mutually agreed-upon time to review the contents of the medical record. If an individual requests to copy information from his/her file, a minimal fee will be charged per page.

12. Program participants have the right to access consultation with legal counsel at any time. CFR will provide resources for legal aid when requested. Individuals shall have access to room space that affords protection of the confidential and privileged communication needed when accessing legal counsel.
13. Staff shall make effort to provide additional resources that may be beneficial to the individual's mutually agreed upon treatment plan goals. The types of resources provided may include, but not be limited to: self-help resources, support groups, consumer advocates, financial assistance, veteran assistance, transportation assistance, or other health services.
14. An Advanced Directive provides written instructions about your preferences for medical care in the future, should you become unable to communicate these yourself. If you have an advance directive for our agency's health care providers to be aware of, please provide a copy of any pertinent document(s).
15. Requests for reasonable accommodations to reduce or remove barriers may be made at any time. If an accommodation is requested, the Program Supervisor or designee will engage in an interactive process with the individual making the request to determine if we can provide reasonable modifications or adjustments, which do not create an undue hardship, in order to remove or reduce an identified barrier. If it is determined that a reasonable accommodation cannot be made, the Program Supervisor or designee will provide referrals to other community resources.
16. To the furthest extent possible, program participants shall have the right to privacy while in CFR facilities.

GRIEVANCE PROCEDURE

In the event that a program participant believes that his/her rights have been violated by an action of a CFR staff member or a program participant believes they have been discriminated against, received unequal treatment, or sees something that they feel is not right, please follow the following procedure:

An informal grievance/complaint may be reported to the individual's immediate service provider for evaluation and action. If the problem is not satisfactorily resolved at this level, the individual may follow the procedure to submit a formal grievance.

To submit a formal grievance, an individual shall complete a Formal Grievance form, which is available at each service location.

- ◆ This form shall be submitted to the Program Supervisor.
- ◆ If the grievance has not been resolved at this point, the individual may present the grievance to the Executive Director.
- ◆ If the grievance is not resolved at this level, the individual may request in writing to take the grievance to the CFR Board of Directors.
- ◆ Any individual who cannot resolve a grievance within the organization may take the grievance to the Iowa Department of Public Health (IDPH) Division of Substance Abuse at (515) 281-4417 at the Lucas State Office Building, 321 E. 12th St. Des Moines, Iowa 50319 or the Iowa Department of Human Services at (800) 972-2017 at Hoover Building, 1305 E. Walnut, Des Moines, Iowa 50319.

All formal grievances shall be responded to with prompt consideration and result in timely decisions for the person served. Formal grievances reported to the Program Supervisor, Executive Director, or the CFR/TRC Board of Directors shall be acknowledged and responded to in writing within ten business days of receipt. This notification shall include any actions taken to resolve the grievance.

FACILITY EMERGENCY AND SAFETY PLAN

CFR conducts regularly scheduled safety drills to ensure the safety of all program participants, family members, staff, and visitors. This information is covered during the orientation process and includes where individuals are to go during a drill or actual emergency. Each CFR facility has an emergency plan posted for easy reference. In the case of an emergency, please follow the directions of CFR staff as they will do everything possible to ensure the safety of everyone in the facility.

SATISFACTION SURVEYS

In an effort to continually improve the quality of services CFR provides, CFR wants to know the level of satisfaction with the services provided. Client Satisfaction Surveys are offered regularly at various intervals throughout the treatment process, as well as following services. The feedback provided is very important to CFR and the surveys are anonymous. We very much appreciate comments on how we are doing and areas of improvement!

THE RICHMOND CENTER

Please note: CFR also does business as The Richmond Center for some mental health treatment services. You may notice this name on insurance claims or other billing documents. The Richmond Center is accredited through CARF for outpatient treatment as well as through the Iowa Department of Human Services to provide mental health services. Please contact a CFR staff member if you have any questions.

DISCHARGE PLANNING

Discharge planning is done in partnership with the client and provider beginning at the time of the evaluation appointment. The planning could include making referrals and networking with other appropriate community agencies and resources. Referral sources are updated regularly on progress and discharge planning to ensure a smooth transition. Program participants gain valuable information during treatment, and discharge planning helps individuals map out how they will use the information to maintain their treatment goals.

Depending on progress in treatment, program participants may be discharged for the following reasons:

- The individual has successfully accomplished treatment plan goals.
- The individual has made as much progress and/or gained as much benefit from treatment as able.
- The individual is not able or willing to follow treatment goals or program guidelines.
- The individual's behavior is evaluated to be harmful to him/herself or to the rest of the peer community.

FACILITY LOCATIONS/DAYS OF OPERATION

Toll-Free Phone: (866) 801-0085

**Fort Dodge Outpatient
Adult Residential
Adolescent Residential
Detox
Crisis Stabilization**

211 Avenue M West
Fort Dodge, IA 50501
Phone: (515) 576-7261
Fax: (515) 955-7628
Residential: 24/7, 365 days a year
Outpatient: Monday-Saturday

Recovery House

728 South 17th Street
Fort Dodge, IA 50501
Phone: (515) 576-7261
24/7, 365 days a year

Gisch Transitional Living House

733 South 17th Street
Fort Dodge, IA 50501
Phone: (515) 576-7261
24/7, 365 days a year

Ames Outpatient

1619 South High Street
Ames, IA 50010
Phone: (515) 232-3206
Fax: (515) 232-3780
Monday-Saturday

Boone Outpatient

1332 South Marshall Street
Boone, IA 50036
Phone: (515) 433-0369
Fax: (515) 433-0429
Monday-Friday

Rockwell City Outpatient

515 Court Street #9
Rockwell City, IA 50579
Phone: (515) 576-7261
Tuesdays

Webster City Outpatient

500 Fair Meadow Drive
Webster City, IA 50595
Phone: (515) 832-5432
Fax: (515) 832-3221
Monday-Friday

Humboldt Outpatient

19 6th Street South
Humboldt, IA 50548
Phone: (515) 576-7261
Wednesdays

Pocahontas Outpatient

406 NW 7th Street
Pocahontas, IA 50574
Phone: (515) 576-7261
Thursdays

Clarion Outpatient

120 1st Avenue NW
Clarion, IA 50525
Phone: (515) 576-7261
Monday/Wednesday/Friday

Letting Go
Anonymous

*To “let go” does not mean to stop caring,
it means I can’t do it for someone else.*

*To “let go” is not to enable,
but to allow learning from natural consequences.*

*To “let go” is to admit powerlessness,
which means the outcome is not in my hands.*

*To “let go” is not to try to change or blame another,
it’s to make the most of myself.*

To “let go” is not to fix, but to be supportive.

*To “let go” is not to judge, but to allow another to be a human
being.*

*To “let go” is not to be in the middle arranging all the outcomes,
but to allow others to affect their own destinies.*

To “let go” is not to deny, but to accept.

*To “let go” is not to nag, scold or argue,
but instead to search out my own shortcomings and correct
them.*

*To “let go” is not to adjust everything to my desires,
but to take each day as it comes, and cherish myself in it.*



Community and Family Resources (CFR) is a private, nonprofit provider of substance use, problem gambling, and mental health services to individuals, families, and communities.

CFR is accredited by CARF for the following programs: crisis stabilization, detoxification/withdrawal management, residential treatment, intensive outpatient treatment, and outpatient treatment. CFR is also accredited through the Iowa Department of Human Services (DHS) to provide mental health services and licensed by the Iowa Department of Public Health (IDPH) to provide substance use and gambling services. CFR receives funding from: the Iowa Department of Public Health, client fees, and insurance.

Community and Family Resources is part of the IDPH Integrated Provider Network, with services funded by the Iowa Department of Public Health and the U.S. Department of Health and Human Services Substance Abuse and Mental Health Services Administration.

CFR is an Equal Opportunity Employer and Service Provider.



Revised June 2019