

Client Orientation and Agreement (Client Contract)

Introduction

Welcome to Cottonwood Clinical Services. We congratulate you on making the decision to enter treatment. This is a voluntary program, and you may terminate your participation at any time. At CCS, we offer a number of services based on your assessed needs. They are:

- Level 0.5 education and counseling
- Level I Outpatient: 9 hours or less per week
- Level II Intensive Outpatient: 9 hours per week
- Aftercare
- Recovery Support Services

Payment Schedule

Any applicable program fees are due and payable in accordance with the fee collection policy of the agency. No refunds are given without prior approval. State and private medical insurance plans may be accepted upon prior approval. Questions about fees shall be directed to administrative intake staff.

Smoking

The Program prohibits smoking outside of designated (posted) smoking areas. Please help keep these areas clean.

Prescribed Medications

You should inform your counselor of any prescription medications you are taking to ensure it does not cause a positive or false positive drug test result or otherwise interfere with recovery. It is the policy of CCS that state issued cannabis cards are not a means to continue using the substance throughout treatment. If the substance cannot be abstained from during the course of treatment you will be discharged and another program will be found.

Confidentiality of Client Records

Federal and State laws protect the confidentiality of your records. CCS staff will not inform another person of your participation or disclose any information unless:

1. You provide us with your written consent OR
2. The disclosure is allowed by order of the court OR
3. The disclosure is made to medical personnel in a medical emergency

Some information is disclosed for purposes of program evaluation and monitoring. Staff are required by law to report any suspected abuse or neglect of children or the elderly.

Counseling

You are expected to attend counseling appointments based on your assigned Level of Care. You will be asked to take an active role in the formation of your treatment plan, in cooperation with your counselor. This includes completing assignments related to your treatment goals. If you're unavoidably delayed or prevented from attending counseling sessions, you must notify the program as soon as possible.

No Show/ No Call Policy

CCS, Inc. reserves appointment times exclusively for clients. A twenty-four (24) hour notice is required for all cancellations. All no shows without prior notice will be charged a \$25.00 fee unless your current insurance or payer source indicates otherwise. Clients who repeatedly fail (3 or more) to show for scheduled sessions or who do not provide adequate notice or justification are subject to suspension for noncompliance. If suspended, the client's referral source shall be notified of the client's non-compliance with the program. To regain compliant status, the client must meet with the primary counselor in an individual session and obtain approval based on a plan of correction.

Attendance

To be in good standing with the Program, you must attend scheduled activities. You must call the Program when you are unable to make a scheduled treatment session. Missing treatment sessions without calling may result in sanctions up to and including notification of the court or outside referral source. If missed sessions continue, you may be subject to discharge for noncompliance.

Program Activities: as a client at CCS, you are entitled to:

1. A comprehensive assessment of your medical, mental health, social, educational, financial, vocational, and occupational health and status
2. An orientation to all aspects of their treatment program
3. Individual counseling sessions as designated on your treatment plan
4. Group counseling sessions as designated on your treatment plan
5. Marriage and family counseling sessions if needed, directly or by referral
6. Educational & Vocational counseling sessions if needed, by referral

Drug Screen Analysis Collection

Program staff may request a drug screen sample at any time, or at prescribed intervals. The purpose of testing is to determine whether treatment is working for you, or if you perhaps need additional treatment services. If you test positive, you are required to meet with staff to decide on a corrective course of action. Failure to give a specimen on request will be treated as a positive test and may affect your status in treatment.

Arrest

If you are arrested or incarcerated during the course of treatment, notify the Program as soon as possible.

Termination from the program

You are free to discharge yourself from the program at any time. Inform your primary counselor and a referral to other services can be made if necessary. The following can result in

involuntary termination from the program:

1. Using or possessing drugs or alcohol on the premises
2. Violence or threats of violence, or possession of any weapons
3. Attempted alteration of a urine sample to avoid discovery
4. Non-payment of required treatment fees

Appeal Hearing Procedure

If you receive a notice of involuntary termination from the program, you have the right to request a Hearing. Submit a written request through your primary counselor within 48 hours of receiving notice of termination. You may be suspended from participating in activities pending the outcome of the Hearing, but you will not be discharged until the Hearing process is completed. Hearings will be held within seven workdays of the request. The Clinical Supervisor and other members of the treatment team will conduct the hearing.

The panel's decision will be rendered no later than one (1) workday following the hearing. The decision will be in writing and a copy of the decision, as well as, the record of the proceedings will be made available to the client upon request. I have read, understand and have received a copy of these Orientation materials.