



Welcome!

We want to take this opportunity to thank you for choosing EmberWood Center. Some of you are expected to be here and may not feel you had a choice. However, you chose to be here today. We appreciate the opportunity to assist you with the situation motivating you to be here today.

EmberWood Center is a not for profit agency specializing in alcohol use, drug use, and gambling services. We provide outpatient prevention and counseling as well as referral services. Not everyone who walks through our doors is an alcoholic or addict. Some people have merely done something to bring attention to their alcohol or drug use. We ask you to keep an open mind. Help us help you by honestly looking at yourself and your behaviors.

At this point, we do not know the answers; but we want to help you find them. Today, we will take the first step in that process. We will discuss necessary paperwork. We want you to have a full understanding of your rights and responsibilities while at EmberWood Center.

This is your intake & assessment appointment. Today, you will meet with a counselor to put your situation in perspective. The assessment counselor will explore with you many different aspects of your life to determine how you came to be with us. If the assessment counselor determines EmberWood Center's services could benefit you, you will have an opportunity to participate in individual, group, or family services, or some combination of these. Not everyone has the exact same service experience. Instead, we individualize our services to meet each person's unique situation.

We sincerely hope we can work with you and help you attain your goals. If you have questions at any time during your process please feel free to ask a member of our staff. We are here for you!

Sincerely,

EmberWood Center Team



Intake/Orientation & Informed Consent Booklet

As a client of EmberWood Center, you have certain rights and responsibilities. This booklet is designed to inform you of those rights and responsibilities. We ask you to read it, as you will be asked to sign a statement acknowledging you were informed of these rights and responsibilities, agree to them, and understand them.

If there is anything in this booklet you don't understand, please discuss it with our staff. If you have any questions, please feel free to contact us using the information provided in this booklet.

Thank you for choosing EmberWood Center!

Please read and take this packet home with you. Thanks!

From time to time, most people experience problems and/or stressful situations. We thank you for choosing EmberWood Center, and giving our highly qualified staff the opportunity to help you and your family work through the problems that brought you to our agency. The first step in serving you is to explain some things about EmberWood Center and your rights as our client.

Informed Consent

We believe everyone has the right to make decisions with a full understanding of what to expect and what is expected of him or her. To that end, we have developed this book to help you make an informed decision about the services we offer. This guide explains your rights and responsibilities, as well as the rules and expectations regarding being a client at EmberWood Center. It also provides information about the services and programs we offer. Please take a few moments to read this information carefully. Place a check by any item about which you have questions. Our staff will be glad to discuss any questions you may have. Rights and responsibilities are communicated to persons served, who are in our program for more than a year. Rights and responsibilities may also be viewed at any time, on our EWC website.

Our Mission

The mission of EmberWood Center is to promote growth, respect and integrity through community-based services to address the cycle of addiction with individuals and families.

Our Core Values

EmberWood Center exists to serve others and does so through the expression of our core values. Our first core value deals with **Growth**. We express growth by helping individuals reach their potential. **Respect** is another core value, which we express by recognizing the dignity of every person. **Integrity** as a core value means we strive to be honest, fair, and trustworthy. Our last core value is **Excellence**. We express that value by working at the highest level of performance with a commitment to continuous improvement.

Our Philosophy

Our Philosophy reflects a commitment to assisting clients and families dealing with alcohol, drug, and gambling related problems. EmberWood Center is a recovery-based program. We use a combination of cognitive-behavioral and motivational enhancement techniques along with community support as a model for abstinence and behavioral change.

Our Program Objectives/Goals

Many individuals struggling with substance use or gambling issues also struggle with stress and conflict in other areas of life. Stress or conflict in one area can easily affect other areas. Reducing stress and conflict in life often reduces or eliminates the need or desire to abuse substances. If a client faces homelessness, unemployment, a dangerous environment, or does not have access to life resources or emotional support, it can be very difficult to feel motivated to quit abusing substances, or believe success could be achieved.

At EmberWood Center, we understand this. That's why we focus on several areas of life with which many people often struggle. When clients enter treatment at EmberWood Center, individuals can expect to gain knowledge, skills, and experience in key areas of their lives; what we call our "Program Objectives/Goals." Our program objectives/goals assist clients in reducing substance use while developing or maintaining healthy relationship skills, healthy coping skills, self-sufficiency in employment, self-sufficiency in housing, and a balanced lifestyle, physically, emotionally, and spiritually.

Focusing on these areas of life help our clients reduce and eliminate their need or desire to abuse substances or gamble compulsively. EmberWood Center's hope for each client is that they achieve:

- **Eliminated Substance Use/Gambling**
- **Healthy Relationship Skills**
- **Healthy Coping Skills**
- **Self-Sufficiency in Employment**
- **Self-Sufficiency in Housing**
- **A Balanced Lifestyle** (Physically, Emotionally, and Spiritually)
- **Enhances Quality of Life**
- **Exposure to Community Services**
- **Support for Recovery, Health, or Well-Being**

Benefits of Participation in the Assessment and Treatment Process

The benefits of participation and completion of EmberWood Center's treatment programs are numerous. The services included in this program are: assessment, individual counseling, group sessions, drug screening, referral, and community support designed to empower you with life skills to make a positive change. Many clients experience the following benefits upon completion of our program:

1. Compliance and completion of legal requirements that alleviate future interruptions in daily living;
2. Awareness and knowledge of addiction and substance abuse, which can contribute to improved coping skills to avoid future adverse legal consequences as well as improved health;
3. Heightened awareness of problematic areas in daily living;
4. Improved sense of control of life issues;
5. Improved relationships and self-image;
6. Improved employability which would increase personal income;
7. Improved life situations resulting in fewer, if any, interactions with the court system, social service agencies, etc.
8. Increased opportunities to develop and/or increase social contacts, personal relationships, community networks, and new supports, as desired;

9. Increased exposure to community experiences and achieving desired or greater participation in community activities;
10. The development of skills/behaviors that relate to the desired outcome and skills/abilities that empower the person served;
11. Reduction of symptoms/needs and increased resilience;
12. Restored and improved functioning;
13. Education on wellness and recovery.

Foreseeable Risks Related to Participation in the Assessment and Treatment Process:

There are foreseeable risks that could result from participation. Those risks may include:

1. Feelings of anxiety or discomfort evoked from the counseling process;
2. Cutting ties with your current peer group;
3. Strained relationships with family, friends, and/or loved ones;
4. Mild to severe withdrawal symptoms;
5. A range of unfamiliar emotions and feelings;
6. If abuse or neglect issues are disclosed, EmberWood Center has a legal obligation to report them to the authorities, which could result in an investigation;
7. A determination that more intensive treatment is needed for you than is available at EmberWood Center, resulting in referral to another agency;
8. Concern about additional legal problems, that may arise, if you are referred by the courts, probation, parole or the Marion County Department of Child Services (MCDCS), as progress including attendance, drug screen results, and treatment progress are reported to referral sources.

Programs and Services

Our goal is to provide effective short-term goal-oriented services designed to reduce your immediate stressors and provide life skills necessary for long-lasting change. Our services include family, individual, and group counseling. All our services are tailored to your individual needs. The professionals of EmberWood Center offer a variety of services for both the individual experiencing minor problems and those confronted with addiction issues. A comprehensive assessment is done for everyone. That assessment is used to determine a client's admission to treatment services. Some services offered at our agency to help meet outpatient needs of person served are support and educational groups, individual/family counseling, and group therapy for adults and adolescents.

Individual sessions give clients an opportunity to discuss personal issues. With the assistance of a counselor, clients discover new coping skills to avoid using substances/gambling in the future. Family sessions allow clients, family members, and other supports an opportunity to find common ground and improve fractured relationships. Separate substance abuse awareness groups for adults and adolescents consist of informational sessions on various drugs and their effects. They allow participants to explore a family history of drug use as well as one's own use. Clients learn the consequences of continued use and develop an understanding of how drugs and alcohol have affected him or her personally. Group treatment gives adults and adolescents the opportunity to discuss personal issues with others in similar circumstances, find alternative behaviors, and build a non-using support system. Relapse Prevention Group gives clients who have difficulty remaining abstinent an opportunity to discover relapse warning signs, triggers, and assists them with development of alternatives to use. Aftercare Groups assist clients in solidifying a non-using lifestyle as part of living as he or she decreases dependence on a treatment milieu.

Urine Drug Screens

EmberWood Center utilizes random urine drug screens as a tool for assuring that clients remain drug free during treatment. Urine drug screens also provide support to family, probation officers, and others of abstinence during treatment. There is a charge for urine drug screens for non-clients (21\$ for adults & 10\$ for adolescents). This fee must be paid before the service is rendered. Clients of EmberWood Center receive urine drug screens

randomly as a part of the treatment program. Clients may be asked to submit a urine sample at any time during the course of treatment. When asked to provide a urine sample, a staff person of the same sex may be present in the collection room while the sample is given. If a client chooses not to submit to a urine drug screen this will be noted in the client's file and will be reported to the referral source. Clients who choose not to submit to a urine drug screen or whose screens repeatedly return positive, will have a conversation with their primary counselor to determine if EmberWood Center's services are beneficial and will reassess the needs of that individual.

Therapeutic Approaches

Therapeutic approaches are selected specifically for the problems for which clients are seeking help. The caring professionals at EmberWood Center assess each individual's needs and select the best therapeutic approaches to meet those needs through group, family, and individual sessions. The therapeutic approaches used for each client will be listed in that client's person-centered treatment plan. A client's primary counselor will explain the approaches and answer any questions a client may have regarding their benefits and risks.

Eligibility

EmberWood Center serves persons between the ages of 11 and 75 as well as their families residing in central Indiana. Sometimes younger children (and adults) are served to help them deal with substance abuse of a family member. When we encounter someone under the age of 11 or over 75 who needs services, that person is referred to more appropriate services. When a person requires services beyond the scope of EWC programs/specialties/abilities, that person (and his/her referral source, if applicable) is informed of this, and referred to more appropriate alternative services.

Process for Admissions

Every new client or returning client receives an assessment. This process is used to gather information necessary to determine several things: to explore the issues for which that client is seeking help; determine what is needed to work through those issues; and determine if EmberWood Center is the most appropriate agency to meet those needs. At the end of the assessment, every client to receive treatment services will be assigned a primary counselor who manages the case and helps navigation of services toward successful completion.

Client Rights

All clients have a right to refuse treatment. Clients also have a right to privacy and confidentiality regarding the services received and the information shared while at EmberWood Center. Clients have a right to be informed of what is expected of them and available services. Clients have a right to review their case files in the presence of their counselor. Clients may have copies of documents in the file, with a few exceptions, for a minimal fee. Exceptions include any documents not originating from EmberWood Center, but sent from another organization (such as the Courts, a referral source, etc.), progress notes, or anything that could be detrimental to a client's well being. Clients have additional rights protected by federal law. Those laws are outlined in CFR 42 Part 2 and the Health Insurance Portability Accountability Act of 1996 (HIPAA). These laws limit what information can be shared with others without written consent. These laws, as well as some state laws, protect clients. All clients are provided a Notice of Privacy that is EmberWood Center's pledge to ensure clients' health information remains private. The Privacy Practices Regarding Communications, which reviews the agency's normal means of contacting clients, is also presented to every client. Each client has the right to elect an alternative means of communications from our agency. In some cases, clients are asked to sign a consent or authorization to release information, which is explained in full. Only the minimum information necessary to facilitate treatment will be released. To protect the safety of our clients in cases of emergency, we encourage them to become familiar with the locations of fire suppression equipment and first aid kits as well as the safety route signs, which indicate emergency exits.

Complaints and Suggestions

Any time a client feels their rights have been violated, they are encouraged to file a complaint or grievance. This includes instances when a client believes they have been treated unfairly or discriminated against in any way. There is a locked box available and complaint forms to make this process easy. Only the Corporate Compliance Officer has a key to the complaint box. This ensures complaints are handled appropriately and confidentially. Whenever a complaint or grievance is filed with a client's name on it, EmberWood Center addresses the complaint in writing and outlines the appeal process, should the client not feel satisfied with our response. Clients may also express complaints or concerns in person with the Compliance Officer or Operations Manager. If the grievance review and resolution is not satisfactory, clients may contact other resources that handle issues including the toll free hot lines provided by the state of Indiana:

Division of Mental Health and Addiction Consumer Hot Line 1.800. 901.1133 and the Indiana Protection and Advocacy Services at 1.800.622.4845.

We value what clients have to say. At times throughout the program, and after being discharged from the program, clients are asked to complete surveys about how we provide services. These surveys help us improve the quality of our care and services. Please take the time to complete these surveys when asked. We also welcome suggestions about our facilities, programs, and staff. A suggestion box and forms are available to express opinions.

Rules Governing Behavior at EmberWood Center

Just as we vow to protect client confidentiality and privacy, we ask all clients to do the same for others in the program:

- Please be respectful of others' privacy.
- Arrive early for all scheduled appointments and check-in with the receptionist.
- Make a payment with the receptionist before each appointment.
- EmberWood Center is a smoke-free facility. No smoking signs are posted. Smoking is not permitted anywhere on the EmberWood Center/MHAI property.
- We do not permit the use of drugs or alcohol on the premises and do not permit individuals under the influence to participate in services. Clients arriving for services under the influence of any substance are asked to leave.
- Please dress appropriately: modestly and with no alcohol/drug related clothing.
- EmberWood Center is here to help those interested in treatment. Please be respectful to us by not missing appointments without calling in advance to inform us of the reason for the absence as well as when the appointment will be rescheduled. Client eligibility to participate in EmberWood Center's services depends on punctuality and consideration for scheduled appointments and the value of staff time.
- Irregular attendance at scheduled appointments, including random urine drug screens, cause a disruption to the treatment process, and therefore interfere with our ability to provide clients with successful services. Counselors do all they can to engage clients in the treatment process. However, the majority of responsibility for a successful outcome rests with each client. If a client is unable to complete treatment and his/her file is closed, the client's referral source is notified. The client must set up and attend a new assessment, to determine needs for service at that time.
- We do not permit weapons, or anything that can be considered a weapon, to be brought on the premises. No violence or threats of violence are permitted or tolerated. We will not hesitate to call the police if we perceive the potential for danger or harm to clients or staff.
- EmberWood Center staff will never seclude or restrain any client. In the event a client perpetrates or threatens violence against someone else, EmberWood Center staff are trained to contact authorities.

Confidentiality

What is said at EmberWood Center will be held in confidence unless it involves the abuse or neglect of any human being. Should a client make serious threats to harm them self or someone else, it will be taken seriously, and we will act to prevent harm. If we receive a court order for a client's case records we must comply. In the case of a disaster or threat to national security, we may have to release protected health information about clients, according to HIPAA. Client confidentiality and privacy rights are explained in detail and all clients are given a copy of these rights at their first appointment.

As a program or group participant clients are expected to respect the confidentiality of others. Clients are not to discuss what is said in the agency with anyone other than their primary counselor or a group facilitator. When away from group and/or the agency, clients are not to talk about or identify other clients.

Federal Confidentiality Rules CFR 42 part 2: The federal rule prohibits EmberWood Center from making further disclosure of information unless it is expressly permitted by the written consent of the person to whom it pertains or as otherwise permitted by CFR 42 part 2. A general authorization for the release of medical or other information is NOT sufficient for this purpose. The Federal Rules restrict any use of information to criminally investigate or prosecute any client.

Reporting Methods to Referral Sources

If there is a professional or agency, that requires EmberWood Center to report your progress in counseling, please let us know. We will provide a release of information for you to sign, so we can communicate with them about your treatment and/or coordinate treatment together. EmberWood Center sends monthly transition reports, and regular status updates to all referral sources.

After Hours Services

Sometimes it may be necessary to speak with a crisis hotline counselor outside our normal business hours of 9:00 a.m.-8:00 p.m. Therefore, clients may call the Crisis Hotline 251-7575 or 1-800-273-8255 for suicide intervention, substance abuse, depression, stress management, and relationship issues. (Hotline is provided in collaboration with MHA of Greater Indianapolis.) All non-crisis calls should be placed to our main number (317) 536-7100. **If you experience a medical or life threatening emergency, you should call 911.**

Discharge Planning

Discharge planning is a process in which a client and their primary counselor review treatment progress and plan for successful transition from treatment. Typically this process begins about 30 days prior to termination. In writing, the client and their primary counselor outline what steps are necessary to maintain progress made in treatment. A copy of the discharge plan is provided to all clients. All adult clients are strongly encouraged to attend our Social Support Group and adolescent clients are encouraged to continue engagement in the Continuing Care program after successful discharge. This is a part of their continuing care and continued connection with services to promote sustained recovery.

Termination Criteria

Termination of services may occur for various reasons. 1) It may be determined a client has attained *maximum benefits* from EmberWood Center's treatment program. 2) A client may successfully complete their treatment goals and be discharged. 3) A client may benefit from more intensive services, such as inpatient treatment or dual diagnosis treatment and be referred to another agency. 4) Un-kept appointments, including random drug screens, a client changes their treatment plan without their counselor's knowledge, client chooses not to participate in treatment or acts inappropriately (violent toward others, breaks confidentiality, etc.) during treatment, will likely result EmberWood Center discharging that client.

People in a client's life such as family, friends, the courts, or someone else could hinder the education and treatment process; therefore, it is wise to keep everyone informed of treatment goals and priorities. Rule infractions, any violence or threats of violence, or inappropriate behavior cannot be tolerated.

Fee Schedule

Services are available on a sliding scale based on household income. Proof of income must be provided at the first appointment (current pay stub, tax return from last year, or proof of unemployment) to qualify for the sliding scale. Otherwise full fees for services will be charged. If income decreases while receiving services, a fee reduction may be requested. The front office can assist with such as request. Fees are due at the time services are rendered. If there is a balance of \$50 or more, a client will not be allowed to attend treatment until the balance is paid in full or an arrangement is made with EmberWood Center's Operations Manager. Some insurance companies cover all or part of the cost of treatment at EmberWood Center. We will bill the insurance company; however, clients are responsible for any co-payments at the time of service. Clients will be reimbursed for any over-payments after payment is made by insurance. Medicaid does cover some counseling services for eligible families. Other sources of funding may be available to assist with paying treatment costs. Clients are notified when they qualify for other available assistance. Some individuals referred to EmberWood Center have their fees paid by their referring agency. Clients are notified if this applies to them.

Notice for Appointment Cancellation

If a scheduled appointment cannot be kept, including random urine drug screens, we ask clients to call in advance to cancel those appointments. We understand emergencies sometimes arise which prevent giving advance notice. In these situations, call us as soon as possible. A cancellation call allows us flexibility in rescheduling the appointment as soon as possible. Continued failure to appear for appointments without a cancellation call or call to reschedule will indicate a wish to terminate treatment. In such cases if our attempt to contact the client is unsuccessful, the client will be terminated and their file closed.

Statement of Qualifications

EmberWood Center employs highly qualified staff to best serve the needs of people seeking services. Staff are licensed or master's level counselors, social workers, family counselors, certified addictions counselors, or are similarly qualified. None of our counselors deliver, or attempt to deliver, services they are not qualified to provide. If at any time a client wishes to know the qualifications of their counselor, they are free to ask. Each staff person signs a code of ethics when hired to ensure fair and equal treatment. Those codes are also available upon request.

Consultation Services

EmberWood Center retains the services of a Psychologist for consultation to staff, provide evaluations to clients when necessary, and monitor Medicaid cases.

Use and Supervision of Interns and Practicum Students

At times EmberWood Center serves as a placement site for master's level interns and practicum students from area institutes of higher education. These are persons seeking degrees and experience in human services and addictions. Students are closely supervised by experienced staff with appropriate credentials, to ensure quality of care. Clients are notified if offered the opportunity to work with an intern or student. Clients are given the choice of working with a degreed staff person if they prefer.

Hoosier Assurance Plan (HAP) & Letter

EmberWood Center contracts with the Hoosier Assurance Plan to help ensure quality service provision. The Hoosier Assurance Plan does not affect the fees for which clients are responsible based on the sliding fee scale or insurance billing. The Hoosier Assurance Plan is explained during Assessment. In addition to our internal process for complaints, clients may also contact the Hoosier Assurance Plan Customer Service Line. The letter received during Intake/ Assessment contains a toll free customer service line, which can be called to comment

on the services received. That number is: 800.901.1133. This number may be called anytime with complaints or compliments.

Self-Help Programs

12-Step Meetings in Marion County

Alcoholics Anonymous (AA)

Telephone: 632-7864

Website: www.indyaa.org

E-mail: intergroupmail@indyaa.org

Al-Anon or Alateen: 257-2693

Narcotics Anonymous (NA)

Telephone: 875-5459

Website: www.naindiana.org/home.php

E-mail: fsmail@na.org

Cocaine Anonymous (CA)

Telephone: 767-1300

Website: www.caindiana.org/

Gamblers Anonymous (GA)

Telephone: 1-866-442-8621

Marijuana Anonymous (MA)

Telephone: 800-766-6779 (World Services office)

Website: www.marijuana-anonymous.org/index.shtml

Online: www.ma-online.org, www.paltalk.com

E-mail: office@marijuana-anonymous.org

Non-12-Step Meetings in Marion County

Smart Recovery

Telephone: 695-3734 Jaqueline Taylor or
727-1149 Patrick Kelly, 574-1785 Melody Stiles

Website: <http://www.smartrecovery.org/>

Online:

http://smartrecovery.org/SMARTBoard/Misc/online_intro.htm

E-mail: info@smartrecovery.org

If you have questions or comments please contact:



1431 N. Delaware St.

Indianapolis, IN 46202

317.536.7100 Phone

317.536.7101 Fax

info@emberwoodcenter.org

***Call 911 For Immediate/Detox/Medical/Etc. Emergencies**

***Call 317.251.7575 or 1.800.273.8255 Crisis Hotline--**

For suicide intervention, substance abuse, depression, stress management, relationship issues

(Hotline provided in collaboration with Mental Health America of Greater Indianapolis)

Hours of Operation: Monday – Thursday: 9:00 a.m.-8:00 p.m.