

## Client Services Orientation

### Welcome to Upper Bay Counseling & Support Services, Inc. Substance Use Disorder Program

**Program Supervisor: Stephanie Winfree LCPC, LCADAS**

Contact Information: (443) 350-3347 cell; (410) 996-5104 office

**Contact Information of Assigned Staff:** \_\_\_\_\_

**Substance Use Disorder Program Mission Statement:** To provide high-quality, professional and person-centered behavioral health services to support and guide people through the change process of recovery.

#### **Program Description:**

Upper Bay Counseling & Support Services, Inc. (UBCSS) Substance Use Disorders Program provides individual, family, and/or group counseling to adults their families. Counseling and therapy services are provided by a licensed mental health professional, licensed addiction professional, certified addiction counselor, or a clinical intern who is receiving supervision from a fully licensed or certified professional, or is a board approved drug and alcohol counselor supervisor.

Participants of SUD Services can expect addiction and drug specific education through therapeutic interventions including individual and group therapy that will promote sober living and abstinence from substance use, abuse, and dependence. SUD Services will help participants to develop or improve coping and life skills, communication skills, interpersonal skills, relapse prevention strategies, and stress management. Participants of SUD Services will be assigned a primary therapist however, IOP treatment is sometimes co-led and managed by multiple SUD staff.

**Adult SUD Services** provides the following two levels of treatment:

**Level 1**-participants will receive 8 or less hours of treatment per week in the form of individual therapy for 45 minute sessions as often as deemed clinically appropriate within allotted service hours or a combination of individual therapy sessions with 1 group session for 1 hour and 20 minutes per week. **SUD Services also provides Urine Drug Screening that is voluntary at this level of treatment.**

**Level 2/IOP**- participants will receive 9 to 20 hours of treatment per week in the form of group therapy 4x per week, Monday through Thursday for 3 hours and a minimum of 1 individual 45 minute therapy session biweekly. **SUD Services will administer mandatory, random weekly Urine Drug Screenings and Breathalyzers at this level of treatment.**

The Addiction Severity Index (ASI) is the assessment tool used to determine the appropriate level of treatment required of Adult SUD participants. The assessment will be completed during the participant's SUD Services Intake appointment.

**Site Location, Contact information, and Hours of Operation:**

All Substance Use Disorders Program services are provided at the Booth Street site:

200 Booth Street  
Elkton, MD 21921

**410-996-5104**

**877-587-7750**

Booth site hours: M and Th 8-5 pm; T 8-6 pm; F 8-3pm  
-Level 2/SUD IOP Adult Groups meet M-Th from 1-4 pm  
-Level 1 SUD Adult Group meets Tuesday 10-11:20 am

**(Groups and individual session times are subject to change due to holidays, unpredictable weather, and unforeseeable constraints)**

**After-Hours Crisis/Emergencies:**

For after hour emergencies, please contact your county crisis intervention service - - Cecil County Mobile Crisis 1-888-407-8018- Harford County 410-638-5248 or go to the nearest emergency room.

**Referrals:**

Anyone may self-refer to UBCSS. Referrals are also accepted from community agencies and organizations such as hospitals, probation and parole, drug and alcohol treatment centers, other mental health clinics, psychiatric rehabilitation programs, County Core Service Agencies, as well as others

**Pay Sources and Personal Responsibility for Fees:**

UBCSS accepts Maryland Medicaid and Medicare, most private insurances and private pay. We also offer a sliding scale fee. If you have private insurance, it is your responsibility to check with your insurance provider to determine if UBCSS is a paneled provider on your plan, and what costs are covered. Additionally, it is your responsibility to advise the receptionist when your insurance has changed to a different carrier. UBCSS will bill your insurance carrier directly for the services rendered. Most health insurance plans require you to pay a co-payment or deductible when you are seen. You are personally responsible for paying your co-payment or deductible at the UBCSS reception desk each visit before seeing your therapist or doctor. You may also be personally responsible for the cost and fees not covered by your insurance plan or if your insurance changes or lapses. For your convenience, UBCSS accepts cash, check, and

money orders, MasterCard or Visa. You may also request a payment arrangement and a Billing Representative will meet with you to arrange such an agreement.

If you are uninsured or unable to pay, we will assist you in applying for Medical Assistance (Medicaid) and other state insurances, through the local Department of Social Services, or you have the option of self-paying the fees charged by UBCSS for services. Additionally, if you are unable to pay full fee for services, UBCSS may be able to assist in offering you a sliding scale based upon your income and family size.

**\*SUD Services accepts only Maryland Medicaid or Medicare as a primary insurance with Maryland Medicaid as a secondary insurance.**

### **Program Philosophy and Goals:**

Upper Bay Counseling & Support Services provides a broad and expanding range of high quality behavioral health and community services. We promote wellness and uphold the dignity of our consumers. We are dedicated to excellence, through creativity, flexibility, and teamwork. We serve and advocate for individuals, families, and communities.

The Upper Bay Counseling & Support Services Substance Use Disorders Program is based on the American Society of Addiction Medicine's philosophy which strongly promotes providing the most appropriate and least restrictive treatment – treatment which is person centered and is responsive to each person's specific needs and progress. The severity and complexity of a person's illness and how the illness impacts the person's ability to function in all areas of life are considered during the assessment phase, treatment planning, on-going treatment, and discharge. This allows continued evaluation of the appropriateness and effectiveness of treatment interventions and the level of treatment.

Additionally, UBCSS offers flexible, individualized, person centered treatment focused on harm reduction. UBCSS recognizes the tenacity of addiction, the many challenges in recovery, and the process of relapse. Reduction of the symptoms and problems of the person is the priority in treatment.

Lastly, UBCSS's treatment is strongly rooted in the stages of change, or transtheoretical model. This evidenced based model demonstrates how the person's readiness for change determines intervention. Readiness for change is taken into consideration at the time of assessment and throughout the treatment process to ensure the most effective treatment and intervention strategies are provided.

We believe you are the expert in determining your needs and that our staff can assist you with your recovery. You will be asked to develop treatment plan goals with your therapist or counselor. Your treatment goals and interventions will be the focus of your services at UBCSS. You and the staff will use the treatment plan goals and interventions to help guide you through the change process of recovery.

### **Those We Serve:**

Our multi-disciplinary team is composed of licensed social workers, professional counselors, psychologists, certified substance use disorders counselors, certified co-occurring disorders professionals, and prescribers who provide evidenced based treatment for a variety of issues and needs.

We serve adults with a substance use diagnosis, co-occurring mental health and substance use disorders, trauma survivors, those returning to the community after incarceration, homeless, and those with severe mental health issues.

### **Service Coordination and Referrals:**

In addition to providing substance use disorder services, the UBCSS staff will work with you to determine if referrals to other programs are needed. Referrals may be made to UBCSS programs such as Psychiatric Rehabilitation Program (PRP), Supportive Employment Program (SEP), or Medication Management through our Prescribers. UBCSS also provides service coordination and referrals to a variety of outside agencies including Parole and Probation, Drug Court, Department of Social Services, the Drug and Alcohol Department, Division of Vocational Rehabilitation, and other case management agencies and helping organizations.

### **Confidentiality, Privacy, & Release of Information:**

Every therapist/counselor is a mandated reporter. This means that the law requires your therapist/counselor to report any actual or suspected acts of abuse/neglect to a child or a vulnerable adult to the Department of Social Services. Staff are also required to report any threat you make indicating that your life or that of another's is in danger. Mandated reporting is in place to ensure your safety and the safety of others.

Our clinical staff receives on-going supervision for the purpose of continued growth and development of the counselor/therapist's counseling skills. This means your counselor/therapist may share some information about you at times with the supervisor. Your counselor's supervisor will keep any information shared about you during supervision confidential. It will not be shared with anyone else.

In all other situations your therapist/counselor will only release information about you if you have completed and signed a valid release of information.

In accordance to the Requests for Protected Health Issues policy of UBCSS, records and identifying information for clients who receive services from UBCSS in connection with:

- Mental or behavioral health issues;
- Drug and /or alcohol abuse;
- Infectious/contagious, disease including but not limited to, HIV/AIDS;
- Developmental Disabilities

Are subject to additional protection under state and federal regulation. All staff members are expected to familiarize themselves with these regulations (Maryland Code Ann., Health-General 8-601, Federal Regulations, 42 CFR Part 2, and HIPAA) and abide by them at all times.

Please discuss with your therapist/counselor any questions or concerns you have about your confidentiality and privacy at the start of, and during treatment. The staff will work with you to identify what you want released and will work with you to ensure your information is protected.

### **Standards of Professional Conduct**

Staff members will interact with you in a professional manner as outlined in our agency standards. You can expect:

- \*High quality services to all persons served without discrimination based on their gender, age, disability, race, color, religion, national origin, marital status or sexual orientation or preference.
- \*Respect for your right to confidentiality and personal dignity.
- \*Interactions which are respectful at all times, and are free from harassment (sexual or otherwise) or threatening behavior.
- \*Safeguards for you and your property.
- \*Evidenced-based services provided by a licensed mental health professional or a staff member who is working under the clinical license of a supervisor and informs you of this status, the name of their supervisor, and invites you to meet the supervisor.
- \*A staff member will engage in only a professional relationship with any person served and avoid any dual relationships.
- \* UBCSS staff will not enter into a personal, social, romantic, business, or other form of a dual relationship with a person served, or an individual with whom a client has a close personal relationship. Any doubts about a dual relationship should be discussed with your therapist or a manager.
- \*UBCSS staff members are unable to accept gifts.
- \*Staff members are unable to accept any invitation to participate in social events of persons served. This also includes any form of social media, for example, Facebook.
- \*UBCSS staff members communicate with you by telephone regarding your treatment. There are no opportunities to share your information by email, text message, or other electronic format.
- \*All crisis information should be shared by a telephone call with your therapist or other staff member of the agency.

### **Responsibilities of Persons Served by Our Program:**

To provide a quality treatment experience UBCSS expects that all participants:

- Collaboratively participate in the development of a treatment plan.
- Be on time, meaning arrive for appointments within 15 minutes of scheduled timeslot and stay for duration of scheduled timeslot.
- Provide 24 hour notice if it is necessary to cancel an appointment or call assigned therapist prior to start of appointment to warn about late arrivals.
- Maintain a safe treatment environment for self and others. No alcohol, drugs or weapons of any kind are permitted in UBCSS building or on UBCSS property.
- Prescription drugs are permitted in our offices only when in the labeled bottle they were dispensed in. Under no circumstances are unmarked and unsecured medications permitted in the building.
- No drugs can be directly dispensed, sold, traded, and consumed etc. among persons served while on UBCSS property.
- Treat staff, other clients, and agency property with respect.
- Maintain confidentiality of other clients receiving treatment at UBCSS.
- Have no harassment (sexual or otherwise) or threatening behavior towards others.

### **Tobacco Policy**

Smoking is only permitted outside in designated areas. No smoking is permitted in any UBCSS vehicle. This includes all tobacco products including e- cigarettes.

### **Service Animal Policy**

Under the ADA, a service animal is defined as a dog that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person's disability. Service animals are not considered "pets". Only Service animals are permitted on UBCSS property.

### **Response to an Emergency**

On the day of your visit, should there be an announcement of a fire or other emergency situation, please follow the instructions of the UBCSS staff to assist with your safety. You will be given a tour of the building early in your admission, which will include the location of exit doors, fire extinguishers, and first aid supplies.

### **Criteria for Completion/Transfer/Discharge/Referral:**

UBCSS will collaboratively work with you to identify treatment goals and goals for discharge. The following are criteria for Completion/Transfer/Discharge/Referral:

1. You have successfully completed the therapy goals that were identified.
2. You choose to transfer to another agency for services
3. You leave our servicing area.
4. You are unable to maintain payment for services or do not arrange a payment plan.
5. You do not attend services for a 90 day period and fail to respond to SUD staff outreach communication.
6. You are not participating actively in services in accordance with your treatment plan (i.e. attend appointments sporadically, or miss multiple appointments etc.).
7. You engage in being aggressive towards others verbally or physically, bring weapons or drugs on the property, violate program or agency rules or commit criminal acts or are threatening towards the agency, staff, other clients, or self; including destruction of UBCSS property.
8. You fail to produce a urine sample within two requests, for random and mandatory UDS if enrolled in SUD Level 2/IOP Adult treatment.

Please let us know if you decide to transfer, discharge, or are in need of a referral to another agency so we may work with you to transition.

### **Follow-Up After Your Discharge:**

You will receive a follow up letter as soon as possible, or within 30 days of your SUD Services discharge. We value your feedback, and for your convenience a confidential phone line is provided in the discharge letter for your input in effort to improve our practices.

### **Resources:**

**Cecil County**

Union Hospital	410-398-4000
Alcohol & Drug Recovery Center	410-996-5106
Cecil County Violence and Rape Hotline	410 996-0333
Cecil Core Service Agency	410-996-5112
West Cecil Health Center	1-877-378-9696
Cecil County Mobile Crisis	1-888-407-8018

### **Harford County**

Harford Memorial Hospital	443-843-5500
Upper Chesapeake Hospital	443-643-1000
Harford Core Service Agency	410-803-8726
Health Department for Addiction Services	410-877-2340
Harford Mobile Crisis	410-638-5248
Key Point Health Services	443-625-1600
Community Behavioral Services	410-297-2271

### **Others:**

Whitsitt Center	410-778-6404
Meadow Wood Hospital	1-302-328-3330
Rockford Hospital	1-302-996-5480
Eastern Shore Crisis Response	1-888-407-8018
National Hopeline Network	1-800-784-2433
National Suicide Prevention Hotline	1-800-273-8255

Narcotics Anonymous	1-800-317-3222
Nar-Anon Family Group	443-350-0909
Alcoholics Anonymous	410-272-4150
Al-Anon Family Group	888-4AL-ANON

### **Suggestions Welcomed**

UBCSS welcomes all client suggestions. Suggestion boxes are located in each of our waiting rooms for your written ideas. Please feel free to talk about your idea(s) for changes in our agency with your counselor, therapist, a manager, or other staff member.

### **UBCSS Complaint and Grievance Procedure**

Each client has the right, for any reason, to make a verbal complaint or file a grievance about any staff member, or Upper Bay Counseling & Support Services, Inc. policies, procedures, or aspect of care/service. The staff member involved will attempt to promptly resolve your complaint and you will not experience retaliation or experience barriers to service provision as a result of your complaint or grievance. If you are not satisfied with the outcome resulting from your complaint, you may file a Grievance, either verbally or in writing. For your convenience, Complaint and Grievance Forms are available from your therapist or at the front desk. Additionally, Upper Bay Counseling & Support Services, Inc.'s staff members are available to interpret the Grievance Process for any client at any time.

We wish to handle any complaint in a timely manner, to assure that you get the most benefit

from your services. Please follow the procedure below:

1. Please register your complaint concerning your bill, treatment, or any other issue, directly to your assigned SUD Counselor. Within five working days the assigned staff person will speak with the individual and determine whether the problem can be resolved satisfactory with the principal parties.
2. If you do not feel that you have obtained a satisfactory solution after that meeting, you may submit a Grievance verbally or in writing to the SUD Program Supervisor. An appointment will be scheduled within 5 working days after you have initiated the request. The SUD Program Supervisor will work with you to find an agreeable outcome, and will provide a written solution within 5 working days of the meeting.
3. Should you not be able to find an agreeable solution at that point, you may request a meeting with the Risk Manager or his/her designee. The Risk Manager or his/her designee will meet with you within 5 days of your request and will provide a written solution within 5 days following your meeting.
4. If you wish to appeal the decision made by the Risk Manager or his/her designee, you may request a meeting with the Chief Executive Officer to discuss your concern.
5. If you have not found a satisfactory resolution to your concern at this point, you may contact the Core Services Agency of the county in which you are receiving services.

UBCSS appreciates the opportunity to provide you with evidenced-based, quality treatment services. We encourage you to speak with your therapist if you have any questions about the provision of services. It is our desire to offer you treatment that is beneficial in your Substance Use or Co-Occurring Disorders recovery.

Sincerely,

The Substance Use Disorders Services Staff



## **Out-Patient Frequently Asked Questions:**

**How often and for how long will I be seen for services?** *Every client has different treatment goals and needs. Typically, you can expect to see your counselor or therapist once a week or every other week but again this will be something you and your counselor or therapist determine based on your treatment needs.*

*Counseling sessions generally last about 45 minutes. There are times when this may vary. Again, this is something that you will discuss with your counselor or therapist.*

**When will I see a prescriber?** *You will be referred to a UBCSS prescriber after you meet with your counselor or therapist if you both agree that a medication assessment would be useful in your treatment. There is typically a wait to see a UBCSS prescriber. Depending on the demand for appointments it may take a few weeks, or up to as long as a few months to be seen by a prescriber once referred.*

**What will I work on in treatment?** *You and your counselor will collaborate to identify your treatment goals. This will happen within the first few visits with your counselor. Your counselor will put your goals in writing, and work with you to identify how you will achieve your goals, including what steps you will take utilizing the tools and the support that staff will help you identify.*

**What if I am late for an appointment?** *We ask that you make every effort to arrive to your appointment on time. We understand that at times you may encounter unexpected delays. If you know you will be late please call the office and let us know. If you are a few minutes late, your therapist will see you when you arrive, but your session will still end at the regular time to allow for the counselor to be prompt for the next scheduled client. If you arrive more than 15 minutes late you possibly may not be seen. At times when you are 15 minutes or more late for an appointment your counselor will be asked to see another program participant in your absence. If this occurs you will have the opportunity to reschedule your appointment. If you arrive with less than 20 minutes remaining in your scheduled session time, your appointment will be rescheduled.*

**What do I do if I have to miss an appointment?** *If you need to miss an appointment it is required to give at least 24 hour advance notice. This is so your counselor can offer that appointment time to someone else in need of services. We recognize that there are times that you may need to cancel an appointment, however if you frequently miss appointments you may be asked to sign an attendance agreement or possibly closed from UBCSS. It is the policy of UBCSS that cases will be closed if you do not attend services for 90 days.*

**What should I do if I feel that my therapist is not a good fit for my needs?** *We make every effort to match you with a staff person who you can feel comfortable with and make progress on your treatment goals. If for any reason you feel you have not been placed with someone you can work with please speak to your counselor about your feelings. If you and your counselor are unable to make changes needed for your treatment you can request a different counselor.*

**What is the cost to me for therapy services?** *In many cases services are 100% covered by your insurance. In some cases you may owe a co-pay. When you complete your intake appointment you will be informed of the amount you can expect to pay (if anything) for each visit. Additionally, the receptionists at the front desk are able to tell you the amount you will owe at each visit. The front desk staff will ask for and collect any payment you owe at the time of your visit.*

**What happens if my insurance changes?** *You must notify the front desk staff when your insurance changes and then provide a copy of the card to one of our office locations. They will verify your benefits coverage. If you are seeing a UBCSS therapist for psychotherapy, and your therapist is not a provider for your insurance, they will determine if another therapist in the agency accepts your insurance. If so a transfer will be coordinated. If you do not wish to transfer you would have the option to pay out of pocket for treatment and continue with your current therapist.*

**What do I do if I feel I am not getting better?** *The communication between you and the therapist is key. This is a discussion to have with your counselor and determine if your recovery goals need to be re-evaluated, a referral to a different treatment provider should be made, or decide if treatment has been completed.*

## **Client Services Orientation**

### **Welcome to Upper Bay Counseling & Support Services, Inc. Substance Use Disorder Program**

This is to confirm that I have received and understand that the Substance Use Disorder Program Handbook that has been reviewed with me by my assigned SUDS Counselor.

Clients Signature: \_\_\_\_\_ Date: \_\_\_\_\_

SUD Counselor Signature: \_\_\_\_\_ Date: \_\_\_\_\_