

**WESTERN MICHIGAN UNIVERSITY**  
**UNIVERSITY SUBSTANCE ABUSE CLINIC**  
**(USAC)**



**CLIENT HANDBOOK**

## **WELCOME STATEMENT**

The staff at USAC is dedicated to providing a quality experience for you. We try to meet the needs, interests and well being of the people that we service. We encourage your active participation and input and ask you to make decisions regarding your treatment. Our mission is to the provision of services that improve the quality of life for individuals, their families and the community.

### ***Treatment philosophy:***

The USAC substance Abuse Program is based on a cognitive-behavioral change approach and is designed to help individuals understand the impact that their substance use and/or abuse has had on their lives, and motivate them to pursue education, treatment, sobriety, and positive behavior. Additionally, the objectives of the programs are to provide insight into how our beliefs and thoughts help form our behavior patterns and provide motivation and skills to maintain a healthy substance free lifestyle.

### ***Your Input about our services is important to us:***

USAC is committed to providing services that improve the quality of life for individuals, their families and the community. Our vision is to be recognized as a prominent treatment provider within the community. In order to improve the quality of our programs we obtain input from the client's that we serve. You will be given ongoing opportunities to express your preferences concerning your treatment, services, and progress. We may ask you to complete client surveys at various times during your treatment. You may also be contacted after discharge to monitor your progress after you leave our program.

### ***Accessibility:***

The USAC phone number is 387-8230 and is accessible from 8:00 am to 6:00 pm Monday through Friday. USAC is closed on the following holidays: Martin Luther King, Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas and New Years Day. In cases of severe weather, please refer to local news stations for information regarding office closings.

We at USAC strive to be accessible to your needs. We, to the best of our abilities, maintain a barrier-free environment, maintain a positive attitude regarding our client's and maintain an open communication with the clients and families that we serve.

### ***Emergency After Hours Contact:***

If an emergency arises after hours, please call the Gryphon Place Hotline at 269-381-4357.

### ***Client Rights and Responsibilities:***

All clients served have rights. You will be given a pamphlet of your rights. Our Rights Advisor is Rose Hathaway and her phone number is 387-7038 if you have questions regarding your rights and responsibilities regarding your treatment.

You have the right:

1. Not to be denied service on the basis of race, color, national origin, religion, sex, age, mental or physical handicap, marital status, sexual preferences or political beliefs
2. To be respected by your clinician and other staff members.
3. To have a copy of our written fee schedule, check with staff for this.
4. To receive an explanation of your bill, check with staff to do so.
5. To review, copy or receive a summary of your programs records, unless in the judgment of the Program Director, such actions would be harmful to you.  
If the Program Director determines that you should not see the entire record, portions of the record or a summary of the record can be provided. All requests to review records need to be in writing and directed to the Medical Records Supervisor who will consult with the Program Director.
6. To be informed of any research our program plans to conduct and refuse to participate if you wish.
7. To participate in the development of your treatment plan, a copy of your treatment plan will be given to you.
8. To refuse treatment. If you refuse treatment, you will be informed of the possible risk and consequences:
  - Possible legal results
  - Medical risk for continuing substance use
  - Potential for further problems
  - Consequences of untreated chemical dependency
  - You may be offered a referral to another agency or possibly return to treatment here. The reasons why you chose not to participate will be written in your file and if you are under the jurisdiction of MDOC, Federal, or Drug Court, officials will be notified.

***Your Responsibilities:***

You may be asked to provide the following at first appointment:

- Referral source information
- Insurance Information
- Proof of income (if requesting a sliding fee scale)
- Payment in full

You must:

1. Show that you can be treated without risk to yourself, other clients, or clinic staff and that you have the need and ability to profit from the services offered.
2. Arrange transportation to and from the clinic. Unfortunately we do not have childcare available and children cannot be left unattended in the waiting area.
3. Be willing to be involved in your own treatment, which may include signing releases of information, consent for treatment and payment agreements. You will also participate in the development of your own treatment plan.
4. Be sober at the time of your intake/assessment and treatment. You may be asked to leave the building if you are suspected to be under the influence. If it is perceived that you may be a risk to yourself or others, public safety will be notified.

### ***Filing a complaint:***

If you think your rights have been violated at our program, please talk to our rights advisor. To file a complaint, contact the USAC Director or the Recipient Rights Officer. You can reach the director by dialing 269-387-8230 or the Recipient Rights Officer, Rose Hathaway at 387-7038.

### ***Treatment of Clients – Ethics***

The clinicians and staff at USAC shall be held accountable for their professional behavior. Professional ethics of all clinicians and staff working at USAC are defined by the “Standard of Conduct” in Western Michigan University’s Policy and Procedure Manual, and the “NAADAC Code of Ethics” published by the National Association of Alcoholism and Drug Abuse Counselors and by the Code of Ethics of the Michigan Certification Board for Addiction Professionals, they include:

#### ***Confidentiality:***

All clients in drug and/or alcohol treatment are protected under federal law. Both your identity and your case record have to comply with federal laws regarding strict confidentiality. We will not disclose any information without a signed release by you unless there is a risk of serious injury to yourself or threats of violence to others or court order or otherwise mandated by the criminal justice system.

#### ***Client Relationships:***

The client/counselor relationship will be treated in a professional manner. Bartering of treatment services for a non-monetary gift or favor is forbidden by USAC. No gifts may be given or received by clinical staff. This includes, but not limited to, food or beverage, hobby craft items, smoking materials. No staff member can exploit a client in any way. There shall be no financial transactions with clients.

Full copies of the Professional Code of Ethics are available upon request.

#### ***Services and Activities:***

We offer a variety of services to fit your needs including individual counseling, group therapy, and Alcohol Awareness educational groups for Drinking Driving and Minor in Possession arrests. Educational groups are also available for students referred by WMU Office of Student Affairs due to conduct difficulties including; Strategies for Success, Life Choices, and Recovery Group. We also offer assessment/referral for drivers’ license restoration multiple offenders and other court-mandated assessments.

A medical Director is on staff, please consult with your therapist for referral or consultation for medications and other medical issues related to your treatment.

USAC is fully accredited by CARF, the Rehabilitation Accreditation Commission and licensed by the State of Michigan.

### ***Intake and Assessment:***

During an initial meeting, USAC personnel will meet with you and assess whether USAC services meet your needs. If USAC services seem appropriate, forms can be completed at that time. The assessment determines the status of your drug and or alcohol use, support system, health, employment, life stressors, and mental health. The purpose of this assessment is to identify your expectations, strengths, needs, ability and preferences during treatment, your motivation for change and the goals you would like to attain while in treatment.



### ***Person-Centered Planning:***

Your treatment plan is developed from the information collected during your assessment. USAC clinicians and personnel encourage your active participation in the planning process. You will work with your clinician to identify and rank problems to develop goals and steps to meet your goals. Your treatment plan will be developed after the initial assessment and will focus on community reintegration and involvement in support systems. Your plan will include how many individual and/or group sessions will be scheduled, when services will end, strengths, needs, abilities and preferences, and family involvement.

### ***Transitioning:***

Midway through the treatment process we will be asking you to start to prepare for the discharge process. The pre-discharge or “transition”, is a time when you will be given a packet of information where you can start to identify your support networks, your AA, NA group attendance and identify your strengths, abilities, your triggers for relapse, coping mechanisms and your preferences. You will be given a Passport to Recovery handbook that contains meeting lists in your area, information on AA, NA and a resource list of local agencies. We feel that this “transition” is an important part of your recovery process and hope that you will also find the process beneficial.

### ***Voluntary Discharge:***

It is our hope that all people who enter our program will come to a point that discharge is necessary. You may be discharged from the program for the following reasons:

1. You will be given a certificate of completion when you have met the requirements of the specific program with which you have been enrolled.
2. You request to be terminated from the program.
3. You and your therapist agree that you are not showing any progress and continued treatment is inappropriate.
4. You and your therapist agree that referral to another agency may be warranted.
5. You move away from the area.

### ***Non-Voluntary Discharge:***

Failure to meet any of the client responsibilities may lead to an unsatisfactory discharge from treatment at USAC. Clients may be discharged for any of the following reasons:

1. Use of alcohol or illicit substances on the premises.
2. Violence, intimidation or threat of violence.
3. Resistance or refusal to participate meaningfully in treatment.

4. Violation of another person's confidentiality.
5. Missing two consecutive appointments without giving a 24-hour prior notice of absence.
6. Failure to attend meetings on a regular basis, (excessive absences)
7. Criminal sanctions prohibit your attendance.
8. Refusal to comply with treatment fee arrangements.

In the event of a Non-voluntary discharge, you may be allowed to return to treatment if the clinician feels that they are able to work through a particular issue and that issue is addressed in the client's treatment plan. Treatment can also be reinstated by request of a referring agency.

***Consequences of "No Shows" or Early Termination:***

1. "No-shows" are reported to referral sources when applicable and within the rules of confidentiality.
2. Two consecutive "no shows" result in notification of possible termination.
3. Termination is recorded on discharge summary maintained in client records and are reported to referral sources when appropriate.

***Group Rules:***

Breaking of any of these group rules could result in early termination from the program.

1. Please be on time. If you are 10 minutes or later for class you will be counted as absent. You may attend if you are over 10 minutes late, but that attendance may not count as a credit toward your completion of the program.
2. Please take care of bathroom needs before class. Bathroom breaks are discouraged during group.
3. It is our policy that children may not be left unattended in the waiting room. Please arrange for childcare in advance of your sessions.
4. Please be quiet and considerate when walking to and from the group rooms so other services are not interrupted.
5. Cell phones should be turned off during group and individual sessions.
6. **Confidentiality.** Anything said, heard or seen at your group sessions are considered confidential. Please do not repeat anything outside of your groups. Please also protect the confidentiality of others who may be waiting for appointments or attending other services at our clinic.
7. **Respect.** Show respect for each other by waiting your turn and not interrupting others who are speaking.

***Follow Up:***

In order to improve the quality of our programs and obtain input from those we serve; all consumers are asked to sign an authorization for follow-up information. This information gathered is anonymous and will be kept confidential. You may be contacted up to 6 months after your discharge from services. You will be contacted in a manner specified by you.

**Safety:**

Your safety is very important to us. We will do our best to keep you safe while you are in our building. Please refer to the evacuation routes in each classroom.

**Fire Safety:**

There are fire extinguishers located in 3 areas on the 3<sup>rd</sup> floor of the Unified Clinics. If you spot a fire, pull a fire alarm, located in the waiting area and the stairwells. When the fire alarm is activated, go to the nearest stairwell and exit to the outside of the building. Please do not use the elevators. Once outside, you should go to the nearest yellow pole in the yard in front of the building.

**Tornado Warning:**

If a tornado warning is issued, staff will let you know and escort you down the nearest stairwell to the concourse level. Please do not use the elevators.

**Medical Emergency:**

If you have a medical emergency while you are here, please notify a staff member who will call 911. If you are injured while you are at the clinic, the staff will fill out an incident report.

First aid kits are available in many areas; ask a staff member if one is needed.

**Advanced Directives:**

Under no circumstances will USAC staff make the decision to withhold life saving treatment. USAC staff do not qualify as health professionals, and therefore, do not qualify to evaluate proof of a Do-Not-Resuscitate Order.

**Use of Seclusion and Restraint:**

Clients are not secluded or put into restraint. Restraint may only be used if a client is deemed to be of harm to himself or others and only after 911 has been called.

**Smoking:**

KCMS/Unified Clinics is a smoke free campus. No visitor, staff member, or client is permitted to use tobacco products on campus grounds.

**Weapons and Substances:**

No weapons, alcohol or illegal substances are allowed on the premises. Anyone caught with such items will not be permitted into services and may also be prosecuted. If the client is under the jurisdiction of the court system, the client's probation/parole officer will be notified.

