

Thrive Counseling
Client Handbook



About Thrive Counseling

Thrive Counseling is a community-based agency dedicated to providing a wide range of services to adults, children, adolescents, and families. Andrea DeJacimo and Angel Pixley, in 2018, was inspired to create the agency through experience and recognition of the individual needs specific to adolescents and families. Thrive Counseling has developed into a comprehensive, quality, outpatient counseling agency staffed by a multidisciplinary team of highly competent and caring professionals providing diverse and specialized services.

Mission Statement

Our mission is to show those we serve their potential to thrive. Significantly improve the mental health and well-being of those with a need, through counseling, education, and support.

Vision Statement

We envision vibrant and healthy communities where individuals and families thrive in an environment that promotes behavioral health and wellness.

Standard of Professional Conduct

All employees/contractors/Board Members of Thrive Counseling, LLC., will comply with the following standards of professional conduct in fulfilling the mission of Thrive Counseling, Inc. While these standards summarize the principles that are to guide the actions of our employees/contractors/Board members, they do not address every situation that may occur. When situations not specifically covered by this code occur, employees/contractors/Board members should discuss these situations with their supervisors/Board members. Each employee/contractor/Board member is accountable for his/her own behavior. Each person is responsible for representing the agency by demonstrating the behaviors contained in the Standard of Professional Conduct policy and procedures regarding workplace conduct listed below.

1. Employees/Contractors will not participate in or condone any form of discrimination or harassment against any person based on race, color, gender, sexual orientation, age, ethnicity, religion or mental or physical disability.
2. All Employees/Contractors must be committed to providing a safe and healthy work environment for employees/contractors and clients. All employees/contractors are expected to comply with the occupational health and safety laws that are applicable to their job, as well as the facility policies.
3. Employees/Contractors will abstain from unauthorized use or misappropriation of the property of clients', their family members, or guardians of the clients.

4. Information about offered services should be communicated in an honest and accurate manner.
5. All employees/Contractors are expected to demonstrate honesty, integrity and respectful behavior towards fellow employees/contractors and the clients we serve.
6. Employees/Contractors will carefully consider the public perception of their personal and professional actions, and the effect their actions could have positively or negatively, on Thrive Counseling, Inc.'s reputation in the community and elsewhere.
7. Employees/Contractors will strive for personal and professional growth to improve their effectiveness as employees/contractors of Thrive Counseling, LLC.
8. Employees/Contractors will be fair, consistent, and respectful in fulfilling their responsibilities.
9. All employees/Contractors will take responsibility for their actions and demonstrate positive collaboration and teamwork in fulfilling their responsibilities.

Hours and Contact Information

1705 Woodland St. NE., Warren, Ohio 44483

Monday, Tuesday, Thursday – 8:00am to 8:00pm

Wednesday – 8:00am to 6:00pm

Friday – 8:00am to 4:00pm

Phone: (330) 469-6777 Fax: (330) 469-6779

Services

Thrive Counseling provides a comprehensive range of mental health and substance use outpatient services including individual, group, family, and marital therapy. We are staffed by highly credentialed social workers, QMHS workers and chemical dependency specialists. All employees/contractors/Board Members are expected to understand and comply with all laws, government regulations, codes of ethics and county and agency policies and procedures. If you would like more information, please speak with your care coordinator. All services at Thrive Counseling rely on client and family/significant other participation and collaboration. Such collaboration and participation can help make treatment a positive and rewarding experience.

Counseling

Our professional staff offers individualized treatment for adults, children, adolescents, and families. Among the problems we address are behavioral disorders, anxiety, depression, bipolar, ADHD, addiction, dual diagnosis, divorce, grief, sexual abuse, and others. Our counselors are trained in state-of-the-art counseling approaches such as cognitive behavior therapy and dialectical behavior therapy.

- ◆ The first step in getting treatment is meeting with a counselor for a diagnostic assessment. The assessment is a tool to help gather information to recommend a treatment approach that meets your individual needs. Assessment begins the process of identifying treatment goals.
- ◆ The second step in the process is collaborating with a counselor to develop an individualized service plan. The purpose of an individualized service plan is to determine the goal of treatment and the concrete steps to take to achieve that goal.

Intensive Outpatient Services (IOP)

Thrive Counseling offers intensive outpatient services to adults with mental health and substance use problems. The program is offered three days per week, three hours and 20 minutes per day and includes daytime and evening program hours. The program is offered in a group setting and provides both informational and group counseling approaches. The group addresses alcohol and drug education, disease concepts, harmful consequences, dual diagnosis education, relapse prevention, developing support networks, family roles and more.

Counseling approaches may include cognitive behavioral, dialectical behavioral therapy and others. The focus is achieving a chemically free lifestyle. To support the intensive outpatient group interventions, clients are also required to attend self-help recovery groups and participate in random urine screening. Family involvement is very much a part of recovery and is encouraged and supported, wherever appropriate. The family members are encouraged to attend a group session on the last Thursday of every month, which focuses on educating the family on disease and recovery processes, increasing effective communication and self-care.

Aftercare

The aftercare program focuses on relapse prevention for adults with substance use problems and consists of one group session per week for two hours. The group is designed to provide support to clients as they progress toward longer-term recovery or have difficulty maintaining a chemically free lifestyle. The group is goal-directed, and strengths based.

Parenting Class

This group focuses on coping skills and positive parenting. We at Thrive Counseling want to help you manage multiple aspects of your life especially at home. Parenting class is designed to provide support to clients as they learn to develop positive parenting skills and be an educational foundation for your mental health.

Anger Management

Anger is a normal, healthy emotion when you know how to express it appropriately — anger management is about learning how to do this. We at Thrive Counseling want to help you learn how to process and learn how to recognize signs that you are becoming angry and taking action to calm down and deal with the situation in a productive way. Anger management helps you recognize frustrations early and resolve them in a way that allows you to express your needs and keeps you calm and in control.

Community Support

Community psychiatric support workers for adults, children and adolescents collaborate with the client and family to identify, develop, and coordinate the formal and informal resources within the community and assist in accessing and coordinating a wide range of services. They collaborate with clients and families in the home and community and focus on client and family strengths. Community support workers are part of the multidisciplinary team that helps to develop creative, individualized service plans. Community support services are provided on an individual basis and in groups.

Fees For Service

Insurance: Each client or their parent/guardian is responsible to pay his or her fees, file insurance claims and obtain any pre-authorizations necessary. As a courtesy, Thrive Counseling will bill on your behalf and accept payments (full or partial) from Medicaid. Thrive Counseling will also file insurance claims to any private insurance companies on your behalf as an additional courtesy to you. However, each client or his/her parent/guardian is responsible for obtaining any pre-authorizations necessary. If we are not a provider for your insurance company and/or if your insurance terms, you will be responsible for the entire amount of payment for services. Please contact your insurance company to ensure you receive your maximum benefits.

Payment: If applicable, co-pays and deductible amounts are due prior to receiving services. Failure to pay your fees in full prior to receiving services may result in your appointment being rescheduled. Insurance will be billed following the appointment and any unpaid monies will be

billed to the client. Budget arrangements may be made with the office manager, but unpaid accounts without good faith arrangements will be turned over to collection. We will make every effort to make arrangements if payment problems are due to financial hardship.

Missed Appointment and Late Cancellation Fees: Every time that you schedule an appointment, we reserve the time just for you. If we are not given a 24-hour notice, we will add a \$30.00 fee for that appointment that was missed or late canceled. This fee must be paid in full prior to the following appointment.

Safety, Rules, and Expectations

Thrive Counseling is committed to providing a safe and healthful environment. The staff is trained in first aid, CPR, workplace safety, non-violent crisis intervention and emergency procedures. Thrive Counseling does not employ seclusion or restraint practices. We work closely with the local authorities to promote the care, welfare, safety and security of all persons. Thrive Counseling asks our clients to participate in safety consciousness by observing the following:

- ◆ Evacuation routes are posted in all offices and common areas.
- ◆ Emergency procedures for fire and tornado scenarios are posted in the lobby.

A first aid kit is available in the event of emergency. Our goal is to prevent unsafe situations from occurring. The agency asks for your assistance in maintaining a safe environment.

Program Rules

- ◆ Smoking is permitted only in designated areas outside the building.
- ◆ Possession of weapons on person or premises is prohibited, grounds for discharge, and subject to the local authorities.
- ◆ Possession of illicit drugs on person or premises is prohibited, grounds for discharge, and subject to the local authorities.
- ◆ Threats, acts of violence, provocation or fighting with clients, staff, and visitors is prohibited, grounds for discharge, and subject to the local authorities.
- ◆ Theft of agency property or the property of clients, staff or visitors is prohibited, grounds for discharge, and subject to the local authorities.
- ◆ Willful destruction or damage to agency property or the property of clients, staff or visitors is prohibited, grounds for discharge, and subject to local authorities.

Clients are expected to follow these program rules for the protection of self and others. Clients who violate these rules will be discharged and subject to legal consequences. Clients who are terminated from services will be provided with linkage to other providers.

Program Expectations

- ◆ To abide by the program rules and expectations.
- ◆ To actively participate in all aspects of the treatment process.
- ◆ To maintain the confidentiality of other clients/group members.
- ◆ Cancelled appointments will be rescheduled for a time when the parent/guardian is available to remain on the premises.
- ◆ To call 24 hours in advance if you are unable to keep your scheduled appointment time.

Respect, Rights, and Grievances

Thrive Counseling's services are available with equal access to all persons regardless of race, color, disability, age, religion, sex, national or ethnic origin. Thrive Counseling promotes and protects the rights of clients. This commitment guides the delivery of services and ongoing interactions with clients. Overview of your rights include: the right to confidentiality of information and privacy and freedom from abuse, neglect, humiliation, retaliation, financial or other exploitation.

All clients have the same rights to freedom from: abuse, financial or other exploitation, retaliation, humiliation, and neglect. It is your right to have the following: informed consent, refusal, or expression of choice regarding composition of the service delivery team and access to self-help and advocacy support services.

Limiting Service and Restoration of Rights and Services

Clients are expected to abide by the program expectations. Clients who need assistance to comply with program expectations will meet with their treatment team and/or care coordinator to review the appropriateness of the current individualized service plan interventions. It may be necessary to limit or restrict some activities or services while increasing participation in other, more recovery-supporting activities. The goal in making changes to the interventions listed in the ISP is to assist the individual in meeting the client at the pace and level where success can be achieved. Once the individual makes progress at meeting the intermediary goals, he/she can regain the privilege, rights, and services without limitations.

Ohio Department of Alcohol and Drug Addiction Services Clients Rights

1. The right to be treated with consideration and respect for personal dignity, autonomy, and privacy.
2. The right to receive services in the least restrictive, feasible environment.
3. The right to be informed of one's own condition.
4. The right to be informed of available services.
5. The right to give consent or to refuse any service, treatment, or therapy.
6. The right to participate in the development, review, and revision of one's individualized service plan and receive a copy of it.
7. The right or freedom from unnecessary or excessive medication, unnecessary physical restraint, or seclusion.
8. The right to be informed and the right to refuse any unusual or hazardous treatment procedures.
9. The right to be advised and the right to refuse observation by others and by techniques such as one-way vision mirror, tape recorders, video recorders, television, movies, or photographs.
10. The right to consult with an independent treatment specialist or legal counsel at one's own expense.
11. The right to confidentiality or communications and personal identifying information within the limitations and requirements for disclosure of client information under state and federal laws and regulations.
12. The right to have access to one's own client record in accordance with program procedures.
13. The right to be informed of the reason(s) for terminating participation in a program.
14. The right to be informed of the reason(s) for denial of services.
15. The right not to be discriminated against for receiving services based on race, ethnicity, age, color, religion, sex, national origin, disability or HIV infection, whether asymptomatic or symptomatic, or AIDS.
16. The right to know the cost of services.
17. The right to be informed of all client rights.

18. The right to exercise one's own clients' rights without reprisal.
19. The right to file a grievance in accordance with program procedures.
20. The right to have oral and written instructions concerning the procedures for filing a grievance.

Ohio Mental Health & Addiction Services Clients Rights

1. The right to be treated with consideration and respect for personal dignity, autonomy, and privacy.
2. The right to service in a humane setting which is the least restrictive feasible as defined in the individualized service plan.
3. The right to be informed of one's own condition, of proposed or current services, treatment or therapies, and of the alternatives.
4. The right to consent to or refuse any service, treatment, or therapy upon full explanation of the expected consequences of such consent or refusal. A parent or legal guardian may consent to or refuse any service, treatment, or therapy on behalf of a minor client.
5. The right to a current, written, individualized service plan that addresses one's own mental health, physical health, social and economic needs, and that specifies the provision of appropriate and adequate services, as available, either directly or by referral; (the right to receive a copy of one's own individualized service plan: Administrative rule [5122:2-1-02]).
6. The right to active and informed participation in the establishment, periodic review, and reassessment of the service plan.
7. The right to freedom from unnecessary or excessive medication.
8. The right to freedom from unnecessary or excessive restraint or seclusion.
9. The right to participate in any appropriate and available agency service, regardless of refusal of one or more other services, treatments, or therapies, or regardless of relapse from earlier treatment in that or another service, unless there is a valid and specific necessity which precludes and/or requires the client's participation in other services. This necessity shall be explained to the client and written in the client's service plan.
10. The right to be informed of and refuse any unusual hazardous treatment procedures.

Grievance Procedures

Every client has the right at Thrive Counseling to follow the grievance procedure without reprisal. Clients with questions about their treatment or those who feel they are being treated unfairly are encouraged to discuss their concerns with their counselor or the counselor's supervisor. Each client has the right to file a written grievance with Thrive Counseling. The form to file the grievance may be obtained from the client's counselor or the Director of Quality Assurance. Your counselor or the Director of Quality Assurance is available to assist you with the form if you need their help.

The form includes:

1. The name of the client
2. The name of the client's counselor
3. The name of the program the client is in
4. The date and time of the incident
5. The persons involved (or physical description)
6. Incident or description being grieved
7. Client's signature
8. Date of grievance
9. Title and address of arbitrator of the grievance.

Should the client need assistance in filing a grievance, the client's counselor or the Director of Quality Assurance will be available to help the client with this procedure. Upon receipt of a grievance, the client filing the grievance shall be notified of its receipt in writing within 3 three-business days.

The sequences of activities which will occur as a part of the grievance process are as follows:

1. Client or authorized designees presents complaint to the Clients Rights Officer or any other staff member.
2. The Clients Rights Officer or Clients Rights Back-up will initiate contact with the grievant within 3 working days of receipt of complaint in writing.

3. Clients Rights Officer will investigate the complaint and attempt to resolve the grievance within twenty-one days from the date of the filing of the grievance.

4. If the Clients Rights Officer or the Clients Rights Back-Up is unable to resolve the complaint, an agency grievance committee will be formed, hear the facts and issue a written statement to the client and other concerned parties within the twenty-one-day time frame. If the client is not satisfied, he/she may appeal to an impartial decision-maker outside the agency. The Clients Rights Officer will assist the client with the appeal. The client will be provided a copy of all activity regarding the grievance including:

1. The copy of the grievance

2. The documentation of the resolution of the grievance

3. The copy of the letter to the client reflecting the resolution of the grievance will be kept by the

Executive Director for two full calendar years following the resolution.

Ways to Give Your Input

Thrive Counseling is dedicated to continuous quality improvement. Your feedback is important to us and is used to monitor our services, develop services, and improve the agency. Our goal is to assist you in achieving your treatment goals for recovery. We want to measure our progress and your input guides this process. Our tools for obtaining and using your input include satisfaction surveys, staff education, outcomes management, and post-discharge follow-up surveys. Our staff is also available to hear any suggestions, comments, or ideas you have on how we can continue to strive for excellence.

Clients Rights Officer

Thrive Counseling has a clients Rights Officer who will make certain that client rights are protected and will help in listening to and resolving client grievances. A person has also been appointed as a Clients Rights Back-Up, to help if the Clients Rights Officer is not available.

State & Local Governmental Organizations

Should you as a client still feel you have had your Clients Rights violated, or you are being treated unfairly, you also have the right to submit complaints at any time to the following:

Trumbull County Mental Health and Recovery Board: 330-675-2765

Ohio Mental Health & Addiction Services (OhioMHAS):

30 East Broad Street, 36th Floor, Columbus, Ohio 43215-3430.

Phone: (614) 466-2596 Fax: (614) 485-9739

Notice of Privacy Practices

Our duty is to safeguard your individually identifiable information about your past, present, or future health or condition, the provision of health care to you or payment for health care, which is considered “Protected Health Information” (PHI). We are required to extend certain protections to your PHI, and to give you this Notice about our privacy practices that explains how, when, and why we may disclose your PHI. Except in a specific circumstance, we must use or disclose only the minimum necessary PHI to accomplish the intended purpose of the use or disclosure. We are required to follow the privacy practices described in this notice though we reserve the right to change our privacy practices and the terms of this notice at any time.

Confidentiality of Alcohol & Drug Abuse Client Records

Confidentiality of alcohol and drug abuse client records maintained at Thrive Counseling is protected by Federal Law and Regulations. The program may not say to a person outside the program that a person attends the program, or disclose any information identifying a client as an alcohol or drug abuser unless:

1. The client consents in writing
2. The disclosure is allowed by court order
3. The disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation.

Violation of the Federal Law and Regulations by a program is a crime. Suspected violators may be reported to appropriate authorities in accordance with Federal Regulations. Federal Law and Regulations do not protect any information about a crime committed by a client, either at the program or against any person who works for the program about any threat to commit such a crime. Federal Law and Regulations do not protect any information about suspected child abuse or neglect from being reported under state law to appropriate state or local authorities (see 42 U. S.C. 290dd-3 and 42 U. S.C. 290ee-3, for Federal Laws and 42 CFR Part 2 for Federal Regulations).

How We May Use & Disclose Your Protected Health Information (PHI)

We use and disclose Personal Health information for a variety of reasons. We have a limited right to use and/or disclose your PHI for purposes of treatment, payment, and for our health care operations. For uses beyond that, we must have your written authorization unless the law permits or requires us to make the use or disclosure without your authorization. If we disclose your PHI to an outside entity for that entity to perform a function on our behalf, we must have in place an

agreement from the outside entity that will extend the same degree of privacy protection to your information that we must apply to your PHI. However, the law provides that we are permitted to make some uses/disclosures without your consent or authorization. The following describes and offers examples of our potential uses/disclosures of your PHI.

Uses & Disclosures of PHI Requiring Authorization

For uses and disclosures beyond treatment, payment, and operations purposes we are required to have your written authorization, unless the use or disclosure falls within one of the exceptions described below. Authorizations can be revoked at any time to stop future uses/disclosures except to the extent that we have already undertaken an action in reliance upon your authorization.

27 Uses & Disclosures of PHI from Mental Health Records Not Requiring Consent/Authorization

The law provides that we may use/disclose your PHI from mental health records without consent or authorization in the following circumstances:

When Required by Law: We may disclose PHI when a law requires that we report information about suspected abuse, neglect, or domestic violence, or relating to suspected criminal activity, or in response to a court order. We must also disclose PHI to authorities that monitor compliance with these privacy requirements

For Public Health Activities: We may disclose PHI when we are required to collect information about disease or injury, or to report vital statistics to the public health authority.

For Health Oversight Activities: We may disclose PHI to our central office, the protection and advocacy agency, or other agency responsible for monitoring the health care system for such purposes as reporting or investigation of unusual incidents, and monitoring of the Medicaid program.

To Avert Threat to Health or Safety: In order to avoid a serious threat to health or safety, we may disclose PHI as necessary to law enforcement or other persons who can reasonably prevent or lessen the threat of harm. For example, where you are in a life-threatening situation and are unable to provide written authorization such as a medical emergency – heart attack, unconsciousness, suicidal, or threaten to harm another individual(s).

When Written Authorization is Provided: We may disclose your PHI with your written consent and authorization to release such information to third party entity.

For Specific Government Functions: We may disclose PHI to Government benefit programs relating to eligibility and enrollment, and for national security reasons.

Uses & Disclosures of PHI from Alcohol and Other Drug Records Not Requiring Consent or Authorization

The law provides that we may use/disclose your PHI from alcohol and other drug records without consent or authorization in the following circumstances:

When Required by Law: We may disclose PHI when law requires that we report information about suspected child abuse and neglect, or when a crime has been committed on the program premises or against program personnel, or in response to a court order.

Relating to Decedents: We may discuss PHI relating to an individual's death if state or federal law requires information for collection of vital statistics or inquiry into cause of death.

For Research, Audit or Evaluation Purposes: In certain circumstances, we may disclose PHI for research, audit, or evaluation purposes.

Amendments to This Notice of Privacy Practices

We may amend our Privacy Policy and this Notice from time to time. In accordance with applicable laws, we will post a notice at Thrive Counseling describing any changes to the policy and will provide the current policy to all active clients as required by law.

You have the right to receive a paper copy of this Notice and/or an electronic copy upon request.

How to Complain About Our Privacy Practices

If you think we may have violated your privacy rights, or you disagree with a decision we made about access to your PHI, you may file a complaint with the company grievance officer. You may also file a complaint with:

The Secretary of the U. S. Department of Health and Human Services: 200 Independence Avenue S.W., Washington D.C. 2020

This information is yours to keep. Please sign the form provided in your intake packet to indicate that you have received this information. Please return that signed form to the receptionist at the time of your first appointment.