

NAVIG8

Adolescent Treatment Program
Outpatient Client Handbook

Welcome to Navig8! The Navig8 Adolescent Treatment Program is designed to serve adolescents and their families whose lives have been impacted by the use of alcohol and/or other substances. The program serves adolescents from ages 12 through 17 and is structured to meet the specific needs of the adolescent client and their family. We believe that we can assist you in achieving your goals and overcoming the difficulties that many teenagers face today.

We offer a family centered treatment approach. We strongly believe that families are a vital part of the treatment process and their participation increases the likelihood of success treatment outcomes and overall improved levels of functioning within the family, school and community.

The treatment process begins at the point of entry and requires coordinated, collaborative support from our community-based resources. Treatment services will focus on interaction between the adolescent and significant others in their home and community environment, including family and those in school, work, juvenile justice and other areas. Conveniently scheduled, weekly individual and family sessions with adolescents and families can be provided in the home or other location as agreed upon by the adolescent, family and Pathways' staff.

Community Support linkages will include home visits, healthy recreation and social activity assistance, skill building activities, job search preparation, advocacy, coordination of care with schools and other community-based providers, and reinforcement of the treatment approach.

You will have the opportunity to work closely with qualified and experienced staff that can support you and your family throughout the treatment process. The wide variety of services that you can receive may involve you participating in office based activities, but may also be delivered to you and your family in your home and school.

This handbook will provide you with a basic set of guidelines for our expectations of your behavior and your level of participation while in treatment. It should also provide you with information about program structure, available services, and an explanation of the overall treatment process.

We strongly believe that every client that is admitted to our program has the opportunity to be successful in their treatment process and in their life. By following the guidelines of this program, the staff can assist you and your family towards successful completion of your treatment process. Your treatment process consists of nine stages of treatment. Active client and family involvement in all stages of treatment will greatly improve your potential for success in many areas of your life.

We're very excited that you're here and will work with you to help make this a positive and successful treatment experience!

Treatment Services

During your stay at Navig8, you will receive a variety of treatment services which includes the following components:

Intake:

During your intake, you will meet with a staff member who will help you with completing the paperwork that you'll need to become a client. We will talk with you and your family about what your treatment process will be like and what our expectations will be for you. You'll have a chance to meet the people who will be working with you and your family while you're here.

Comprehensive Assessment:

Early into your treatment process, you'll meet with a counselor to talk about why you're here and what your needs are. This process is called an assessment and it takes a look at many different areas of your life to help decide what your treatment needs will be.

Community Support:

Throughout your treatment process, we will work closely with your family, school and any other community agencies you may be involved with. We will help you to become involved in activities that will be supportive of your recovery process.

Family Services:

All of the current research shows the same thing; a high level of family participation in your treatment process gives you a better chance to be successful in your home, school and community. Therefore, we have made participation in Family Services a required part of your treatment process. Because addiction and substance abuse affect the entire family, it's important that your family members become involved in your treatment process. Family involvement during your treatment process will help to improve the lines of communication with you and your family members, reduce possible conflict in your home, and assist everyone in learning how to get their needs met in a healthy way.

Individual Counseling:

You will be assigned a primary counselor who will help you to develop a plan that will guide your direction while in treatment. You and your counselor will work closely together to address your personal issues that are affected by your substance use and ability to make healthy decisions for yourself.

Trauma Counseling:

Trauma counseling services are available to adolescents who have experienced psychological trauma, including, but not limited to, incidents of abuse, deprivation, or neglect. Clients deemed appropriate for this service will be referred to a qualified therapist, who will assist client with education, support, and emotional processing related to the traumatic event(s).

Co-Occurring Counseling:

Adolescents who experience a co-occurring mental health disorder in addition to their substance abuse disorder may be referred to a qualified therapist to address these very important issues simultaneously.

Group Counseling:

You will have the opportunity to participate in group counseling sessions which will provide a safe and non-judgmental environment to discuss your treatment issues. This will help you learn how to express your feelings in a healthy way and lean on members of your community for support in your recovery.

Group Education:

These are educational groups which provide information on topics such as negative effects of substance abuse, anger management, healthy recreation, self-esteem, stress management, health issues, values, relapse prevention, parenting and communication to name a few.

Program Expectations

The Navig8 program will help you learn how to improve the way you think, feel and act without using alcohol or drugs. You will learn how to make healthier decisions and choices that benefit you. This includes improved communication skills, problem solving skills, family relationships, academic performance, recovery skills and overall healthy living. The program is structured to encourage these positive behavior changes focusing on your strengths, learning new skills and practicing these new techniques in a supportive environment. Navig8 uses privileges, Smart Plans for behavioral change, recovery assignments and clearly defined expectations of performance to reinforce healthy changes.

You will be able to earn higher levels of privilege based upon your overall progression in the program. Your participation and progress in group, individual and family activities, completion of therapeutic assignments, and positive contribution to the community will move you forward in your treatment program.

You will earn weekly performance scores based upon your behavior and participation in treatment. Your scores will averaged on a weekly basis which will determine if you have earned the privilege of advancing to the next stage of treatment. Each Stage up in treatment will increase your level of personal privilege.

We make every effort to ensure that all of our clients are safe while in our care. Therefore, behaviors including possession of contraband, physical aggression, self-destructive behaviors, alcohol and drug use, running away from the program, property destruction, theft, verbal/emotional abuse and/or possession of weapons of any kind will result in strong action up to and including referral to a more intense level of services and/or criminal prosecution.

To assist you with staying on track with your recovery, Navig8 discourages sexual/romantic relationships with other clients in services.

Pathways' property, including the parking lot, is tobacco free!

Confidentiality

Our staff will make every effort to guard your privacy and private health information. There are federal laws that protect your confidentiality. We will only communicate with individuals and/or outside agencies with which you and your legal guardian have given us written consent to do so. Exceptions to this would include possible child abuse/neglect, court order, or risk of harm to you or others.

We expect that you will respect the privacy and confidentiality of your peers by not sharing their information with anyone. Clients who do not respect this rule will be held accountable by staff and their peers.

Drug Testing

While you are a client in the program, you will receive random drug screens to assure that what we're doing in treatment is working and to also recognize your healthy choices in remaining substance free. All test results will be reported to your parents, Juvenile Officer, Children's Services Caseworker, etc. Although a positive test may not result in discharge from the program, it may indicate that you require a more intense level of treatment services. An initial test will be completed on all new clients to establish a baseline for any further testing. If you refuse to provide a UA when requested by staff, the test results will be considered positive.

Search Procedure

Non-invasive measures will be taken to ensure the safety of the environment and you through the use of initial and periodic searches.

Attendance Expectations

You are expected to attend group, individual and family sessions as scheduled and determined by your treatment plan.

Excused absences are granted for medical reasons and death in the immediate family. In the case of medical absences, you are expected to bring in a doctor's excuse the next session attended for the missed session to be excused.

Unexcused absences will be handled as follows:

1. First unexcused absence will result in a telephone conference with your parent/guardian to review attendance policy and obstacles to meeting the expectation.
2. A second unexcused absence will result in a meeting with you, your parent/guardian and DJO, DYS or DFS referral source to discuss your status in treatment and create a SMART Plan to assist you with attendance and/or other problem issues.
3. A third unexcused absence may result in dismissal from the program with a noncompliant discharge and/or referral to a more intense level of care.

All absences will be reported to the referral source, DJO, DYS or DFS.

Treatment Team Conference

Your treatment team is made up of a group of people who want to see you succeed in your treatment process as well as your life. It can be made up of Pathways staff, your parents, your Juvenile Officer/DYS Worker/Children's Division Caseworker, etc. Depending on your situation, your coach, boss, or other family members may also be included to provide support to you.

A Treatment Team Conference is a meeting that includes members of your treatment team and you. Any time you go onto SMART Plan, we'll schedule a Treatment Team Conference to discuss how the members of your treatment team can help you in achieving your SMART Plan goals.

Just like in your life outside of treatment, situations sometimes happen when you need to take some time to think about what you're doing and the decisions you're making. When your performance scores fall below acceptable levels, you, your counselor, and treatment team members will meet to develop a strategy to get back on track called a Smart Plan. This Smart Plan will include setting reasonable goals to assist you with improvement in all areas of your life. Your Smart Plan will also negotiate the extent of your privileges in various areas of your life.

Smart Plans:

Your S.M.A.R.T. Plan will be:

S=Simple

M=Measurable

A=Achievable

R=Realistic

T=Timely

Smart Plans can be described as brief, structured agreements made to assist you with improving specific behaviors and getting back on track with your treatment program. This agreement also helps you restore whatever stage and privileges you previously have earned. You will negotiate this agreement with your primary counselor.

Dress Code

Navig8 believes that how you dress is a direct reflection on how you feel about yourself and it impacts how people perceive you. The dress code is established to assist you in making positive choices about how you present yourself to others.

Shirts must cover your belly area and may not be low cut, revealing, seductive or provocative. Any writing or insignia on clothing items must reflect healthy choices and positive messages. The length of shorts must come down to the tips of your fingers when your arms are extended by your side. Female clients are expected to wear bras and everyone is expected to wear underwear. Please leave your hats, bandannas, and sunglasses at home. Pants will be worn around your waist. A belt may be used to assist you with this.

Your Personal Belongings

We encourage you leave any items of significant value at home. Unfortunately, we cannot control nor be responsible for loss or theft of your belongings. Please do not bring electronic equipment to group activities. (ex. Cell phone, ipod, games, etc.)

Hygiene

We expect you to maintain appropriate hygiene.

Telephone

While in the outpatient stages of treatment you are permitted one phone call per day to verify transportation.

Transportation

As with all our services, you will be held to a standard of conduct that is respectful and ensures the safety of yourself and others

Discharge/Transfer from Outpatient Services

At the time of discharge from the outpatient services your counselor or caseworker will work with you to make the most appropriate community referral for you. Any such referral will be mutually agreed upon between you and your treatment team.

Now, the boring and technical stuff.....

- In our effort to provide excellent services to the consumers we serve, we adhere to an established Professional Code of Ethics. If you would like to see a copy of this policy, please make your request to the Director of Addiction Recovery Services.
- As a mental health provider, we are mandated reporters and, as such, are legally obligated to report suspected cases of abuse and neglect

TREATMENT GRIEVANCE PROCESS

- A. Clients who believe treatment decisions have been unjust or improper are encouraged to discuss their concerns with their clinician/physician/case manager. A response to the client's issue should be made as soon as possible, but no later than five (5) working days. If the issue is resolved at this level, no further action is necessary.
- B. Issues not resolved by the treating staff may be taken by the client to supervisory personnel for resolution. Complaints raised to this level shall result in an internal event report being completed and filed. Supervisory staff shall respond as soon as possible, but no later than five (5) days to a written client complaint and document their response for attachment to the event report. In addition, clients shall be advised that they can put their complaint in writing to management.
- C. Treatment issues not resolved by supervisory personnel may be taken by the client to the Pathways' Clinical Director/VP for resolution. The Clinical Director/VP shall respond as soon as possible, but not later than (5) working days. The response must be documented for attachment to the event report.
- D. Treatment issues not resolved at this level may be taken by the client to the Chief Executive Officer for resolution. The Chief Executive Officer has five (5) working days to respond. The response must be documented for attachment to the event report. Decisions at this level are final.
- E. Retaliation toward clients for complaints and/or grievances shall not be tolerated.

CLIENT RIGHTS VIOLATIONS GRIEVANCE PROCESS

- A. Clients believing their rights have been violated are encouraged to discuss this with their treatment staff or the supervisors for resolution. Alleged client rights violations shall be documented on an internal event report.
- B. Alleged client rights violations not resolved between the client and treating staff and/or their supervisors may be taken by the client within five (5) working days to management staff for resolution. Management staff has five (5) working days to respond to the client rights grievance. The response must be documented for attachment to the event report.
- C. Alleged client rights violations not resolved at the management level may be taken by the client to the Clinical Director/VP for resolution. A response must be made within five (5) working days and documented for attachment to the event report.
- D. Clients continuing to have problems with the resolution of their alleged client rights violation may take the issue to the Chief Executive Officer within five (5) working days for resolution. The CEO shall respond within five (5) working days and document the response for attachment to the event report.
- E. Alleged client rights violations not resolved at this level may be taken by the client to the Board of Directors within five (5) working days. The Board has 30 days to respond. The response shall be documented for attachment to the event report. The decision at this level is final.

Clients may pursue their treatment complaints or alleged client rights violations with the Department of Mental Health Client Rights Monitor at any time.

Client Rights Monitor
Missouri Department of Mental Health
PO Box 687
Jefferson City, Missouri 65102
800-364-9687

Navig8 Program Information

We understand that during the Intake and Orientation process you have probably been overwhelmed by a great deal of information about your treatment process. As such, we want to assist you by providing you with a quick reference guide.

Your Primary Counselor is: _____

Your Community Support Specialist is: _____

Your Family Services Coordinator is: _____

Our office hours are Monday – Friday 8:00 am – 5:00 pm. The office phone number is 573-364-7551 ext. 156. The after hours crisis pager number is: 1-800-581-9017. Please use this number for emergency use only.

Your first individual counseling appointment is scheduled for: _____

Your first Family Services appointment is scheduled for: _____

Notes

