



Compass Health  
Network



# Outpatient Client Handbook



INSPIRE HOPE. PROMOTE WELLNESS.

Compass Health Network  
  
Outpatient Client Handbook

Welcome to Compass Health Network! The NAVIG8 Adolescent CSTAR 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.

NAVIG8 offers 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 successful 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 or bi-weekly sessions with adolescents and their families can be provided in the home or other location as agreed upon by the adolescent, family and NAVIG8 staff.

Community Support will be provided to reinforce treatment.

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 participation 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 expectation guidelines related to behavior and 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. If you have additional questions following review of this handbook, please do not hesitate to raise them with your treatment team members.

We strongly believe that each client admitted to our program has the potential to be successful in treatment and in life. Our trained staff can assist you and your family towards successful completion of your assigned treatment. Active client and family involvement in all aspects of treatment will greatly improve likelihood of success in many areas of your life.

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

### Treatment VIP

YOU are the most important person in your treatment. We are here to help and partner with you in this effort, but YOU are the key! Clinical assessment and recommendations provide a starting point; your participation gets it done.

Based on your assessment, you will be given a recommended level of care to best meet your needs. As those needs change through time, your recommended level may change to match your current situation. SUD Services at Compass Health are based on the ASAM Model of Care, which supports the provision of services along a comprehensive continuum of care. Treatment outcomes for consumers improve when services are provided in the ASAM level of care assessed to meet their needs. All levels can include psychiatry and nursing services, peer specialist services, trauma services, co-occurring services, family services, withdrawal management and medication assisted treatment.

### Levels of Care

Intensive Outpatient (IOP) allows you to receive treatment services while staying in the “real world” and practice what you learn immediately in your everyday life. In this level, a minimum of 6 hours per week of services are expected to provide the best outcomes. It is called intensive for a reason and takes a commitment to reap the rewards.

Outpatient (OP) services are designed for consumers in early recovery with mild substance use issues who need education about addiction and person-centered treatment, or as a step down from other levels of care for consumers who have achieved stability in recovery but still need ongoing services to achieve permanent changes all life areas.

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ADOLESCENT TREATMENT PROGRAM  
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### **Treatment Services**

During your outpatient treatment with Compass Health Network's NAVIG8 program you will receive a variety of treatment services which includes the following components:

#### **Pre-Screen:**

You met with our clinician during your pre-screen to review your paperwork and discuss the reasons you and your parent and/or guardian brought you for treatment. You identified your treatment needs and expectations. You met the staff who will be working with you and your family.

#### **Comprehensive Assessment:**

You completed multiple questionnaires both in your admission packet and with a clinician. These tools help your team to gather valuable information about your past/current substance/tobacco use, physical health, psychological health, family relationships, peer relationships, romantic relationships, school issues, work issues, legal issues, and recreational activities. You met with a counselor to discuss your responses on these questionnaires, discussed why you are here, and identified your treatment needs.

#### **Community Support:**

Integrated health specialists (IHS) will work closely with your family, school, and any other relevant community agencies. Community support services can include: home visits; healthy recreation; social activity assistance; skill building activities; vocational support; advocacy, and coordination of care with schools and other community-based providers.

#### **Family Services:**

Current research shows a high level of family participation in treatment gives you a better chance to be successful in your home, school, and community. You may be provided opportunities to participate in family therapy and/or family conferences to best support you in these areas.

#### **Individual Counseling:**

You and your assigned counselor will work together to develop a plan (Wellness Plan) that will guide your direction while in treatment. You will also work collaboratively in therapy to address identified life areas that are affected by substance use and exacerbate reported stressors.

#### **Trauma Counseling:**

Trauma counseling services are available to adolescents who have trauma experiences, 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 clients with education, support, and emotional processing related to the traumatic event(s).

#### **Co-Occurring Counseling:**

Adolescents who experience a mental health disorder in addition to their substance use disorder (Co-Occurring) may be referred to a qualified therapist to address these very important issues simultaneously.

#### **Group Education and 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. We also provide educational groups which provide information on topics such as negative effects of substance abuse, anger management, healthy recreation, self-esteem, stress management, values, recovery management, parenting and communication, interpersonal effectiveness, and mindfulness-based skills to name a few.

#### **Tobacco Treatment Specialist /Tobacco Cessation:**

Education and support services centered around quitting tobacco.

#### **Psychiatry:**

Physicians specializing in the treatment and prevention of mental health conditions are available for consultation and medication management. Taking all medications as prescribed is important for your health and success. Make sure you keep all appointments so refills that stay current.

#### **Withdrawal Management:**

Increased services are available for anyone dealing with acute intoxication and/or withdrawal potential. Specialized medications (MAT and others) are provided by medical professionals based on need, substance(s) used, and full program participation.

#### **Experiential Learning:**

Each week you will participate in various cooperative games and interactive group exercises which have been designed to enhance your learning experience.

#### **Zero Suicide:**

We believe that everyone is important and worthy of regular conversations to reach our goal of zero suicides for clients in our care. Staff are trained to speak with you often about suicide risks and safety planning. Please let your team know how they can help you best.

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### Program Expectations

The NAVIG8 program will help you learn how to enrich the way you think, feel and act without using alcohol or drugs. You will increase impulse control and awareness of urge producing cues for substance use while learning to make healthier decisions and choices which 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 while focusing on identifying and reinforcing your own strengths, learning new skills, and practicing these new techniques in a supportive environment.

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.

Compass Health Network makes every effort to ensure that all 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, Compass Health Network discourages sexual/romantic relationships and spending time outside of treatment programming with other clients enrolled in services.

In an effort to support the health, wellness, and recovery among all who visit and work at Compass Health Network, and due to the convincing evidence of the negative effects of tobacco use, the organization will maintain an environment free of tobacco and any electronic delivery systems to include electronic cigarettes and personal vaporizers. As such, smoking is prohibited within Compass Health facilities, on or around adjacent property, in personal vehicles parked on agency property. Compass Health Network is here to support you should you be interested in stopping or reducing your use of nicotine. These services are a part of our SUD Programs. Please talk to your IHS about tobacco cessation.

### Confidentiality

Compass Health Network 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 with. 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 NAVIG8 program, you will receive random drug screens to assure that what we're doing in treatment is working for your 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. Positive tests do not result in discharge from the program. However, they 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 sample for testing when requested by staff, then test results will be considered positive.

### Search Procedure

Non-invasive measures will be used to ensure the safety of staff, clients, and the environment through the use of initial and periodic searches.

### Staff Supervision

Clients are required to always remain in sight of staff and are expected to stay in the group unless they are with a staff member. We expect that all clients will remain within the facility from arrival until treatment is complete for the day.

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**Transportation**

Unless otherwise arranged, all transportation to and from services will be the responsibility of you and/or your family. If NAVIG8 does provide transportation, as with all of Compass Health Network services, your child will be held to a standard of conduct that is respectful and ensures the safety of themselves and others.

In order to assure the safety of your child, NAVIG8 will not be able to leave a child unsupervised in a public location when dropping off. Please work with NAVIG8 staff to be available for your child at drop off points to maintain transportation privileges.

**Attendance Expectations**

You are expected to attend group, individual and other services as scheduled and agreed upon in your Wellness Plan. Please call a member of your treatment team at least 24 hours in advance for any sessions you need to cancel and/or reschedule. Missed appointments not cancelled before 24 hours may result in limited scheduling ability. Your attendance is critical to your success in the program and to your treatment goals. Compass Health Network is committed to helping you to overcome barriers that might impact your engagement and participation in services. Please coordinate with your integrated health specialist if you have barriers preventing your regular participation. If you miss any services or we don't hear from you for a few days, we will be calling you, coming by your home, and talking with referral sources and/or emergency contacts. Please answer or return our calls. If we don't hear from you for a week, your treatment team will discuss the need for a possible transition or discharge from services. Excused absences are granted for medical reasons and death in the immediate family.

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 conference with you, your parent/guardian and DJO, DYS or DFS referral source to discuss your status in treatment and create a 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 made up of Compass Health Network 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. This Team Conference may be requested by any member of the Team.

**Monthly Progress Reports**

NAVIG8 staff will provide monthly progress reports to the identified members of your Treatment Team.

**Group Expectations**

1. Group starts at the designated time. No one will be allowed to enter the group more than 5 minutes late.
2. Limit movement in and out of group while in session to minimize disruptions.
3. Please keep bathroom use to before or after sessions. Drug screens may be completed during group at request.
4. If you leave group early that time will be deducted from your group hour.
5. A legal guardian must sign you in ahead of group programming attendance. Please print full name on group sign in sheet. A legal guardian must also sign you out at close of group. If you drive yourself to group programming, then you may sign yourself in/out. If a legal guardian is unavailable for transportation, then another party may be designated for sign-in/out by guardians. This person must bring photo ID with them and present it to staff before client will be released into their care.
6. Be courteous to each other. Take turns during conversations. Do not interrupt each other. Be respectful. Stay on topic and avoid side conversations. Keep topics focused to substance use treatment and recovery.
7. Any distracting/disruptive behaviors or sleeping in group will result in being asked to leave at the discretion of the group facilitator.

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#### Respectful Recovery Environment

When attending NAVIG8 services, we ask that you help us maintain a safe and welcoming environment supportive of everyone's recovery. To do this, we ask the following:

1. Please make positive choices about how you present yourself to others. Any writing or insignia on clothing must reflect healthy choices and positive messages. It is encouraged that clothing covers your body appropriately and shoes are always worn.
2. We encourage you to leave any items of significant value at home. Unfortunately, we cannot control nor be responsible for loss or theft of your belongings.
3. Cell phones are not allowed to be on your person while engaging in group activities. A staff-controlled locker is available for storage if legal guardians wish for clients to arrive/leave group services with their phones to increase ease of contact. Phones are to be put away and on silent during IHS appointments and individual/family therapy. Use of cell phones during sessions is not allowed and may result in being asked to leave.

#### 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. Hygiene is typically thought of in terms of proper handwashing, body washing, facial cleanliness and clean/sanitary clothes free from sources of contamination (e.g., food, pet hair, mud, bodily substances, foul odors). These practices are essential to overall cleanliness and for interrupting the spread of disease.

#### Telephone

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

#### Discharge/Transfer from Outpatient Services

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

#### Professional Code of Ethics

- In our effort to provide excellent services to the consumers we serve, Compass Health Network adheres 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 Substance Use Recovery or Program Director.
- As mental health providers 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 'Compass Health Network' 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.

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#### 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  
573-751-8088

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**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.

We are so happy you are here and have made the decision to prioritize your health, wellness, and life. We look forward to walking with you through this journey. Here are just a few of the people excited to help:

My Counselor: \_\_\_\_\_ Program Director: \_\_\_\_\_

My Integrated Health Specialist: \_\_\_\_\_

My Doctor: \_\_\_\_\_ My Nurse: \_\_\_\_\_

Our office hours are Monday through Thursday 10:00am – 7:00pm and Friday 12:00pm – 8:00pm.

The office phone number is: \_\_\_\_\_

Notes



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Information: (844) 853-8937 (Toll Free)

24 Hour Crisis Line: (888) 237-4567