



Life Recovery Center is a
treatment agency of Mental
Health America of Indiana (MHAI).



Find freedom in recovery.

Client Handbook

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INTRODUCTION

Thank you for choosing Life Recovery Center (LRC) for your treatment needs! We have been serving individuals and families in our community since 2004 and are very pleased to have the opportunity to serve you. We pledge to make every effort to help you feel as comfortable as possible and to deliver first-class services to meet your needs.

We understand that you may be anxious about what will happen when you or someone you care about becomes a client of LRC. We have designed a simple process to orient our clients to the services we offer. This orientation is conducted by a therapist or other staff member and includes the following:

- An explanation of programs and services offered by LRC, hours of operation, and how to access emergency services after hours;
- An explanation of LRC's fees, your financial obligations and financial arrangements available to you;
- An explanation of what LRC expects of you as a client including participating in your treatment, keeping appointments, and paying your portion of the cost of treatment;
- The name of the staff member who is responsible for coordinating your treatment and explaining your rights, responsibilities, and any applicable program rules;
- LRC's outcomes process, how you can give input about the quality of care you receive, and your satisfaction with programming and services;
- A copy of all applicable rules for programs in which you participate;
- An explanation of LRC's Code of Ethics;
- A discussion of confidentiality and the limits of confidentiality;
- An explanation of the process for filing a complaint (grievance) or an appeal of any decision made by the organization;
- A description of LRC's method for developing treatment plans, including your role in that process;
- Familiarization with LRC's offices, including emergency exits, fire suppression equipment, first aid equipment, and alternative shelter;
- LRC's policies regarding the use of seclusion and restraint, smoking and vaping, the possession or use of illicit and licit substances on premises and weapons brought into the agency;
- Education regarding advance directives;
- Identification of the purpose and process of the assessment and;
- Information regarding transition/discharge criteria and the discharge progress.

MISSION & PHILOSOPHY

The mission of Life Recovery Center is to help people **Find freedom in recovery.®** We strive to prevent, treat, and improve our clients' ability to cope with addiction and other behavioral health disorders. Our philosophy is that services should be provided to individuals and families in a way which promotes the rights, dignity, health and safety of the clients through enhancement of their emotional independence, self-sufficiency, and quality of life; that the likelihood of achieving the goals of treatment is enhanced by having clients actively participate in their treatment; and that the quality of services is improved by the utilization of the collective expertise of staff members representing various disciplines, working toward goals which are attainable and measurable.

It is also the philosophy of the agency that clients should be served in the least restrictive environment possible and that comprehensive services include not only treatment and therapeutic efforts by the clinical staff, but also preventive efforts through public education and dissemination of information that promotes positive mental health in individuals and families throughout the community.

Life Recovery Center provides outpatient treatment services to Indiana residents regardless of gender identity, sexual orientation, social preferences, cultural orientation, race, color, physical status/disability, spiritual beliefs or lack thereof, socioeconomic status, nation of origin, psychological characteristics, or involvement in the criminal justice system. In addition to our treatment services for substance abuse and problem gambling, our agency provides mental health counseling, anger management classes, and a Batterers Intervention Program.

It is agency policy to provide services to clients in a way that protects their rights and dignity. To this end, the agency has adopted a set of rights and responsibilities for clients as well as a grievance procedure designed to safeguard these rights. These rights are intended to ensure that our clients receive the highest quality of care in an atmosphere that is characterized by professionalism, ethical practice, dignity, and respect.

OFFICE LOCATION & MAILING ADDRESS

Office Locations: 6350 N. Shadeland Ave, Ste 5, Indianapolis, IN 46220
 1431 N. Delaware, Indianapolis, IN 46219

Mailing Address: 1431 N. Delaware, Indianapolis, IN 46219

NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN OBTAIN ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

INTRODUCTION

Life Recovery Center is required by law to maintain the privacy of "protected health information." "Protected health information" includes any identifiable information that we obtain for you or others that relates to your physical or mental health, the health care you have received, or payment for your health care.

As required by law, this notice provides you with information about your rights and our legal duties and privacy practices with respect to the privacy of protected health information. This notice also discusses the uses and disclosures we will make of your protected health information. We must comply with the provisions of this notice, although we reserve the right to change the terms of this notice from time to time and to make the revised notice effective for all protected health information we maintain. You can always request a copy of our most current privacy notice from our Privacy Officer.

PERMITTED USES AND DISCLOSURES

We can use or disclose your protected health information for the purposes of treatment, payment and health care operations. For each category we will explain what we mean and give some examples. However, not every use or disclosure will be listed.

Treatment means the provision, coordination or management of your health care, including consultations between health care providers regarding your care and referrals for health care from one health care provider to another. For example, a doctor treating you for a broken leg may need to know if you have diabetes because diabetes may slow the healing process. Therefore, the doctor may review your medical records to assess whether you have potentially complicating conditions like diabetes.

Payment means activities we undertake to obtain reimbursement for the health care provided to you, including determination of eligibility and coverage and utilization review activities. For example, prior to providing health care services, we may need to provide your health plan information about your medical condition to determine whether the proposed course of treatment will be covered. When we subsequently bill your health plan for the services rendered to you, we can provide them with information regarding your care if necessary to obtain payment. We will require that you sign a valid release of information for any third-party reimbursement entity prior to our making contact with them.

Health care operations means the support functions of our practice related to treatment and payment, such as quality assurance activities, case management, receiving and responding to patient complaints, physician reviews, compliance programs, audits, business planning, development, management and administrative activities. For example, we may use your medical information to evaluate the performance of our staff when caring for you. We may also combine medical information about many patients to decide what additional services we should offer, what services are not needed, and whether certain new treatments are effective. In addition, we may remove information that identifies you from your health information so that others can use this identifying information to study healthcare delivery without learning who you are.

OTHER USES AND DISCLOSURES OF PROTECTED HEALTH INFORMATION

We may contact you to provide appointment reminders or information about treatment alternatives or other health related benefits and services that may be of interest to you.

We may not disclose your protected health information to your family or friends, or any other individual identified by you when they are involved in your care or the payment for your care unless you have signed a release of information for us to do so. We will only disclose the protected health information directly

relevant to their involvement in your care or payment. We may also use or disclose your protected health information to notify, or assist in the notification of, a family member, a personal representative, or another person responsible for your care of your location, general condition or death (with appropriate release in place). If you are available, we will give you an opportunity to object to these disclosures, and we will not make these disclosures if you object. If you are not available, we will determine whether a disclosure to your family or friends is in your best interest, and we will disclose only the protected health information that is directly relevant to their involvement in your care.

When permitted by law, we may coordinate our uses and disclosures of protected health information with public or private entities authorized by law or by chamber to assist in disaster relief efforts.

We will allow your family and friends to act on your behalf to pick up forms of protected health information, when we determine, in our professional judgment, that it is in your best interest to make such disclosures. This only applies when there is a valid release of information in place for this individual.

We may contact you as part of our marketing efforts as permitted by applicable law.

SPECIAL SITUATIONS

Except for the special situations set forth below and the general uses and disclosures described above, we will not use or disclose your protected health information for any other purposes unless you provide a written authorization. You have the right to revoke that authorization at any time, provided that the revocation is in writing, except to the extent that we already have taken action in reliance on your authorization.

Crimes- Federal law and regulations do not protect information about a crime committed by a client either at Life Recovery Center or against any person who works for the program, the program itself or about threats to commit such a crime.

Emergency- Disclosure is made to emergency health care providers to address the needs of the client.
Program Evaluation- Disclosure to qualified personnel for research, audit or program evaluation.

Worker's Compensation- We may release medical information about you for programs that provide benefits for work-related injuries or illness when a valid release of information is in place.

Public Health Risks- We may disclose medical information about you for public health activities. These activities generally include the following:

- to prevent or control disease, injury or disability (with valid release of information)
- to report child abuse or neglect
- to notify a person who may have been exposed to a disease or may be at risk for contracting or spreading a disease or condition (with release of information).
- to notify the appropriate government authority if we believe a patient has been the victim of abuse, neglect or domestic violence. We will only make this disclosure if you agree or when required or authorized by law.

Health Oversight Activities- We may disclose medical information to federal or state agencies that oversee our activities. These activities are necessary for the government to monitor the health care system, government programs, and compliance with civil rights laws. We may disclose protected health information to persons under the Food and Drug Administration's jurisdiction to track products or to conduct post-marketing surveillance.

Lawsuits and Disputes- If you are involved in a lawsuit or a dispute, we may disclose medical information about you in response to a court or administrative order. We may also disclose medical

information about you in response to a subpoena, discovery request, or other lawful process by someone else involved in the dispute, but only if efforts have been made to tell you about the request or to obtain an order protecting the information requested. (CFR 42 Part 2 confidentiality laws for substance abuse treatment require that a subpoena with no client consent will require a court order for information release after making a "good cause" determination under the confidentiality laws and regulations.)

Law Enforcement- We may release medical information if asked to do so by a law enforcement official: In response to a court order, subpoena, warrant, summons or similar process;

- To identify or locate a suspect, fugitive, material witness, or missing person;
- About the victim of a crime if, under certain limited circumstances, we are unable to obtain the person's agreement;
- About a death we believe may be the result of criminal conduct;
- About criminal conduct on our premises; and
- In emergency circumstances to report a crime; the location of the crime or victims or the identity, description or location of the person who committed the crime.

Coroners, Medical Examiners and Funeral Directors- We may release medical information to a coroner or medical examiner. This may be necessary, for example, to identify a deceased person or determine the cause of death. We may also release medical information about patients to funeral directors as necessary to carry out their duties.

National Security and Intelligence Activities- We may release medical information about you to authorized federal officials for intelligence, counterintelligence, or other national security activities authorized by law.

Protective Services for the President and Others- We may disclose medical information about you to authorized federal officials so they may provide protection to the President, other authorized persons or foreign heads of state or conduct special investigations.

Inmates- If you are an inmate of a correctional institution or under the custody of a law enforcement official, we may release medical information about you to the correctional institution or law enforcement official. This release would be necessary (1) for the institution to provide you with health care; (2) to protect your health and safety or the health and safety of others; or (3) for the safety and security of the correctional institution.

Serious Threats- As permitted by applicable law and standards of ethical conduct, we may use and disclose protected health information if we, in good faith, believe that the use or disclosure is necessary to prevent or lessen a serious and imminent threat to the health or safety of a person or the public.

YOUR RIGHTS REGARDING HEALTH INFORMATION ABOUT YOU

Right to request restrictions- You have the right to request restrictions on our uses and disclosures of protected health information for treatment, payment and health care operations. However, we are not required to agree to your request. To request a restriction, you must make your request in writing to the Life Recovery Center Privacy Officer.

Right to request confidential information- You have the right to reasonably request to receive communications of protected health information by alternative means or at alternative locations. Your request must be submitted in writing to the Life Recovery Center Privacy Officer. Your request must specify how or where you wish to be contacted.

Right to inspect and copy- You have the right to inspect and copy the protected health information contained in your medical and billing records and in any other practice records used by us to make decisions about you (you must submit your request in writing to the Life Recovery Center Privacy Officer. We may charge you for the costs of copying and mailing your records as well as any other costs associated

with your request), except for:

1. psychotherapy notes, which are notes recorded by a mental health professional documenting or analyzing the contents of conversation during a private counseling session or a group, joint or family counseling session and that have been separated from the rest of your medical record;
 - i. information compiled in reasonable anticipation of, or for use in, a civil, criminal, or administrative action or proceeding;
 - ii. protected health information involving laboratory tests when your access is required by law;
 - iii. if you are a prison inmate and obtaining such information would jeopardize your health, safety, security, custody, or rehabilitation or that of other inmates, or the safety of any officer, employee, or other person at the correctional institution or person responsible for transporting you;
 - iv. if we obtained or created protected health information as part of a research study for as long as the research is in progress, provided that you agreed to the temporary denial of access when consenting to participate in the research
 - v. your protected health information is contained in records kept by a federal agency or contractor when your access is required by law; and
 - vi. If the protected health information was obtained from someone other than us under a promise of confidentiality and the access requested would be reasonably likely to reveal the source of the information.

We may also deny a request for access to protected health information if:

- A licensed health care professional has determined, in the exercise of professional judgment, that the access requested is reasonably likely to endanger your life or physical safety or that of another person;
- the protected health information makes reference to another person (unless such other person is a health care provider) and a licensed health care professional has determined, in the exercise of professional judgment, that the access requested is reasonably likely to cause substantial harm to such other person; or
- a health care professional has determined, in the exercise of professional judgment, that the provision of access to such a personal representative is reasonably likely to cause substantial harm to you or another person.
- If we deny a request for access for any of the three reasons described above, then you have the right to have our denial reviewed in accordance with the requirements of applicable law.
- Right to amend. You have the right to request an amendment to your protected health information, but we may deny your request for amendment, if we determine that the protected health information or record that is the subject of the request:
 - was not created by us, unless you provide a reasonable basis to believe that the originator of protected health information is no longer available to act on the requested amendment
 - is not part of your medical or billing records
 - is not available for inspection as set forth above OR
 - is accurate and complete.

In any event, any agreed upon amendment will be included as an addition to, and not a replacement of, already existing records. A request for amendment must be submitted in writing to the Life Recovery Center Privacy Officer and contain a reason that supports your request for amendment.

Right to an accounting of disclosures. You have the right to receive an accounting of disclosures of protected health information made by us to individuals or entities other than to you, except for disclosures:

- i. to carry out treatment, payment and health care operations as provided above;
- ii. to persons involved in your care or for other notification purposes as provided by law;
- iii. for national security or intelligence purposes as provided by law;
- iv. to correctional institutions or law enforcement officials as provided by law

Right to a paper copy of this notice. You have the right to request and receive a paper copy of this notice

from us. Submit your request to the Life Recovery Center Compliance Officer or obtain a copy from our website, www.lrc@mhαι.net.

COMPLAINTS.

If you believe that your privacy rights have been violated, you should immediately contact our Compliance Officer. We will not take action against you to file a complaint. You also may file a complaint with the Secretary of Health and Human Services.

CONTACT PERSON

If you have any questions or would like further information about this notice, please contact Debra Dial at (317) 638-3501 Ext. 1144.

AGENCY CODE OF ETHICAL CONDUCT

Please review a copy of our agency code of conduct [here](#). *All clients will be briefed on the agency code in orientation.*

CLIENT RIGHTS & RESPONSIBILITIES

Every program participant at Life Recovery Center has human/civil/personal rights to be respected and honored. In addition, it is the responsibility of all program participants to act in a manner that respects the rights of others. Life Recovery Center is committed to the protection of individual rights and to providing services within an environment that is characterized by dignity and respect for all persons and is responsive to the unique needs, abilities, and characteristics of each person served by the organization. *All clients will be briefed on client rights during orientation.*

Program Participant Rights

Please note these are your rights as they apply to the facility, programming, and personnel employed by LRC.

1. To be treated with consideration and respect for personal dignity, autonomy, and privacy.
2. To be informed of available program services.
3. To give consent or to refuse any service, treatment, or therapy.
4. To know your progression in the program.
5. To participate in the development, review, and revision of one's own individualized treatment plan and to receive a copy of it.
6. The right to freedom from unnecessary or excessive seclusion or physical restraint, humiliation, or retaliation
7. To be informed of and to refuse any unusual or hazardous treatment procedures.
8. To be advised of, and also the right to refuse, observation by others and by techniques such as one-way vision mirrors, tape recorders, video recorders, television, movies, or photographs.
9. To consult with an independent treatment specialist or legal counsel at one's own expense.
10. To maintain confidentiality of communications and personal identifying information within the limitations and requirements for disclosure of client information under state and federal law.
11. To have access to one's own client record in accordance with program procedures.
12. To be informed of the reason(s) for terminating your participation in the program.
13. To be informed of the reason(s) for denial of a service.
14. To be free of discrimination against receiving services on the basis of race, ethnicity, age, color,

- religion, sex, national origin, disability, political views, or HIV.
15. To know the cost of services.
 16. To be informed of all client rights.
 17. To exercise one's own client rights without reprisal.
 18. To file a grievance in accordance with program procedures.
 19. To have oral and written instructions concerning the procedure for filing a grievance.
 20. *All clients will be briefed on program participant rights as part of client orientation.*

Program Participant Responsibilities

As a program participant of Life Recovery Center, you have the following responsibilities:

1. Refrain from using drugs or alcohol while participating in services provided by the agency. I am aware that I must inform my therapist of the type and dosage of any medication I take on a doctor's prescription. I may be asked to sign a release for my counselor and LRC staff to communicate with my doctor as a stipulation of my receiving treatment services and/or to coordinate my care with other providers and/or my insurance/managed care providers.
2. Attend my appointments as scheduled. I must plan with my counselor ahead of time if I need to miss a scheduled session. A missed appointment counts as an unexcused absence unless my counselor gives permission. Failure to attend as scheduled may result in my discharge from treatment. If I miss a session due to illness or injury, I may be asked to provide medical documentation from a physician in order for an absence to be excused. If I do not attend two sessions in a row (without providing proper documentation of the reason for my absence), I may be discharged from treatment. This goes for clients attending virtually as well as in person. Unless the counselor gives them a break, clients who are attending virtually must be on camera. Part of our virtual sessions is that the participants will have their camera and microphone on at all times unless instructed otherwise.
3. Be on time for all appointments as scheduled.
4. Complete any therapy-related homework assignments and attend appointments with my therapist or recovery coach as noted in my treatment plan.
5. Participate in the individual and/or group therapy discussions in order to meet the treatment goals formulated by myself and my therapist.
6. Pay fees for my treatment. I understand that failure to pay fees may result in discharge from treatment.
7. Abstain from using cell phones inside the center, including but not limited to calls, pictures, internet, texting, videos, audio, social media, and games. This puts the confidentiality of our clients at extreme risk and will not be tolerated.
8. Participate in submitting random UDS and breathalyzer tests as requested. Failure to provide a specimen will be considered a positive screen. I understand that a positive screen yields a treatment response, which may include being required to attend additional counseling sessions, submit an increased frequency of UDS or breathalyzer tests, complete additional homework assignments, attend self-help meetings in addition to treatment services and provide proof of my attendance, or participate in other activities or services as determined by my therapist.
9. Maintain the confidentiality of all individuals I meet or interact with at LRC during and after I complete treatment.
10. Refrain from all forms of threats, physical violence, and abuse toward other program participants, staff, or visitors.
11. Refrain from using abusive language, disruptive behavior, or overt sexual conduct.
12. Refrain from loitering outside the organization's facilities.
13. Refrain from bringing any type of weapon into the organization's facilities or property.
14. Refrain from bringing any illicit (illegal) drugs or alcohol onto the organization's property.
15. Use tobacco only in designated areas. Please help us keep the grounds clean by using the ashtrays provided.
16. Attend all sessions to meet agreed upon treatment goals.

17. Notify any outside treatment provider (physician, case worker, etc.) of participation in services, should your treatment impact, or compromise, the provision of those services.
18. Treat other program participants, staff, and visitors in a respectable manner.
19. *All clients will be briefed on program participant responsibilities as part of client orientation.*

Exceptions to Client Rights

- The Center must release information about a client if we believe there is a medical emergency and/or their life and/or the lives of others may be in danger.
- 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, or about any threat to commit such crime.
- Federal law and regulation do not protect any information about suspected child abuse or neglect from being reported under state law to the appropriate state of local authorities.

RELEASE OF CLIENT RECORDS

- A client may sign a release form, which specifies in writing that only certain limited information can be disclosed to outside sources. Only those persons or agencies specified by the client may receive information, except as provided for by federal and state law.
- Federal and state law prohibits the re-disclosure of information that the agency releases at the request of the client; however, it is understood that this information may be subject to re-disclosure by the recipient and may no longer be protected by the privacy regulations. Alcohol and substance abuse treatment records are protected by the privacy regulations 42 CFR, Part 2 which prohibits a recipient of records from making any further disclosure without the “specific” written authorization of the person to whom it pertains and as otherwise permitted by such regulations
- The client may revoke or cancel an authorization to release information at any time, if the client is not court-ordered for treatment.
- Alcohol and substance abuse treatment records as well as those pertaining to sexually transmitted disease, including HIV/AIDS-related information, will only be released if the client gives their specific consent by written authorization. A specific release of information form authorizing the release of these types of records is required. These records may be released without the client’s permission to the following: healthcare providers caring for the client; public health officials when required by law; emergency medical personnel or medical staff who are exposed to the client’s blood and; by special order.
- A client may authorize the release of agency records or portions of agency records to another agency, organization, physician, clinic, or individual who is involved in the treatment effort, for a specific period of time (e.g., 30 days), for the duration of treatment at the agency (if longer than one year, a new authorization is required), or until the authorization is revoked by the client in writing; however, no authorization to release information will be effective beyond one year from the date it is signed.
- A client may also authorize the exchange of information between the agency and other agencies for the duration of treatment (if longer than one year, a new authorization is required) or until the authorization is revoked; however, no authorization to exchange information will be effective beyond one year from the date it is signed.
- A client may include others in the treatment process. Significant individuals such as parents, spouse, children, extended family, minister, friends, and so on are sometimes involved in a treatment program as collateral resources or co-clients. When others are involved in treatment, the client is asked to sign an Authorization to Release Information Form to allow communication between the professional and the person(s) included in the treatment process. This Authorization to Release Information Form expires one year from the date it is signed. If the treatment process remains ongoing after a year, a new authorization form is required in order to continue the

involvement of significant others in the treatment process. *All clients will be briefed on client records in orientation.*

INFORMED CONSENT

The agency asks that each client give informed consent to receive any services prior to involvement of any type of treatment. The client or legal representative of the client receives information about all interventions and must give written consent before the client begins their participation in any treatment efforts. Written consent is not required prior to the provision of emergency service but is obtained as soon as possible and appropriate for the situation. (Please refer to the previous sections that detail client rights for additional information.) Clients who wish to file advance directives or psychiatric directives should inform agency staff during the intake process and may revise these directives, in writing, at any time during treatment. You may access the Informed Consent documentation [HERE](#). *All clients will be briefed on informed consent in orientation.*

CONSENT FOR RELEASE OF PROTECTED HEALTHCARE INFORMATION

Information about your treatment is protected under federal law. Due to this, the agency cannot release any information about your participation in services without your written consent. If you need a letter written on your behalf, or reports sent to your probation officer, etc., ask your counselor to send you a Consent for Release of Confidential Information Form through the client portal. *All clients will be briefed on releases of information in orientation.*

ACCESS TO SERVICES

Life Recovery Center facilities are constructed, furnished, and maintained in a safe, accessible, and comfortable state that provides for client privacy. The agency is committed to the elimination of architectural, social, cultural, attitudinal, employment, and any other barriers that may impact clients and staff. LRC also maintains a medical history on each client which includes information that is needed to access emergency services in the event of a medical crisis. LRC requests that clients provide updated information whenever there is a change in their personal physician, allergies, medications, medical diagnoses, etc. *All clients will be briefed on access to services in orientation.*

AGENCY ACCREDITATION

- **CARF International.** Life Recovery Center's Addiction Treatment Program is accredited by CARF International. CARF stands for the *Commission on Accreditation of Rehabilitation Facilities*. CARF accreditation demonstrates our agency's quality, accountability, and commitment to the satisfaction of the persons served. CARF International is an independent, nonprofit accreditor of health and human services providers. CARF.org
- **Indiana FSSA Division of Mental Health & Addiction.** Life Recovery Center is certified as an Addiction Service Provider - Outpatient by the Indiana Family and Social Services Administration Division of Mental Health and Addiction. in.gov/fssa/dmha/home/
- **Indiana Coalition Against Domestic Violence.** In accordance with [IC 35-50-9-1](#), the Batterers Intervention Program (BIP) at Life Recovery Center is certified by the Indiana Coalition Against Domestic Violence (ICADV). ICADVinc.org
- **Indiana Problem Gambling Awareness Program.** Life Recovery Center's Problem Gambling Treatment Program is certified by the Indiana Problem Gambling Awareness Program. Our Executive Director and co-founder, Dr. Eric Davis, was the first (and currently still the only) Board Approved Clinical Consultant on Problem Gambling in the state of Indiana.

PROGRAMS & SERVICES

Crisis Services. Should a client find themselves in crisis, the following resources are available:

During business hours: 317.887.3290 (main office), or reach out to your assigned therapist directly

During nights, weekends, or holidays: 9-1-1 (emergency) or 9-8-8 (crisis hotline)

Emergency/crisis services include, but may not be limited to the following:

- Case consultation regarding management or treatment of substance use disorders;
- Face-to-face or virtual interview with a mental health professional;
- Referral to specific treatment facilities such as psychiatric hospitals, alcohol detoxification programs, and drug treatment facilities.

Outpatient Services. Life Recovery Center offers outpatient services for the treatment of four primary areas: Substance Abuse, Problem Gambling, Mental Health, and Domestic Violence. LRC outpatient services are designed to develop and enhance psychological functioning, coping skills, social skills, relapse prevention, self-esteem, and provide education and support. LRC therapists provide psychoeducation and interventions in addition to utilizing evidence-based practices that are aimed at enhancing the client's functional abilities. Outpatient services include screening and assessment; individual therapy; couples and family therapy; group therapy; teletherapy (online therapy); mental health assessments; substance abuse treatment and education services; problem gambling treatment and education services; mental health assessments; anger management classes; and a batterers intervention program (BIP). LRC therapists provide psychoeducation and interventions in addition to utilizing evidence-based practices that are aimed at enhancing the client's recovery and functional abilities.

LRC provides intensive outpatient and supportive outpatient counseling services throughout the Indianapolis area. Individuals who desire services may call the main office (317) 887-3290 x0 to schedule an initial assessment. Our levels of outpatient services include the following:

- Substance Use Assessments
- IOT: Intensive Outpatient Treatment (3hr group therapy sessions 3x/week)
- IOP: Intensive Outpatient Program (2hr group therapy sessions 3x/week)
- OP: Outpatient Group Therapy (2hr group therapy sessions 2x/week)
- Aftercare/Relapse Prevention (2hr group therapy sessions 1x/week)
- Peer Recovery Services
- Prime for Life™ Education Classes (8, 12, and 20hr modules available. Offered on weekends.)
- Individual Therapy
- Family Therapy
- Urine Drug Screening
- Breathalyzer Testing

TELEHEALTH AND VIRTUAL SERVICES

In addition to in-person services, we are pleased to offer all of our services in a telehealth format as well. This includes all substance abuse and addiction services, mental health services, problem gambling treatment services, and domestic violence services. For more information about our online services call our office at (317) 887-3290.

NOTE: Legally-referred clients should check with their referral source to confirm that treatment provided in an online format will be acceptable to the court.

By logging in for each session, you are consenting to receive services in a virtual format. For online sessions, participants must log in to the session from a private, quiet room with no background noise. You

cannot attend while in a public place, or out in the open where other people can see and hear what is going on. You must have both your camera and microphone turned on at all times. We do not allow attendance in virtual group sessions by phone call or audio-only sessions. The counselor must be able to see and hear you at all times. When you log in for a session, the expectation is that you remain in front of the camera and in your seat just like you would at an in-person session. The session is a time for participation in therapy, not doing laundry or housework, or watching TV. Video or audio recording of sessions puts participant confidentiality at risk and will not be tolerated. Please be respectful of other participants and the counselor by giving them your undivided attention. We highly recommend the use of earbuds or headphones, if possible, to help with background noise. Please understand that your participation in our online services is contingent on your adhering to these guidelines, and failure to do so will result in your dismissal from the session. While most courts accept telehealth services, legally referred participants should double-check with their referral source to confirm that telehealth services will be accepted in lieu of services provided in person. Life Recovery Center cannot guarantee that telehealth services will be accepted by referral sources. Confirmation of acceptance is the sole responsibility of the participant. *NOTE: While most courts will accept telehealth services, not all do. Life Recovery Center makes no guarantee that telehealth services will be accepted by the court. Confirmation of acceptance is the sole responsibility of the participant. Legally referred clients should check with their referral source to confirm that treatment provided in an online format will be acceptable to the court.*

SUBSTANCE ABUSE & ADDICTION SERVICES

Substance Abuse & Addiction Assessments

Substance Abuse Assessments are completed to determine what level and type of substance abuse treatment, if any, is necessary. If treatment is determined to be necessary, the therapist will work with you to establish an appropriate treatment modality and recovery regimen.

Group Therapy

We offer Intensive Outpatient Treatment (IOT), Intensive Outpatient Program (IOP), Outpatient (OP), and Aftercare/Education levels of group care. The duration of time in group therapy sessions varies between individuals based on their assessed level of need. Both daytime and evening groups are available. [Click here for a current group schedule](#)

Level(s) of group therapy:

IOT: 3hr sessions 3x/week: 9hrs/week

IOP: 2hr sessions 3x/week: 6hrs/week

OP: 2hr sessions 2x/week 4hrs/week

Aftercare: 1hr session 1x/week: 1hr/week

Virtual Treatment Program

We also offer a Virtual Treatment Program. The VTP offers all levels of group therapy as listed above. To participate in the VTP, clients must have a quiet, private room, a secure internet connection, and a computer or smartphone that has a camera and microphone. For more information on our VTP, please call our office at 317.887.3290 x0. *NOTE: Legally-referred clients should check with their referral source to confirm that treatment provided in an online format will be acceptable to the court.*

Individual Therapy

Individual therapy is a personal opportunity to receive support and experience growth during challenging times in life. Individual counseling can help one deal with many personal topics in life such as anger, depression, anxiety, substance abuse, marriage and relationship challenges, parenting problems, school difficulties, career changes etc. Individual therapy can be obtained alone or in addition to group therapy attendance. Individual therapy is available for substance abuse, problem gambling, mental health issues, co-occurring disorders, trauma, grief and loss, stress and anxiety, and more. Individual therapy is also available in an online format.

Family Therapy

Addiction is a disease that not only affects the person afflicted; but their loved ones as well. Addiction can tear families apart, and family counseling can be used to help heal many wounds. When a person enters recovery, there are things that their loved ones can do not only to be supportive but also to prevent enabling. In our family therapy sessions, we'll help your entire family set up a recovery plan that will work. We highly recommend that family members attend Al-Anon, Nar-Anon, Gam-Anon, or PAL meetings.

Therapy for Clients Receiving Medication-Assisted Treatment (MAT)

Physicians can prescribe opioid-replacement medications to assist with the withdrawal symptoms experienced with opiates (hydrocodone, oxycontin, heroin, etc.) The medication can be dispensed for take-home use, just as any other medicine for other medical conditions. We have arrangements with several physicians in our community who offer MAT. Group or individual therapy is offered to patients on MAT in an effort to provide them with the support they need in addition to their medication maintenance.

PLEASE NOTE: Medication is not prescribed at Life Recovery Center. We provide therapy for patients receiving ORT medications from their physicians off-site. If you need help finding a physician to prescribe a medication to help with opiate withdrawal, we will be happy to help you locate one.

Christian Counseling

Christian counseling is the process in which a professional counselor uses the tools of the mental health profession in conjunction with scripture to help those in need. **Though Life Recovery Center is a secular organization**, its Executive Director, Dr. Eric Davis, was ordained into Christian ministry in 2009 and is happy to offer Christian counseling sessions upon client request. Dr. Davis offers Christian counseling in *individual therapy sessions only*. Individuals interested in Christian counseling for addiction may also be interested in Dr. Davis's book, The Bible and Recovery, which can be purchased online at TheBibleandRecovery.com. Individuals interested in Christian counseling sessions should contact our office at 317.887.3290 x0. The fees for Christian counseling with Dr. Davis are the same as for his secular individual therapy sessions.

Prime For Life™ Substance Abuse Education Classes

Prime For Life™ is a program designed to gently but powerfully challenge common beliefs and attitudes that directly contribute to high-risk alcohol and drug use. The content, process, and sequence of Prime For Life™ are carefully developed to achieve both prevention and intervention goals.

The program goals of Prime are to:

- Reduce problems caused by high-risk drinking or drug use;
- Reduce the risk for long-term health problems and short-term impairment problems;
- Help people successfully protect the things they value.

Using persuasion-based teaching, instructors use a variety of teaching approaches, including interactive

presentations and small group discussion. Participants use workbooks throughout the course to complete a number of individual and group activities. The material is presented using a DVD platform with animation, full-motion video clips, and audio clips to enhance the presentation. All prescribed durations of Prime (8, 12, and 20 hours) are offered at Life Recovery Center.

Urine Drug Screening and Breathalyzer Testing

Participants in our addiction treatment program must submit to random urine drug screens (UDS) and breathalyzer tests. Failure to provide a specimen when requested or providing a dilute specimen (creatinine level equal to or below 20 mg/dL) will be treated as a positive screen. Please understand that a positive UDS or breathalyzer will result in additional treatment recommendations. Life Recovery Center utilizes **Averhealth, LLC** to provide drug screening for our clients. Participants must agree to participate in random urine drug screening at one of Averhealth's office locations as a requirement of participation in our addiction treatment services. If you are selected to submit a random drug screen, you must complete the UDS at an Averhealth office within 24 hours of notification. Averhealth will send your results directly to our agency electronically. Averhealth will bill you directly for their services.

You will be required to call the drug testing message line at **317-559-1120** or login to my.averhealth.com. You must call this message line or login every day, 365 days per year, and enter your PIN. You are required to listen to the entire message until you hear a confirmation number. The daily message line hours are 9:00 p.m. the night prior to 5:00 p.m. the day of. Please provide your ID, payment, and the PIN upon check-in. You can get your PIN from your assigned therapist.

Employee Assistance

We act as a liaison between companies and employees, providing services as needed to both. Many times, employers will mandate that an employee seeks help to keep their job. With your permission, we will communicate your progress to your employer and advocate on your behalf.

PEER RECOVERY SUPPORT SERVICES

Life Recovery Center makes Peer Recovery Support Services available for anyone enrolled in our treatment programs who needs additional support and/or assistance during their recovery journey. Our Peer Recovery Specialists can assist you with a variety of services to help you achieve your recovery goals! The goal of our Peer Recovery Services is to provide you with everything we can to assist you in your recovery journey. Many of our clients have opted to work with our Peer Recovery Specialists for recovery coaching after they've completed treatment as a way to have ongoing support and recovery accountability. If you're interested in Peer Recovery Services, contact Chelsea Sturgill at 317.887.3290 x116.

Some examples of areas in which our Peer Recovery Support Specialists can assist you are:

- Recovery coaching and ongoing recovery support
- Relapse prevention and recovery planning
- Connecting with the local recovery community
- Building a recovery support network
- Accountability
- Transportation
- Goal setting
- Connection to and applying for health insurance benefits
- Referrals

- Help with applying for various forms of government assistance, including food assistance/SNAP benefits, TANF, free cell phone, section 8, etc.
- Housing options
- Childcare
- Finances (budgeting)
- Time management
- *Anything else you feel may assist you in your recovery.*

PROBLEM GAMBLING SERVICES

Problem gambling includes all gambling behavior patterns that compromise, disrupt, or damage personal, family, or vocational pursuits. The essential features are increasing preoccupation with gambling, a need to bet more money more frequently, restlessness or irritability when attempting to stop, "chasing" losses, and loss of control manifested by continuation of the gambling behavior despite mounting, serious, negative consequences. In extreme cases, problem gambling can result in financial ruin, legal problems, loss of career and family, or even suicide. Life Recovery Center is pleased to offer a state-certified gambling disorder treatment program. Our program is overseen by an Internationally Certified Gambling Counselor and Board-Approved Clinical Consultant in Problem Gambling (the first BACC to be certified and currently the ONLY one in Indiana) and offers group and individual therapy sessions for gambling issues. Financial counseling is also offered as part of our problem gambling treatment services.

Indiana Voluntary Exclusion Program

Life Recovery Center is proud to serve as an enrollment site for the Indiana Gaming Commission's Voluntary Exclusion Program (VEP). Individuals can complete the paperwork to sign up for the VEP at any of our office locations. Additional information about the VEP can be obtained from a staff member, or online [HERE](#).

Funding for Treatment

For qualifying individuals, special grant funding is available that can ***reduce treatment fees by up to 75%***. There are no extra requirements to receive the funding. Client eligibility will be determined in your initial intake session.

MENTAL HEALTH SERVICES

Mental Health Assessments

A complete mental health assessment with diagnosis is conducted by a Licensed Clinical Social Worker to assess whether an individual appears to have any psychological problems. In particular, the Clinician will assess whether the individual has the symptoms of any specific psychological diagnoses. An evaluation may also describe or explain the general psychological adjustment problems being presented by an individual, to better understand the individual's behavior.

Individual Therapy

Individual therapy is a personal opportunity to receive support and experience growth during challenging times in life. Individual counseling can help one deal with many personal topics in life, such as anger, depression, anxiety, substance abuse, marriage and relationship challenges, parenting problems, school difficulties, career changes, etc. Individual therapy is also available in an online format.

Family Therapy

Family therapy is often sought due to a life change or stress negatively affecting one or all areas of family closeness, family structure (rules and roles), or communication style. This mode of counseling can take a

variety of forms. Sometimes it is best to see the entire family together for several sessions. Common issues addressed in family therapy are concerns around parenting, sibling conflict, loss of family members, new members entering the family, dealing with a major move, or a general change affecting the family system. Family Therapy is also available in an online format.

Christian Counseling

Christian counseling is the process in which a professional counselor uses the tools of the mental health profession in conjunction with scripture to help those in need. **Though Life Recovery Center is a secular organization**, Dr. Eric Davis was ordained into Christian ministry in 2009 and is happy to offer Christian counseling upon client request. Dr. Davis offers Christian counseling in individual therapy sessions only.

DOMESTIC VIOLENCE & ABUSE INTERVENTION PROGRAM

Abuse Intervention Program (AIP)

In compliance with IC 35-50-9-1, the Abuse Intervention Program (AIP) at Life Recovery Center is State-Certified through the Indiana Coalition Against Domestic Violence (ICADV). Our BIP strives to educate individuals on integrity and other inherent skills to improve their relationships with themselves and others. Currently, our agency only offers BIP groups for men.

AIP Curriculum

Our AIP utilizes the Cognitive Accountability Training (CAT) model, which is evidence-based and approved for use by ICADV. CAT is designed to challenge and address the abuser's values and beliefs in order to help them recognize the underlying causes of their abuse. The program teaches individuals healthy non-violent behaviors and requires them to actively practice these actions on a weekly basis. The victim's safety and well-being are the underlying purposes of the BIP. Cognitive Accountability Training complies with the most current research in evidence-based programming. It is specifically designed to effectively address all types of abuse, including but not limited to; physical abuse, verbal abuse, emotional abuse, psychological abuse, financial abuse, domestic violence, and child abuse. CAT is a truly innovative cognitive approach for educating on the dynamics of abusive behavior.

AIP Certification & Oversight

As a Batterers Intervention Program certified by the Indiana Coalition Against Domestic Violence, our program is monitored on a regular basis by an ICADV-Certified Survivor Advocate. The advocate helps to ensure that our program is following the standards and protocols set forth by ICADV, and that victim safety is at the forefront of our class sessions.

AIP Attendance, Class Schedule, and Fees

We have ABIP classes provided virtually throughout the week. What this means for our clients is that if one particular group's time is inconvenient, they have the option to attend another group.

The attendance policy for AIP is as follows: Clients can miss two non-consecutive (2) sessions without consequence throughout the duration of the program. However, if a client misses for two consecutive weeks in a row, they will be discharged from the program. After the two (2) allowed non-consecutive missed sessions, two (2) additional sessions will be added for each one (1) missed. *For example, the program is 26-weekly sessions in length. On a person's third (3rd) nonconsecutive absence, the number of required*

sessions becomes 27. On the fourth (4th) absence, it becomes 28, etc. Excessive non-consecutive absences will result in discharge from the program. Per ICADV, the minimum number of sessions for successful completion of a Batterers Intervention Program is twenty-six (26). A 52-week module is also available. Classes last 90 minutes in length. You will meet 1x/week for 26 weeks. Please note that due to limited availability our Saturday morning classes are \$5 more per class. You can check our fee schedule [here](#). Disclaimer: As with any program, the BIP has its limitations and should not be considered as a "cure," or erroneously assumed that the abuse will stop, or the abuser will change. Every participant of the program is responsible for their own change and any improvement should be examined carefully.

ANGER MANAGEMENT PROGRAM

Anger is a completely normal, usually healthy, human emotion. But when it gets out of control and turns destructive, it can lead to problems—problems at work, in your personal relationships, and in the overall quality of your life. It can make you feel as though you're at the mercy of an unpredictable and powerful emotion. The goal of anger management is to reduce both your emotional feelings and the physiological arousal that anger causes. You can't get rid of, or avoid, the things or the people that enrage you, nor can you change them, but you can learn to control your reactions. Our program utilizes evidence-based curriculum approved for use by the state of Indiana.

DISCLOSURE OF CREDENTIALS

In compliance with I.C. 25-23, we are happy to indicate our credentials. You may access a listing of our staff credentials [here](#) or by asking a staff member for a printed copy. If you are attending services in-person, staff members are required to wear a name badge that contains their name, credentials, job title, and type of services they provide (examples: clinical, administrative, etc.)

FEES

Service Fees

If you are utilizing health insurance to pay for services at Life Recovery Center (LRC), your insurance provider may not authorize payment or pay for services provided by LRC and that such services may be deemed as “out of network” by the insurance provider. If your insurance does not authorize payment, you agree to pay for those services at the time the service is rendered. If you would like to file an out of network reimbursement claim with your insurance company, let us know that you would like a “superbill,” which is a form with all of the information you’ll need to do so. If insurance is not being utilized, [Click Here](#) for the current self-pay rates.

Medicaid

Life Recovery Center accepts the following Medicaid plans for services: Anthem/HIP, MDwise, MHS, and CareSource.

Group Therapy: For group therapy we only offer group therapy sessions in-person for Medicaid participants. Please let us know if you have any additional questions regarding Medicaid. You can reach our Practice Manager, Summer Mefford, directly at (317) 887-3290 or smefford@liferecoverycenter.net. We will be happy to assist you in any way that we can.

Health Insurance

If Life Recovery Center accepts your health insurance plan (including Medicaid), we will bill that insurance, with your approval. If your health insurance requires pre-authorization for services, we will do our best to coordinate this with your insurance company. We will do everything we can to help ensure that you receive the benefits to which you are entitled; however ultimately, you (not your insurance company) are responsible for the full payment of fees. It is very important you find out exactly what services your insurance policy covers so that you are not surprised by unexpected bills. The same goes for deductibles and copays. If you have any questions about insurance coverage, contact our Practice Manager, Summer Mefford, directly at (317) 887-3290 or smefford@mahi.net. We will be happy to assist you in any way that we can.

Insurance Reimbursement

If we are not in network with your insurance provider, you may still have the option to submit claims to your insurance company for reimbursement. If you'd like to do so, let us know and we'll provide you with a "superbill," which is a receipt with all of the information you'll need to file a claim.

Funding Assistance & Fee Reduction

If you are not utilizing health insurance to pay for services, Life Recovery Center offers funding sliding scale for clients who qualify. As part of the initial intake/assessment, every client participating in substance abuse programming will be screened for their eligibility for available funding assistance. Depending on the type of funding assistance, you may be responsible for paying a small co-pay for services. You can also apply for financial assistance by completing a [financial assistance application](#), which can be obtained [here](#).

Fee Collection

Should your account become past due and placed for collection, you are responsible for all collection fees, court costs, and attorney fees. These fees will be added to the amount placed for collection. Should you default on any payment obligation as called for in this agreement, the entire balance is due upon demand.

Payment Expectations

Fees are expected to be paid in full at the time of service. However, we at LRC understand that sometimes things happen in our lives that can lead us to have a difficult time financially. It is for this reason that we will typically allow our clients to run a small balance to ensure that they're still able to receive the services and support they need. While we wish we could provide treatment to the members of our community free of charge, that is, unfortunately, not possible. **The current balance limits we will allow clients to reach before they are denied further services are as follows:**

Self-pay: \$100.00; IPGAP: \$40.00; AIP: \$40.00; Sliding Scale: equal to two therapy sessions

Online Payments

While you are always welcome to make payments in person at our office locations, we also offer the convenient option of making payments online through our website. To make a payment online visit our website at www.liferecovery.mhai.net and hover over 'Payment Options' on the menu. You can also pay through the Simple Practice [client portal](#).

ATTENDANCE

It is the policy of Life Recovery Center that clients attend all sessions as scheduled. Please understand that failure to attend your sessions as scheduled may result in your discharge from treatment. You must make arrangements with your counselor ahead of time if you need to miss a session. Failure to make arrangements or call the office ahead of time for approval will be considered an unexcused absence. One unexcused absence is grounds for termination from treatment. If you are late to the scheduled session, you may not be allowed to enter. This will be determined by the therapist.

Attendance Notice. Sometimes, when a client is attending sessions sporadically, agency staff may, at their discretion, issue the client an attendance notice. An attendance notice is our agency's way of issuing a warning and trying to give the client an opportunity to correct the attendance issue and avoid being discharged from treatment. The notice is in effect once it is issued, whether a client chooses to sign that they received it or not. Attendance notices are not a guaranteed stage of the discharge process and may be skipped entirely. If you're issued an attendance notice, please understand that failure to follow it will result in your being discharged from treatment services.

MAKING A COMPLAINT OR FILING A FORMAL GRIEVANCE

It is the policy of Life Recovery Center that the persons served are encouraged to state complaints and/or grievances if they believe their rights have been violated and to pursue a resolution to their concerns in a structured format that provides fair and equitable results through due process. Persons served will be fully informed of the grievance procedures during their orientation to services. In addition, they will receive printed materials that will provide an overview of this process for later reference. Day-to-day issues affecting the people served shall be resolved informally between the person served and the primary staff member responsible for their service coordinator or Counselor. If the problem or complaint is not resolved to the satisfaction of the person served, the Counselor will adhere to the guidelines contained in this policy and assist the person served in accessing the procedures necessary to resolve the concern. Persons served have the right to due process regarding grievances, and the organization will afford every reasonable opportunity for informal and/or formal resolution of the grievance.

Persons who may bring grievances include, but are not limited to:

- The person served.
- The guardian of the person served.
- The attorney, designated representative, or a representative of a rights protection or advocacy agency of the person served.
- A grievant shall in no way be subject to disciplinary action or reprisal, including reprisal in the form of denial or termination of services, loss of privileges, or loss of services as a result of filing a grievance.
- Notices summarizing a person's right to due process regarding grievances, including the process in which grievances may be filed and copies of forms to be used for such purpose, shall be available within each facility and program area.
- Each person served will be informed of their right to grieve and the right to be assisted throughout the grievance process by a representative of their choice, in a manner designed to be understandable to the person served.

During a formal grievance procedure, the person served will have the right to the following:

- Assistance by a representative of their choice.
- Review of any information obtained in processing the grievance, except that which would violate the confidentiality of another person served.
- Presentation of evidence of witnesses pertinent to the grievance.
- Receipt of complete findings and recommendations, except those that would violate the confidentiality of another person served.
- In all grievances, the burden of proof shall be on the organization, facility, or program to show compliance or remedial action to comply with the policies and procedures established to ensure the rights of persons served.

All findings of a formal grievance procedure shall include:

- A finding of fact.
- A determination regarding the adherence of the organization, program, or employee, or the failure to adhere to specific policies or procedures designed to ensure the rights of persons served.

- Any specific remedial steps that are necessary to ensure compliance with organizational policies and procedures.

The steps of a formal grievance are as follows:

- Formal grievances shall be filed first with the supervisor/manager of the service unit or program in which the grievance arises. You may file an electronic grievance [HERE](#).
- A copy of the grievance will be forwarded to the administrative head of the agency.
- The program manager of the program may meet with the grievant, and/or representatives, immediately following the filing to brainstorm resolution of any related issues that may get in the way of full participation in services. Actions may include, but not be limited to, a change in direct care providers or an adjustment in programming schedules and/or program environments.
- The organization will issue a formal written response to the grievant, and/or the designated representatives, within five working days, excluding weekends or holidays, of the complaint.

The steps to appeal a written response to a grievance:

- If the grievant is dissatisfied with the findings of the written response to a grievance, he or she may appeal the decision to the Executive Director within five days, excluding weekends or holidays.
- The Executive Director will issue a formal written response to the grievant, and/or the designated representatives, within five working days, excluding weekends or holidays, of the complaint.
- If the grievant is dissatisfied with the findings of the written response, he/she will be referred to a third party outside of the organization. Third parties may include organizations such as children's or adult protective services, professional licensing boards, nursing home ombudsman, or other appropriate organizations that may serve as an advocate for the person served.
- All staff members of Life Recovery Center will be trained in the implementation of this policy and procedures during orientation and will receive ongoing training of the procedures to ensure the process is applied in a comprehensive manner if a grievance is filed.
- Grievances regarding the actions of specific staff members will be handled in accordance with personnel rules and contract provisions. No disciplinary action may be taken, nor facts found regarding any alleged employee misconduct, except in accordance with applicable personnel rules and labor contract provisions.
- If LRC has a grievance or concern with a Managed Care Entity (MCE), LRC will attempt to handle the grievance/concern by contacting the MCE vendor customer service. If the results of that interaction are not satisfactory, LRC will contact the Office of Medicaid Policy and Planning.
- A Client Grievance Log will be maintained by the organization detailing the nature of the complaint, relevant information obtained in the investigation, and the outcome of the process. All information contained will maintain the confidentiality of the participants in the process. This record will be reviewed quarterly by the Executive Director to determine if there are trends in the complaints and to identify areas to initiate performance improvement activities.

It is the Center's belief that most complaints can be resolved without the necessity of pursuing the formal grievance procedure. Clients who feel that their rights have been violated, or who wish to appeal a decision made by Center staff, may register their complaints orally or in writing by contacting our agency's designated Client Advocate, Chelsea Sturgill, at (317) 887-3290 or csturgill@mhαι.net. Should the program manager and client (and client advocate if applicable) be unsuccessful at resolving the issue, the client is encouraged to call or see the Executive Director, depending on the nature of the complaint. Should the complaint not be resolved at this level, the client is informed of their right to file a grievance and the procedure for doing so. A member of agency staff will assist a client in completing the grievance form if he or she is unable to write. The client is assured of the Center's "no retaliation" policy, meaning that the staff members are not allowed to retaliate against a client in any way for filing a grievance.

The grievance procedure is posted in each service location. The following procedures apply:

- Client complaints and dissatisfaction are discussed orally at the initiative of the client or

therapist(s). Attempts are made to resolve the complaint at the informal level by the program manager, or by the Clinical Director, depending on the nature of the complaint.

- If the complaint cannot be resolved through this process, the client is informed of their right to file a grievance. The grievance should be filed in writing; a form is available at each service location. The written grievance is turned in to the agency grievance officer.
- The grievance officer will communicate with the client within seven (7) business days to discuss and possibly resolve the grievance. If the grievance is resolved, the grievance officer summarizes the grievance and its resolution in writing. The client and grievance officer will sign this summary. The original is sent to the Program Manager, with copies to the client, the Clinic/Program Director, the Executive Director, the Continuing Quality Improvement Committee and other staff members involved in the client's services. A copy is also included in the client's record.
- If the client and grievance officer cannot resolve the grievance, the grievance officer will accompany the client to a hearing with the Program Manager within two weeks, and to the Executive Director within two weeks after that if the matter is still not resolved. In each case, the staff responsible summarizes the results as documented above.
- If the Executive Director still cannot resolve the grievance to the satisfaction of the client, the client has the right to seek grievance redress through the Indiana Division of Mental Health and Addiction.
- Under no circumstances will filing a grievance result in retaliation or barriers to services.

CLIENT PORTAL

Life Recovery Center utilizes a confidential HIPAA-compliant practice management system called Simple Practice. Through our system, clients are able to access a confidential Client Portal to access basic information regarding their treatment such as fee invoices, balance and payment information; scheduled appointments, and more. Clients can also request from their therapist that forms be sent to them electronically through the portal. The client can then complete and sign the required forms digitally through the portal. The portal also has a confidential messaging system through which clients and their therapists may communicate directly. We encourage all clients to utilize the client portal. You can access the client portal at <https://liferecoverycenter.clientsecure.me>.

SCHEDULES

You can access an agency group schedule, holiday schedule, etc. online [HERE](#).

WHAT DO I NEED TO BRING OR UPLOAD FOR MY FIRST APPOINTMENT?

For your first appointment at LRC, please be sure to upload or bring the following with you:

- Pay the initial assessment fee
- Photo I.D.
- Your insurance card (if applicable)
- Copies of any referral or legal paperwork
- The name and contact information of the following:
 - Person for us to contact in the event of a medical emergency
 - Your referral contact, physician, probation officer, etc. and/or any individuals with whom you'd like us to be able to communicate regarding your progress in treatment

If you are participating in services via telehealth, please upload copies of the above documents to our Client Portal. Be certain that you provide copies of BOTH the FRONT AND BACK of your photo I.D. and insurance card (if using health insurance to pay for services.)

EMERGENCY BINDER

At our office locations, we provide an emergency binder in the waiting room that includes the route to the nearest hospital, a list of emergency numbers, and other information.

IMPORTANT EMERGENCY NUMBERS

- **EMERGENCY: 9-1-1**
- 211 Connect to Help: 2-1-1
- Crisis Hotline: 988
- Indianapolis Metro Police Department
 - *Emergency: (317) 327-3811*
 - *Non-Emergency: 3-1-1*
- Indiana State Police: (800) 831-8953
- Indianapolis Fire Department: (317) 327-6041
- Poison Control: (800) 222-1222
- Child Abuse: (800) 800-5556
- Adult Abuse: (800) 992-6978
- Suicide Prevention: 9-8-8
- Domestic Violence: 800-799-SAFE (7233)
- Missing Children: (800) 831-8953
- Family Helpline: (855) HELP-1ST (855-435-7178)

MEDICAL CARE

If you have not been examined by a physician, advanced practice registered nurse, or a physician assistant in the last twelve (12) months, we advise that you schedule an appointment for an examination. If you need assistance doing so, our staff are happy to help. We are happy to coordinate with your chosen practitioner regarding your care as you deem appropriate. Below are some links to information regarding medical practitioners in the Indianapolis area:

- IU Health: <https://iuhealth.org/find-medical-services/routine-physical-exams>
- Community Health Network: <https://www.ecommunity.com/health-screenings-community>
- ZocDoc: [link](#)
- Indianapolis VA: <https://www.indianapolis.va.gov/>

CLIENT FEEDBACK

We want to hear from you! Your feedback is extremely important to us! We have three client surveys that we hope you'll complete during your time with us. These surveys are important in that we utilize the feedback provided to help us monitor how we're doing and make needed changes for improvement. They each take less than a minute to complete and are available on our website under the Admissions tab:

1. Intake/Assessment Survey - Complete after your initial intake/assessment.
2. Mid-Treatment Survey - complete when you are about halfway through treatment.
3. Discharge Survey - complete just before or after discharge.

HEALTH & SAFETY

Life Recovery Center is taking the following precautions to protect our clients who attend services in-person. Please help us promote safety by adhering to the following:

- All service areas will be wiped down using antibacterial cleaner several times per day.
- Soap, hand sanitizer, and disposable masks are available.

RECOVERY LITERATURE

The following are some of the best addiction recovery resources out there: We highly recommend that you check out the following books: Alcoholics Anonymous Big Book (.pdf) | Narcotics Anonymous Basic Text (.pdf)

USEFUL SMARTPHONE APPS

Sober Puffin™ is a smartphone app that we highly recommend for our clients! Get it at: <http://soberpuffin.com/app>

QUESTIONS?

If you have any questions or wish to discuss any of the information in this handbook, please feel free to ask your counselor or any of our staff. Again, we welcome you to LRC and hope that our services will be beneficial to you.

PERSONAL TREATMENT RECOMMENDATION

____ IOT: 3-hour group/3 days per week for 30 sessions (number of sessions may change based on insurance. If less than 30 sessions in IOT, step down to IOP to complete the 30 sessions)

____ IOP: 2-hour group/3 days per week for 30 sessions

____ OP: 2-hour group/2 days per week for 20 sessions

____ Aftercare: 1-hour group/1 day per week (after initial treatment) for 10 sessions

____ PRIME for Life _____ hour module

____ **Group Time**
____ 9:00 am ____ 6:00 pm ____ 7:00 pm

____ **Group Days**
____ Monday ____ Wednesday ____ Thursday

____ Individual Therapy Sessions starting on (Day/Date) _____ at (Time) _____

____ **Location**
____ 6350 N. Shadeland Ave., Suite 5, Indianapolis, IN 46220

____ 1431 N. Delaware, Indianapolis, IN 46219

____ Online (Zoom link will be sent to you via email)

Assigned Therapist

URINE DRUG SCREEN INFORMATION

If you are in substance use treatment or recommended by your mental health therapist to participate in random drug testing, you are required to call the drug testing message line at 317.559.1120 or login to my.averhealth.com.

You must call this message line or login every day, including weekends and holidays.

When you call, enter your PIN that was provided to you following your assessment. Your PIN can also be found in your client portal. You are required to listen to the entire message until you hear a confirmation number. The daily message line hours are 9:00 pm the night prior to 5:00 pm the day of.

You are responsible for the payment for all urine drug screens unless covered under your insurance. Upon arrival at the drug testing site please provide your ID, payment, and PIN number.

DRUG TESTING LOCATION AND HOURS

Location

Marion County Probation Department
675 Justice Way
Indianapolis, IN

Hours

Monday through Friday: 7 am – 5 pm
Weekends: 9 am – 1 pm

POTENTIAL TREATMENT RESPONSES FOR POSITIVE DRUG SCREENS

Treatment responses will occur for positive or dilute drug screen or no shows for testing.

Potential treatment responses include:

- 1st time – 12 classes added to the treatment plan
- 2nd time – restarted in IOT/IOP program
- 3rd time – discharge for the program

SOME THINGS TO AVOID WHILE IN SUBSTANCE USE TREATMENT



Purpose: Identify medications that help to relieve specified symptoms, while avoiding drug testing issues. The following medications must be approved by the court, probation, counselor, or appropriate authority prior consumption by a treatment court participant or probationer.

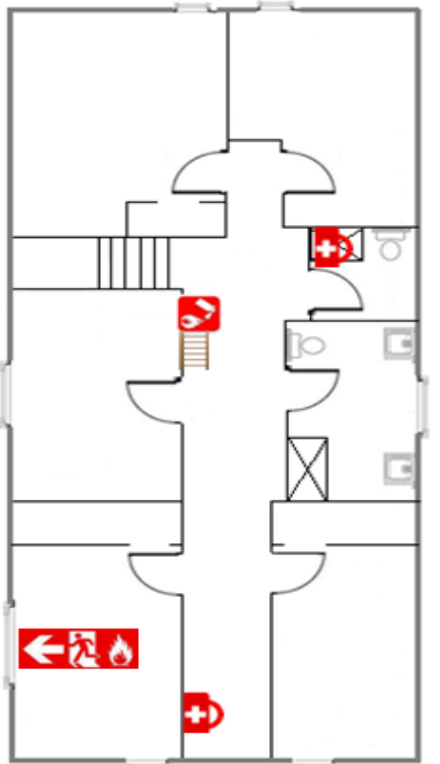
Limitations: This guide is merely a reference of the most common symptoms and medications. This guide is not completely exhaustive nor is it comprehensive.

Banned Substances: The Common Banned Substances only identify readily available substances that are marketed to relieve specified symptoms. This list does not address narcotics nor does the list address other substances that are often banned by treatment courts or probation programs.

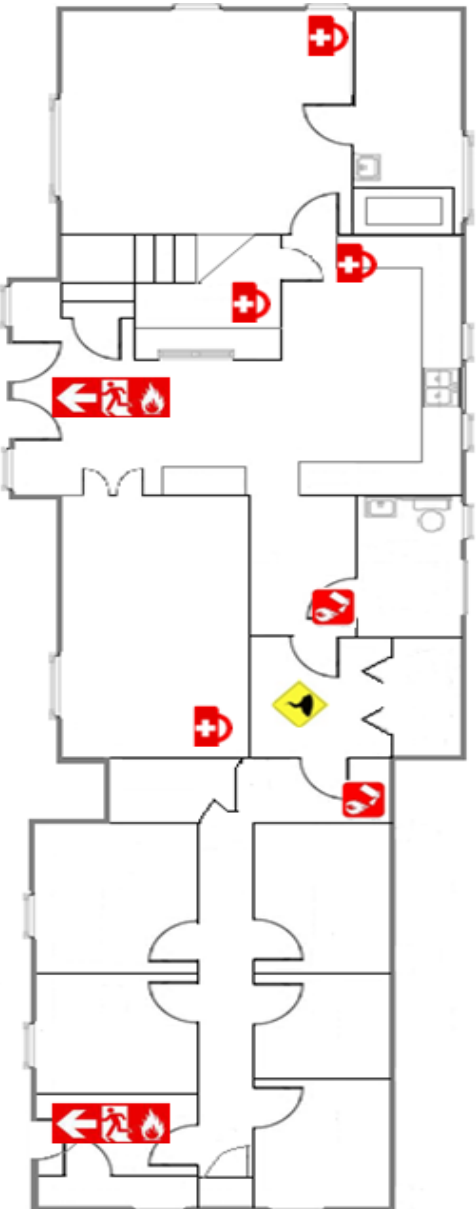
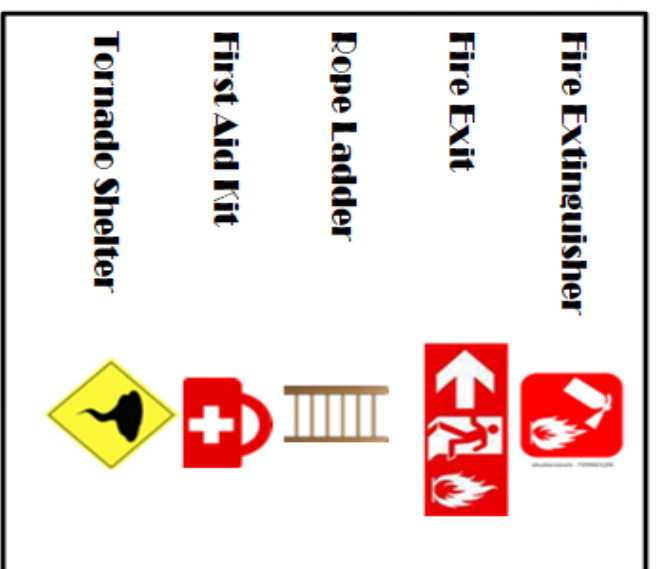
Responsibility: Individuals subjected to drug testing are responsible for the substances that they consume. When in doubt, such individuals should obtain permission from the court or consult their counselor or probation officer.

Symptoms	Common Brands	Generic Equivalents	Common Banned Substances
Pain & Fever Relief (arthritis, back pain, body aches, joint pain, muscle pain, muscle strains, headache, migraine, sore throat, tendonitis, toothache, earache, fever)	<ul style="list-style-type: none"> Advil Aleve Anacin Anbesol Aspercreme Alka Seltzer – Original or Extra Strength Effervescent Antacid Pain Reliever 	<ul style="list-style-type: none"> Bayer Aspirin Ecotrin Motrin Nuprin Orudis KT (Rx) Tylenol 	<ul style="list-style-type: none"> Aspirin Acetaminophen Benzocaine topical Ibuprofen Ketoprofen Naproxen sodium
Cough, Cold & Flu (common cold, flu, watery eyes, itchy throat, runny nose, sinus pressure, sneezing, coughing, stuffy nose, chest)	<ul style="list-style-type: none"> Luden's Cough Drops Hall's Cough Drops Mucinex (Not D or DM) Saline nasal spray 	<ul style="list-style-type: none"> Guaifenesin Menthol Pectin Phenylephrine 	<ul style="list-style-type: none"> Alcohol Robitussin Robitussin DM Mucinex DM Pertussin DM Extra Strength Cough Relief Dextromethorphan Ephedrine Pseudoephedrine Mucinex D Travist D Zyrtec D
Allergy & Sinus (itchy eyes, itchy throat, runny nose, sinus pressure, sneezing)	<ul style="list-style-type: none"> Ahist Claritin (Not D) Dayhist 	<ul style="list-style-type: none"> Neo-Synephrine NasalCrom Tavist (Not D) Zyrtec (Not D) 	<ul style="list-style-type: none"> Cetirizine Chlorpheniramine Clemastine Cromolyn Sodium Loratadine Phenylephrine Dextromethorphan Ephedrine Pseudoephedrine
Feminine Products	<ul style="list-style-type: none"> Femstat Gyne Lotrimin Moniostat 	<ul style="list-style-type: none"> Vagifit Vagistat 	<ul style="list-style-type: none"> Benzocaine Butoconazole Clotrimazole Miconazole Resorcinol Tioconazole
Insomnia	<ul style="list-style-type: none"> Unisom 	<ul style="list-style-type: none"> Doxylamine Melatonin 	<ul style="list-style-type: none"> Benedryl Diphenhydramine
Nausea (motion sicknesses, vomiting)	<ul style="list-style-type: none"> Bonine 	<ul style="list-style-type: none"> Emetrol / Cola 	
Heartburn (acid indigestion, acid reflux, ulcers)	<ul style="list-style-type: none"> Avid AR Basjel Gaviscon Maalox Rolaids Mylanta Liquid, Double Strength, Maximum Strength Liquid, and AR 	<ul style="list-style-type: none"> Priosec Pepcid Tagamet HB Tums 	<ul style="list-style-type: none"> Aluminum Hydroxide Calcium Carbonate Cimetidine Famotidine Magnesium Hydroxide Magnesium Hydroxide Nizatidine Omeprazole
Irregular Bowel (bloating, constipation, diarrhea, gas)	<ul style="list-style-type: none"> Beano Dul Colax Exlax Fibercon Gas-X Imodium Kaopectate 	<ul style="list-style-type: none"> Pepto-Bismol Phillips Gelcaps Phillips Milk of Magnesia Charcoal Plus DS Charco Caps Liqui Char Actidose – Auga 	<ul style="list-style-type: none"> Bismuth Subsalicylate Loperamide Magnesium Hydroxide Simethicone
Smoking Cessation	<ul style="list-style-type: none"> Nicorette Nicotrol 	<ul style="list-style-type: none"> Nicoderm 	
Diet, Exercise & Nutritional Supplements		<ul style="list-style-type: none"> Protein Amino Acids 	<ul style="list-style-type: none"> Caffeine <p>All other diet, exercise, nutritional, and performance enhancing supplements must be avoided.</p>
Skin Care	<ul style="list-style-type: none"> Clearasil Cortaid Cortizone Lotrimin Ultra or AF Preparation H Anti-Itch Cream 	<ul style="list-style-type: none"> Tinectin Lamasil Ivy Block Oxy 10 	<ul style="list-style-type: none"> Benzoyl peroxide Hydrocortisone Clotrimazole Butenafine Hydrochloride Miconazole Tolnaftate Terbinafine
Vitamins	<ul style="list-style-type: none"> Nature Made One a Day 	<ul style="list-style-type: none"> Centrum 21 Finest Nutrition 	<ul style="list-style-type: none"> B6, B12, B Complex Folic Acid C D E Pre-Natal <p>Must avoid all herbal blend vitamins.</p>
Alcohol The below substances must be avoided if you are not allowed to consume alcohol: - e-Cigarettes that contain alcohol, Mouth washes, breath strips, cough medicines (i.e. Nyquil, etc.), hand sanitizer, non-alcoholic beer and wine, fermented teas and similar beverages (i.e. Kombucha), herbal supplements (i.e. ginkgo biloba, etc.), flavoring extracts (i.e. vanilla, etc.), communion wine, flambé dishes (i.e. baked Alaska, etc.), colognes, body sprays or any other product containing alcohol. - Solvents, lacquers, and insecticides. If contact with such products cannot be avoided due to employment reasons, discuss with your Treatment Provider or Probation Officer.			

EMERGENCY EXITS 1440 N. HUDSON

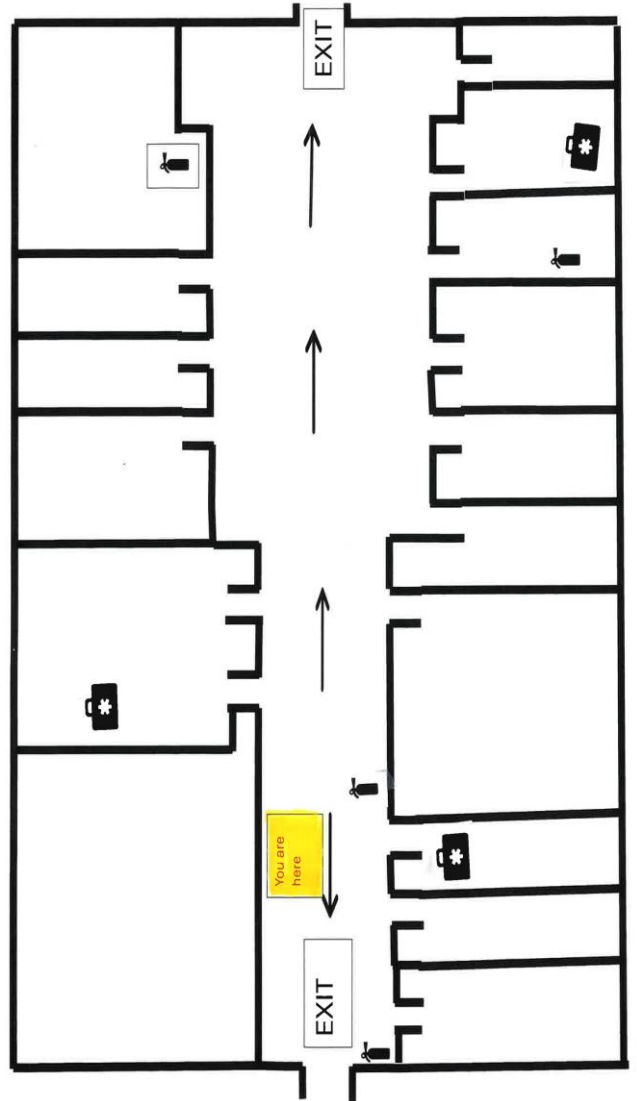
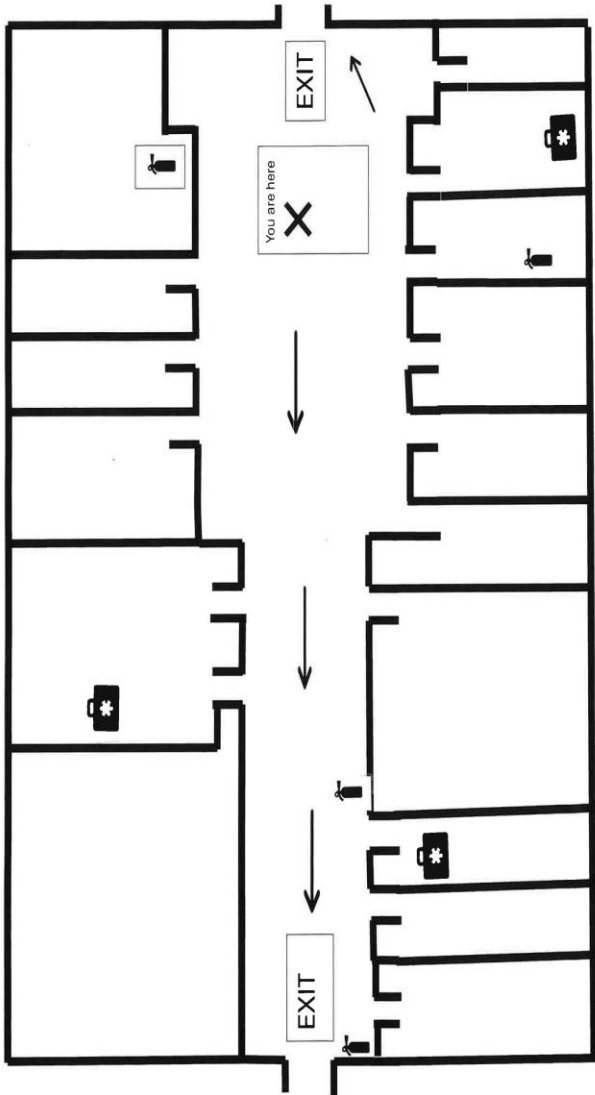


Second Floor



First Floor

EMERGENCY EXITS 6350 N. SHADELAND



HOOSIER ASSURANCE PLAN (HAP)

You may be enrolled in the Hoosier Assurance Plan. Feel free to ask Life Recovery Center staff if you have been enrolled. Below you will find information about the program as stated by the Indiana Family and Social Services

Administration (FSSA).

What is the Hoosier Assurance Plan (HAP)?

The Hoosier Assurance Plan (HAP) is the primary funding system used by the Indiana Family and Social Services Administration's Division of Mental Health and Addiction (DMHA) to pay for mental health and addiction services. DMHA contracts with managed care providers who provide an array of care for individuals who meet diagnostic, functioning level and income criteria. The managed care providers provide a year's care at the most appropriate levels to all enrollees. Service providers, the general name given to the organizations who provide services funded by HAP, specialize in working with individuals in the following targeted areas:

- Adults with mental illness
- Children and adolescents with serious emotional disturbance
- Persons with a substance abuse disorder
- Persons with a gambling problem

Who qualifies to receive assistance through HAP?

Persons who have either no insurance or not enough insurance for mental health or addictions treatment may need to seek access to care. The Hoosier Assurance Plan helps to fund these services for those who qualify.

You may be eligible to have some of your treatment paid by the Hoosier Assurance Plan if you:

1. Show that you qualify for Medicaid, Food Stamps, or fall at or below 200% of poverty (the provider you choose will help you with this)
2. Meet certain criteria that are determined by a mental health professional
3. Provide proof of income
4. Provide your Social Security number

HAP does not pay 100% of your care. Individuals enrolled in HAP are expected to participate in paying for their care based on their financial ability through a sliding fee schedule. The provider you choose will help you determine what your share will be.

VICTIM COMPENSATION PROGRAM

Overview

As the administrator of the Indiana Violent Crime Victim Compensation Fund, ICJI strives to assist victims, or their dependents, with certain costs incurred as a direct result of a violent crime.

The fund pays for forensic exams, outpatient mental health counseling, and limited medical expenses related to a sexual assault. Under state and federal law, a victim of a sexual assault cannot be directly billed for services related to the forensic exam or the collection of evidence. If the victim was assaulted in another state but is treated in an Indiana facility, that facility must follow the laws of the state where the crime occurred.

Eligibility Requirements

Indiana Code defines a violent crime as a felony or Class A misdemeanor that results in bodily injury or death to the victim. Persons eligible for assistance from this fund include:

- Innocent victims of eligible violent crimes, including a motor vehicle crash caused by a drunk driver
- A parent, surviving spouse, dependent child or other legal dependent of an innocent victim who has been killed as a result of an eligible violent crime, including a motor vehicle crash caused by a drunk driver OR
- A person who is injured or killed trying to prevent a violent crime or giving aid to a law enforcement officer.

Other requirements include:

- The crime must have taken place in Indiana
- The victim must have incurred a minimum out-of-pocket loss of \$100
- The crime must have been reported to the police within 72 hours (Note: Victims of sexual assault do not have to report the crime to law enforcement unless they choose to apply for compensation under the Victim Crime Fund for expenses not covered at the time a forensic exam was completed)
- The victim or survivors must cooperate in the investigation and prosecution of the crime
- An application for benefits must be filed no later than 180 days after the crime occurred
- Medical expenses must be incurred within 180 days of the crime but can be extended under certain circumstances.

Covered Expenses

A maximum award of up to \$15,000 may be available to help cover expenses resulting from any one injury or death. Eligible crime-related expenses include:

- Medical bills
- Up to \$5,000 for funeral and burial or cremation expenses
- Up to \$3,000 for outpatient mental health counseling
- Lost wages
- Under certain circumstances loss of support to legal dependents of an employed crime victim who is killed
- Reasonable childcare services
- Limited attorney fees related to a successful appeal and
- Emergency shelter services.

Applications for benefits must be filed no later than 180 days after the crime occurred.

If you think you are eligible, please let us know, as we can help you with the application process. For more information: <https://www.in.gov/cji/2333.htm>

SMOKING CESSATION

The Indiana Tobacco Quitline is a free phone-based counseling service that helps Indiana smokers quit.

Services are available to you 7 days a week in more than 170 languages.



A trained quit coach will work with you and provide solutions tailored to your needs.

For support information call us today at 1-800-QUIT-NOW (800-784-8669).

<http://www.in.gov/quitline/>

More information and resources can be found here: <https://smokefree.gov/>

Reasons to Quit

- 20 minutes: heart rate, blood pressure drop
- 12 hours: carbon monoxide in blood stream drops to normal
- 2 weeks-3 months: circulation, lung function improve; heart attack risk begins to drop
- 1-9 months: cough less, breathe easier
- 1 year: risk of coronary heart disease cut in half
- 2-5 years: risk of cancer of mouth, throat, esophagus, bladder cut in half; stroke risk is reduced to that of a nonsmoker
- 10 years: half as likely to die from lung cancer; risk of kidney or pancreatic cancer decreases
- 15 years: risk of coronary heart disease same as non-smoker's risk

Immediate Rewards

There is no safe amount of cigarette smoke. When you smoke, the chemicals in tobacco reach your lungs quickly every time you inhale. Your blood carries the toxins to every organ in your body. But after you quit, your body begins to heal within 20 minutes of your last cigarette. The nicotine leaves your body within three days. As your body starts to repair itself, you may feel worse instead of better. Withdrawal can be difficult, but it's a sign that your body is healing.

Long-Term Rewards

Quitting can help you add years to your life. Smokers who quit before age 40 reduce their chance of dying too early from smoking-related diseases by about 90 percent. Those who quit by age 45-54 reduce their chance of dying too early by about two-thirds. You can take control of your health by quitting and staying smokefree. Over time, you'll greatly lower your risk of death from lung cancer and other diseases such as heart disease, stroke, chronic bronchitis, emphysema, and at least 13 other kinds of cancer. When you quit, you'll also protect your loved ones from dangerous secondhand smoke. You'll set a good example and show your family that a life without cigarettes is possible.

TUBERCULOSIS (TB) INFORMATION

Tuberculosis (TB)

Exposure

What is TB?

"TB" is short for a disease called tuberculosis. TB is spread through the air from one person to another. TB germs are passed through the air when someone who is sick with **TB disease** of the lungs or throat

coughs, speaks, laughs, sings, or sneezes. Anyone near the sick person with **TB disease** can breathe TB germs into their lungs.

TB germs can live in your body without making you sick. This is called

latent TB infection. This means you have only inactive (sleeping) TB germs in your body. The inactive germs cannot be passed on to anyone else. However, if these germs wake up or become active in your body and multiply, you will get sick with **TB disease.**

When TB germs are active (multiplying in your body), this is called **TB disease.** These germs usually attack the lungs. They can also attack other parts of the body, such as, the kidneys, brain, or spine. **TB disease** will make you sick. People with **TB disease** may spread the germs to people they spend time with every day.

How was I exposed to TB?



TB skin test



TB blood test



TB drugs

<http://www.cdc.gov>

National Center for HIV/AIDS, Viral Hepatitis,
Division of Tuberculosis



HEPATITS INFORMATION

Overview

What is Hepatitis?

“Hepatitis” means inflammation of the liver. Toxins, certain drugs, some diseases, heavy alcohol use, and bacterial and viral infections can all cause hepatitis. Hepatitis is also the name of a family of viral infections that affect the liver; the most common types are Hepatitis A, Hepatitis B, and Hepatitis C.

What is the difference between Hepatitis A, Hepatitis B, and Hepatitis C?

Hepatitis A, Hepatitis B, and Hepatitis C are diseases caused by three different viruses. Although each can cause similar symptoms, they have different modes of transmission and can affect the liver differently. Hepatitis A appears only as an acute or newly occurring infection and does not become chronic. People with Hepatitis A usually improve without treatment. Hepatitis B and Hepatitis C can also begin as acute infections, but in some people, the virus remains in the body, resulting in chronic disease and long-term liver problems. There are vaccines to prevent Hepatitis A and B; however, there is not one for Hepatitis C. If a person has had one type of viral hepatitis in the past, it is still possible to get the other types.

What is Hepatitis C?

Hepatitis C is a contagious liver disease that ranges in severity from a mild illness lasting a few weeks to a serious, lifelong illness that attacks the liver. It results from infection with the Hepatitis C virus (HCV), which is spread primarily through contact with the blood of an infected person. Hepatitis C can be either “acute” or “chronic.”

Acute Hepatitis C virus infection is a short-term illness that occurs within the first 6 months after someone is exposed to the Hepatitis C virus. For most people, acute infection leads to chronic infection.

Chronic Hepatitis C virus infection is a long-term illness that occurs when the Hepatitis C virus remains in a person’s body. Hepatitis C virus infection can last a lifetime and lead to serious liver problems, including cirrhosis (scarring of the liver) or liver cancer.

Transmission / Exposure

How is Hepatitis C spread?

Hepatitis C is usually spread when blood from a person infected with the Hepatitis C virus enters the body of someone who is not infected. Today, most people become infected with the Hepatitis C virus by sharing needles or other equipment to inject drugs. Before 1992, when widespread screening of the blood supply began in the United States, Hepatitis C was also commonly spread through blood transfusions and organ transplants.

People can become infected with the Hepatitis C virus during such activities as:

- Sharing needles, syringes, or other equipment to inject drugs
- Needlestick injuries in health care settings
- Being born to a mother who has Hepatitis C

Less commonly, a person can also get Hepatitis C virus infection through:

- Sharing personal care items that may have come in contact with another person’s blood, such as razors or toothbrushes
- Having sexual contact with a person infected with the Hepatitis C virus

Can Hepatitis C be spread through sexual contact?

Yes, but the risk of transmission from sexual contact is believed to be low. The risk increases for those who have multiple sex partners, have a sexually transmitted disease, engage in rough sex, or are infected with HIV. More research is needed to better understand how and when Hepatitis C can be spread through sexual contact.

Can you get Hepatitis C by getting a tattoo or piercing?

A few major research studies have not shown Hepatitis C to be spread through licensed, commercial tattooing facilities. However, transmission of Hepatitis C (and other infectious diseases) is possible when poor infection-control practices are used during tattooing or piercing. Body art is becoming increasingly popular in the United States, and unregulated tattooing and piercing are known to occur in prisons and other informal or unregulated settings. Further research is needed to determine if these types of settings and exposures are responsible for Hepatitis C virus transmission.

Can Hepatitis C be spread within a household?

Yes, but this does not occur very often. If Hepatitis C virus is spread within a household, it is most likely a result of direct, through-the-skin exposure to the blood of an infected household member.

How should blood spills be cleaned from surfaces to make sure that Hepatitis C virus is gone?

Any blood spills — including dried blood, which can still be infectious — should be cleaned using a dilution of one part household bleach to 10 parts water. Gloves should be worn when cleaning up blood spills.

How long does the Hepatitis C virus survive outside the body?

The Hepatitis C virus can survive outside the body at room temperature, on environmental surfaces, for up to 3 weeks.

What are ways Hepatitis C is not spread?

Hepatitis C virus is not spread by sharing eating utensils, breastfeeding, hugging, kissing, holding hands, coughing, or sneezing. It is also not spread through food or water.

Who is at risk for Hepatitis C?

Some people are at increased risk for Hepatitis C, including:

- Current injection drug users (currently the most common way Hepatitis C virus is spread in the United States)
 - Past injection drug users, including those who injected only one time or many years ago
 - Recipients of donated blood, blood products, and organs (once a common means of transmission but now rare in the United States since blood screening became available in 1992)
 - People who received a blood product for clotting problems made before 1987
 - Hemodialysis patients or persons who spent many years on dialysis for kidney failure
 - People who received body piercing or tattoos done with non-sterile instruments
 - People with known exposures to the Hepatitis C virus, such as
 - Health care workers injured by needlesticks
 - Recipients of blood or organs from a donor who tested positive for the Hepatitis C virus
 - HIV-infected persons
 - Children born to mothers infected with the Hepatitis C virus
- Less common risks include:
- Having sexual contact with a person who is infected with the Hepatitis C virus
 - Sharing personal care items, such as razors or toothbrushes, that may have come in contact with the blood of an infected person

What is the risk of a pregnant woman passing Hepatitis C to her baby?

Hepatitis C is rarely passed from a pregnant woman to her baby. About 6 of every 100 infants born to mothers with Hepatitis C become infected with the virus. However, the risk becomes greater if the mother has both HIV infection and Hepatitis C.

For more information visit: <https://www.cdc.gov/hepatitis/hcv/cfaq.htm#transmissio>

HIV INFORMATION

Without treatment, HIV (human immunodeficiency virus) can make a person very sick and even cause death. Learning the basics about HIV can keep you healthy and prevent transmission.

HIV Can Be Transmitted By



Sexual Contact



Sharing Needles
to Inject Drugs



Mother to Baby
during pregnancy, birth,
or breastfeeding

HIV Is **NOT** Transmitted By



Air or Water



Saliva, Sweat, Tears, or
Closed-Mouth Kissing



Insects or Pets



Sharing Toilets,
Food, or Drinks

Protect Yourself From HIV

- Get tested at least once or more often if you are at risk.
- Use condoms the right way every time you have anal or vaginal sex.
- Choose activities with little to no risk like oral sex.
- Limit your number of sex partners.
- Don't inject drugs, or if you do, don't share needles or works.



- If you are at very high risk for HIV, ask your health care provider if pre-exposure prophylaxis (PrEP) is right for you.
- If you think you've been exposed to HIV within the last 3 days, ask a health care provider about post-exposure prophylaxis (PEP) right away. PEP can prevent HIV, but it must be started within 72 hours.
- Get tested and treated for other STDs.



Keep Yourself Healthy And Protect Others If You Are Living With HIV

- Find HIV care. It can keep you healthy and greatly reduce your chance of transmitting HIV.
- Take your medicines the right way every day.
- Stay in HIV care.



- Tell your sex or drug-using partners that you are living with HIV. Use condoms the right way every time you have sex and talk to your partners about PrEP.
- Get tested and treated for other STDs.



For more information please visit www.cdc.gov/hiv

National Center for HIV/AIDS, Viral Hepatitis, STD, and TB Prevention
Division of HIV/AIDS Prevention



NOTE: Life Recovery Center reserves the right to change this handbook at any time, for any reason.