

**POWER HOUSE PSYCHOTHERAPY & ADDICTION, LLC**

**CLIENT HANDBOOK**



**POWER HOUSE**  
PSYCHOTHERAPY & ADDICTION, LLC

## **WELCOME**

We would like to take this opportunity to congratulate you on your decision to come to POWER HOUSE PSYCHOTHERAPY & ADDICTION, LLC for behavioral health services, mental health services, or addiction treatment services. Over the following few days you will be meeting many new people - clients and staff. Let us assure you - we are all here for the same goal; to promote recovery and a wellness-based lifestyle. The Agency's primary mission today, as it has always been, is to address the mental healthcare, behavioral healthcare, and addiction treatment needs of individuals, families, communities, and institutions in the City of Newark, Irvington, East Orange, and surrounding communities in New Jersey.

After your Intake, you will be introduced to our community and be assigned a Primary Counselor who will introduce him/herself to you. Please take the time to read over the handouts that you received during your Intake. If you should have any questions or concerns about them or about your specific needs that were not covered during Intake, please ask your Primary Counselor for assistance.

### *The Staff*

## **CLIENT RIGHTS:**

During your first meeting with the Intake counselor you were given a copy of the Client's Bill of Rights. Please read them carefully. If you have any questions or concerns that arise at any time during your treatment, please consult your Primary Counselor or ask to speak to the Program Director of Substance Use Disorder Treatment Services, or Program Director of Mental Health Services, or your special service program coordinator.

## **PRIVACY AND CONFIDENTIALITY**

As a program, we ask that both staff and clients respect everyone's right for privacy and confidentiality. It is of the utmost priority to respect the confidential nature of group therapy. Our program maintains the strictest compliance with all Federal and State laws governing the confidentiality of clients' records and information (42 CFR Part 2 - Code of Federal Regulations) and (HIPPA - The Health Insurance Portability and Accountability Act of 1996.). During your Intake, you were given a copy of the summary of the Federal law. Should you have a question or concern or feel your rights have been violated you are encouraged to file a complaint with the Program Director of the program or services you are receiving.

## ATTENDANCE:



Individual sessions must start on time and end on time unless there is emergency. Groups must start on time and end on time. Family sessions must start on time and end on time. This requires the cooperation of everyone. We ask that you take care of your physical needs between Groups and do not leave Group or our facility without informing your counselor. It is mandatory to turn "all" electronic devices off during Group: "There are no exceptions." We do not allow the use of cell phones or texting while Group is in session. If you must use your phones between Groups, you must go outside, as too many cell phones cause too many distractions while clients are attempting to stay focused during treatment hours.

When Group starts an attendance, sheet is passed around for each client to sign. You are expected to sign in for each Group. This is important for billing purposes. It is also your proof for your Primary Counselor (and any outside agencies you might be involved with) that you are working on your recovery and are being responsible. This affects your treatment because it is one of our ways to monitor your progress. Ultimately, if you are not attending - not working to get well -- this could be reason for discharge from our program.

## VIOLENCE, HOSTILITIES, AND THREATS

Any and all of these behaviors toward other clients or staff are grounds for immediate discharge from the program. We are committed to a safe and supportive environment where everyone has the freedom to work on his or her recovery.

## TELEPHONE

The use of the telephone during program activity hours is by the approval of your Primary Counselor in the primary counselor's office. There are no fees for telephone calls; however, the telephones are not for socializing.

## SUGGESTIONS



Suggestions are welcome. All suggestions, thoughts, ideas, questions, and concerns, should be directed to the primary counselor and will be discussed by the staff, along with the Program Directors of the services you are receiving.

### THE DAILY SCHEDULE

**Individual Sessions:** The individual session is one on one therapeutic sessions between client and the counselor. It ranges from 30mins to 50mins.

**Psychiatric Evaluation:** It is the compressive psychiatric evaluation and mental health assessment of a client for diagnoses and possibility of prescription psychotropic medications.

**Medication Management:** Is a follow up session for medications monitoring and management after psychiatric evaluation. It gives the clients one on one opportunity to discuss their medications effectiveness and issues related to the side effects of their medications.

**Outpatient (OP) Services** ~ (range from 1 - 9 hrs. of treatment every week for adults and range from 1 - 6 hrs. of treatment every week for teenagers)  
Our Outpatient Substance Use Disorder treatment services and mental health treatment services consist of a minimum of "one Individual counseling session per week, one Group counseling session per week, one family counseling session per



week, one targeted case management services per week, and one supported prevocational/vocational services per week." If necessary, an additional Group counseling session can be added for more support.

### **Intensive Outpatient (IOP) Services ~ (9 - 20 hrs. of services every week)**

Our Intensive Outpatient Substance Use Disorder treatment services and mental health treatment services consist of a minimum of "two Individual counseling sessions per week, three Group counseling session per day, one family counseling session per week, one targeted case management services per week, and one supported prevocational/vocational services per week." Groups vary on topics and meet up to five days a week (Monday thru Friday) from 5:00 pm to 9:00 pm. It is a phase program designed to treat clients as they learn the skills to cope with the challenges of working a recovery plan and building a productive lifestyle. The focus of IOP is to provide counseling and support to clients as they begin to return to their normal lifestyle that now included their commitment to living clean and sober.

### **Partial Care Services ~ (25 hrs. of services every week)**

Our Partial Care Outpatient Substance Use Disorder treatment services consist of a minimum of "two Individual counseling sessions per week, four Group counseling sessions per day, one family counseling session per week, one targeted case management services per week, and one supported prevocational/vocational services per week." Groups vary on topics and meet five days a week (Monday thru Friday) from 9:00 am to 3:00 pm. Evenings groups are available from 5pm to 9pm. It is a phase program designed to treat clients as they learn the skills to cope with the challenges of working a recovery plan and building a productive lifestyle. The focus of PC is to provide counseling and support to clients as they begin to return to their normal lifestyle that now included their commitment to living clean and sober

## **WHAT IS GROUP?**

Group is an opportunity with the support and guidance of a counselor for individuals to come together to express themselves, their motivations, desires coping skills and his/her impact on others through honest and open communication of his/her feelings and thoughts and receive feedback from others.

## **GROUP RULES**

1. No Side Conversations
2. Respect Each Other's Opinions
3. No Eating or Drinking During Group
4. No Sleeping in Group
5. Refrain from Unnecessary Movement
6. Go to The Restroom Before Group STARTS!
7. One Person Speaks at a Time
8. Speak in Turn in Group
9. Respect Confidentiality of:
  - "What you hear here
  - Who you see here
  - Let it stay here
  - When you leave here"
10. *Be prepared to participate in group discussion.*

#### **INDIVIDUAL COUNSELING SESSIONS:**

Your Primary Counselor will meet with you for individual counseling sessions at least once every week. However, if a situation or concern arises at any time, you may request an individual session with your Primary Counselor. This is done by calling and arranging for a non-scheduled individual counseling session.

#### **PROGRAM RULES**



1. No cameras, visual or audio recording devices, radios, TV's, stereos, walkmans, cell phones or similar audio or video devices are permitted.
2. All prescription medications must be taken as prescribed.
3. Alcohol and drugs are prohibited in all of our programs. Anyone found to be using drugs or alcohol will be subjected to discharge from the program.
4. Gambling is prohibited in any of our programs and facility.
5. No smoking is permitted in Power House Psychotherapy & Addiction, LLC
6. Violence or threats of violence to a client or staff member will result in discharge from the program.
7. Telephone use is a privilege. Calls must be authorized by a Counselor and will be monitored by the Counselor staff.
8. Sexual or romantic relations between client and/or staff are prohibited and may result in dismissal from the program.
9. Clients are required to maintain good personal hygiene.
10. If a client decides to leave treatment prematurely, they will not be permitted to return into the program without contractual approval by the Program Director of the program or services you are receiving.
11. Proper attire is required always. Clothing which bears slang words or other inappropriate expressions will not be considered suitable dress.
12. All clients are prohibited from entering any offices without permission and doing so could be grounds for dismissal from the program.

### **Dress Code**

We realize that many individuals might be on a limited budget and we do not want to place a financial burden on them. There is however a basic expectation for staff and clients alike to choose their clothes that demonstrates their respect for themselves and reflects their individual taste and style. We ask that you do not wear the following:

- Torn or dirty jeans
- "T" shirts with inappropriate language or pictures on them
- Short shorts
- Skirts or dresses that have high slits or too short
- Tight sexy clothing
- Hats or wave caps in group sessions (Exception will always be made for religious attire)

- Sunglasses inside the building unless medically necessary
- Walkman's, headphones, or other personal music recording/playing equipment are not to be worn and should be left at home

Please be aware that if you are dressed inappropriately, you will be asked to go back home and change or to cover up.

## **URINE TESTING**

The program reserves the right to request a urine sample at any time from any client during the course of the treatment day. The purpose of urine testing is not to express a lack of faith in a client as a person but to respect the cunning and baffling disease of addiction. It is a means of feedback to an individual on the progress of their recovery. We realize relapse does happen, but it is our responsibility to you as our client to give you the support and counseling to prevent relapse or to learn and grow from it by honestly facing it, if it should occur.

The paper work for the urine samples is completed by the counseling staff. You are then informed that you need to provide us with a sample. A staff member of the same sex will accompany you into the restroom to observe you giving a urine sample. The sample is then labeled, sealed, and sent to lab for analysis.

Urine samples are taken weekly and randomly after a trip out into the community or if a staff member is concerned by your behavior. Once you are asked for a sample you have till the end of the treatment day to supply it. Failure to provide a sample when requested is consider a positive result and will be address with you by your Primary Counselor.

## **CONFLICT RESOLUTION**

1. A client experiencing a conflict with either a peer or staff member has the right to lodge a complaint with the Program Director of the program or services they are receiving. In such situation, the guiding principles will be the Client's Bill of Rights. The first step to be taken will be to hold a conflict resolution meeting between all involved parties. If this does not successfully resolve the issue, the client, if appropriate, can place a written complaint with the Program Director of the program or program coordinator of the services you are receiving. If this does not successfully resolve the issue, the client, if appropriate, can place a written complaint with the



Program Administrator. The treatment team will meet with all involved parties to attempt an equitable resolution that does not interfere with any client's treatment.

### **DISCHARGE PLANS**

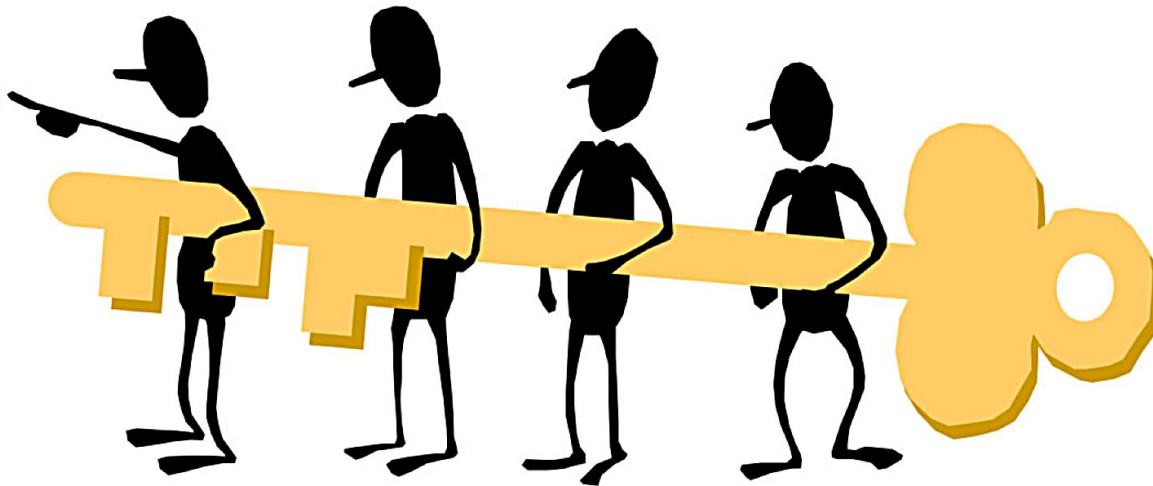
Plans for your long-term healthy drug free lifestyle, begins as you enter the program. Your stay with us might seem like a long time. However, it goes by quickly and you will begin working immediately with your Primary Counselor to set up plans for housing, benefits, counseling, vocational, family, or medical issues that will have an impact on your future success in maintaining a self-directed recovery after you finish treatment with us.

### **VISITORS**

As a rule, and for our client's privacy and confidentiality, we do permit visitors in any of our programs. We do not have visiting hours because we are an Outpatient program. However, if family members or significant others need to meet with you or drop off personal belongings we will make every effort to accommodate you to go outside and meet with them. We provide weekly family counseling sessions. This is an opportunity for us, with your permission, to meet with you and your family regarding your recovery and your mutual concerns.

### **LUNCH BREAKS**

There is one-hour lunch break for those attending Partial Care program and one 15mins break a day for those attending IOP program. Please do not gather directly in front of the building while on lunch break, as we want to keep the path clear for pedestrians walking down the street. Under no circumstances is smoking permitted in any of our programs and within the building.



God grant me the serenity to accept  
The things I cannot change  
The courage to change the things I can  
And  
The wisdom to know the difference.