



## Orientation ZION Recovery Services

ZION Recovery Services, Inc. has been in operation and licensed by the Iowa Department of Public Health since the 1970's. It is our goal to explore, develop and sustain healthy lifestyle choices by working with individuals and families by providing behavioral health services. ZION's administrative office is located in Atlantic, Iowa with eight outpatient satellite offices available in six Iowa counties. ZION Recovery Services, Inc., provides assessment, education, counseling and/or treatment for those affected by behavioral health issues and their families; referral services to appropriate treatment and/or other helping agencies; reports to the court system, employers or other entities; as based on your individual need. We offer supervised urinalysis, crisis counseling, family counseling, education and intervention, extended and intensive outpatient treatment, continuing care services, and DUI classes. We have a male-only residential facility and halfway house located in Clarinda, Iowa on the Clarinda Treatment Complex.

### Guidelines for Participation

- Participation, cooperation, motivation, and purpose toward achieving treatment goals.
- Please be prompt to all scheduled programming and call to reschedule in times of emergencies.
- Respectful, non-threatening, non-violent behavior toward staff, other individuals and to the property of ZION or others.
- Payment is expected at the time that you receive services. There are various means for payment.
- Urine testing (at your cost) may be part of your evaluation and treatment. Urine collection is supervised by staff when available. It is automatically considered positive for use if you refuse to provide a urine specimen upon request.

### Evaluation Results:

The results of your evaluation will be discussed with you. The final decision to follow recommendations is yours unless you are court-ordered.

### Admission to Treatment:

If continued participation is recommended, you and your counselor will discuss your treatment plan. Progress and completion of your treatment determines discharge.

### Types of Discharges:

- Completed Treatment: has met treatment goals and received maximum program benefits.
- Referred Outside: has needs which can not be met within current programming.
- Program Decision due to lack of progress or compliance: demonstrates a lack of motivation, displays disregard for guidelines for participation.
- Left Treatment: leaves programming for any reason. (No face to face services for thirty (30) days requires this discharge within the program) -

### Grievances:

If you have any questions at ZION, please discuss them with staff. If you believe that you have a valid complaint or grievance against any ZION staff member or agency procedure, a written outline of the nature of the situation should be submitted to Clinical Oversight within five (5) days of the event. Supervisory personnel will contact you within 48 hours of receipt. A preliminary discussion may occur by telephoning the administrative office at 712-243-5091 to directly speak to designate supervisory staff.

### Confidentiality:

ZION strictly adheres to Federal and State Confidentiality Regulations protecting alcohol and drug abuse patient records. Violation is a crime, which may be reported to appropriate authorities in accordance with Federal Regulations. No staff may disclose any information regarding your participation in our program except:

- if you consent in writing;
- by a court order;
- if the disclosure is made to medical personnel in a medical emergency or
- by qualified personnel for research, audit, or program evaluation.

Without your written permission we can disclose a crime committed by an individual either at the program or against any person working for the program or any threat to commit such a crime.

### Follow-up:

Following your discharge, a follow-up of your progress may be made, including whether you followed recommendations to another resource.

We are mandatory reporters of suspected child or dependent adult abuse or neglect.



**ZION Recovery Services, Inc**  
**Admit Orientation: Inpatient/Halfway House**

Zion Recovery Services inpatient/halfway house facility is dedicated in providing a safe and secure atmosphere for individuals to recover from the impact of behavioral health issue on their lives. Zion Recovery Services is licensed by the Department of Health Division of Behavioral Health. The program is tailored to meet where they are at in their recovery attempt and offer several services to the individual to help them become a success in reaching their personal goals.

There are various means for financial assistance. Because we are not considered a medically based facility, certain insurance companies do not cover our services. Fees are determined by current yearly income and the use of a federally approved sliding fee scale based on current poverty guidelines.

Zion Recovery Services' program is designed to address the disease of addiction as well as co-occurring needs that exist in conjunction with developing valuable life skills that can be implemented into ones' discovery process. Zion believes that it is important to address the person as a whole, allowing the individual to gain insight into their own attitudes, beliefs, perceptions, and behaviors and introducing skills that will be beneficial for individuals desiring to avoid the return to self destructive actions/behaviors/attitudes.

Staff at ZION Recovery Services believes behavioral health affects the family as a whole, not just the individual(s). Family involvement is an essential part of recovery and starts to rebuild the foundation of developing healthy, positive, and supportive relationships within the family unit. Change does not happen overnight; it is a process throughout an individual's recovery in achieving skills necessary to maintain a stable recovery environment, support system, and healthy relationships. The Family Program is designed to look at the family dynamics and how behavioral health issues have impacted each one as individuals and as a family unit. The program focuses on developing and healing relationships, realizing when discharged from Zion's program, the individual and family will still have obstacles and uncertainties to overcome in their day to day lives. Improving awareness will help with successful outcomes.

It cannot be stressed strongly enough that your recovery and rate of progression in counseling or treatment is a collaborative effort that must be shared by the treatment team and the individual. Our goal is not to change who you are as an individual, but to help you understand how it is possible for you to lead a chemically free life. This requires integrity, honesty, respect, and commitment, which are values that are strongly held by Zion Recovery Services.

Accountability is an important part of the recovery process and Zion conducts random urinalysis testing, not as a means of punishment but as a tool to help individuals remain accountable to their recovery.

Zion's services are offered strictly in accordance with Federal and State Confidentiality Regulations protecting alcohol and drug abuse patient records. ZION staff may not disclose any information regarding an individual's participation in the program except: (1) if the client consents in writing; (2) by a court order; (3) if the disclosure is made to medical personnel in a medical emergency or (4) by qualified personnel for research, audit, or program evaluation. Without authorization, Federal laws and regulations allow for disclosure of information about: (1) suspected child or dependent adult abuse or neglect; (2) a crime committed by a client either at the program or against any person working for the program or (3) any threat to commit such a crime.

\* Violation of Federal Law and Regulations is a crime, which may be reported to appropriate authorities in accordance with Federal Regulations.

***Types of Discharges:***

There are different types of discharges. They are:

- **Completed Treatment:** The client has met and achieved all previously developed treatment plan goals, and has been observed actively implementing skills that have been obtained, and has been assessed as receiving maximum program benefits.

- **Substantial Completion:** Client completed the majority of treatment plan goals and was able to learn and develop some skills for sobriety but has not reached a stable state or risk factors are still present.
- **Referred Outside:** The client has special needs (medical, psychiatric, etc.) which cannot be met within current programming.
- **Medical Discharge:** Zion is not a medical based facility and client developed an unforeseen medical condition that interfered in the client's ability to continue treatment.
- **Program Decision due to lack of progress or compliance:** The client demonstrates a lack of motivation, and/or displays disregard to the Client Responsibilities/Rules. (No face-to-face services for thirty (30) days require this discharge within the program.)
- **Left Treatment:** Client leaves programming for any reason.

**Client Follow-up:**

Follow-up is crucial for continued assessment of our services. Federal Confidentiality Regulations will be maintained regarding any "follow-up". They are:

- **Referral Follow-ups:** Authorization will be obtained to conduct a follow-up of your referral to another program. Your counselor will inquire whether you have made your initial contact and whether referral information has been obtained.
- **Discharge Follow-ups:** Following your discharge a follow-up of your progress may be made. **AND:**
- **For research purposes,** ZION may release to the Iowa Consortium for Substance Abuse Research and Evaluation my name and other information necessary to contact me for a follow-up (by phone or letter) interview regarding my treatment at ZION. Clients are randomly selected from a data pool that the Iowa Department of Public Health provides to the Consortium to do follow-up for up to six months after treatment at ZION. These records are protected by Federal Confidentiality Regulations and cannot be disclosed to any other source without your specific written consent.

**Client Responsibilities/Rules:**

- Promptness to all scheduled programming activities and counseling sessions.
- Being free from all mood-altering chemicals at all times within treatment.
- Demonstration of motivation, effort, and purpose toward achieving your treatment goals.
- Maintaining non-threatening and/or non-violent behavior toward staff and/or other clients.
- Refraining from causing damage or harm to property of the agency or others.
- Being responsible for paying costs of services.
- Being responsible for completion of assignments.

Your refusal to meet these guidelines/responsibilities will indicate a need for discharge and, as applicable, reports to the appropriate referral agency for further disposition of your case.

If you have any questions at ZION, please discuss them with staff. Should you feel that you have a valid grievance against any ZION staff member; a written outline of the nature of the situation should be submitted to the Treatment Supervisor within 48 hours of the event. Within 48 hours of receipt of your grievance, a letter will be sent to you scheduling a meeting to discuss mutual resolution with those involved.

Staff at ZION Recovery Services realizes you have many options for treatment. Thank you for choosing us and we hope you enjoy your stay and treatment will be beneficial. We appreciate you as an individual and look forward to working with you.