

## WELCOME TO PATHFINDER

Cheyenne Community Drug Abuse Treatment Council, Inc. (PATHFINDER) is a private non-profit drug abuse clinic that provides accessible, affordable and effective substance abuse services to the residents of Cheyenne and Laramie County.

We are supported by federal, state and county funding, as well as the fees paid by our clients. We have a sliding scale for client fees based on your ability to pay. No client will be denied services based on inability to pay. We also bill Medicaid and most private health insurance. **Please note, DUI assessments and the 8 hour Alcohol Traffic Safety Class are not eligible for the sliding fee scale.**

During your first visit, we will be reviewing the important things you need to know about our professional relationship with you.

- Pathfinder is committed to offering a system of community-based services that respects and advocates for the individual dignity of our clients, and that produces meaningful improvements in quality of life for our clients and for our community.
- Equal Access. Everyone has equal access to confidential, individualized services regardless of race, ethnicity, color, cultural background, language, religion, gender, creed, sexual orientation, spiritual beliefs, age, disability, source of financial support, type of substance use disorder, veteran status, criminal history, drug of choice, medical status and ability to pay, among other factors.
- Accommodations. We will make reasonable accommodations if you require supportive services or assistance due to impairment or disability.
- We have language assistance (primarily Spanish) available if you have limited understanding of the English language. We also use *Google Translator*.
- Emergency Exits, First Aid Kits, Fire Extinguishers. You will be shown where the first aid kits and fire extinguishers are located and the emergency evacuation routes.
- Consent for Treatment. We will ask you to sign a voluntary consent for treatment after it is explained to you by your counselor.
- Use of Seclusion or Restraint. Pathfinder does not use any form of restraint or seclusion with clients.
- Weapons Policy. Weapons are prohibited on Pathfinder's property and in the parking lot behind our building by anyone other than law enforcement acting in an official capacity.

A weapon is defined as any implement capable of inflicting bodily harm and/or which is used or worn in a threatening manner if deemed so by staff.

- Tobacco Use-Including E Cigarettes. No tobacco use, including E Cigarettes, is allowed in the building. Use tobacco/E Cigarettes only in the designated area which is located outside in the back of the building,
- Motivational Incentives. Pathfinder does not use motivational incentives.
- Rights and Responsibilities. We will explain your rights and responsibilities and a copy is included in this handbook.
- Threats, Aggression and Violence in the Workplace. If you make a perceived threat of violence, or participate in a situation where violence may or has occurred, procedures are in place to ensure the safety of clients, visitors and staff members, which include summoning the police by calling 911.
- Infectious Diseases. You will be offered educational information on infectious diseases, including but not limited to, Hepatitis and HIV/AIDS prevention. Some testing is available on site, but you may be referred to the Laramie County, City-County Health Unit for other testing.
- Grievance Procedure. We will explain our grievance and appeal procedures. A copy is included in this handbook.
- Financial Obligations. We will review our fees for services with you and ask that you sign a *Financial Agreement*. A copy of our current fee schedule is posted in our reception area and is included in this handbook.
- You are expected to follow the agreed upon terms of your financial agreement with Pathfinder. Payment is expected at the time of service for groups and/or individual sessions, unless alternate arrangements are made in advance.
- There will be a charge for any check returned. If your check is returned for any reason, you will lose the privilege of paying by check and must pay in cash or by money order.
- Confidentiality Policies/Privacy Practices. You may be asked to sign a *Consent to the Release of Information* form to authorize the release of information to Pathfinder from another agency/person and/or from Pathfinder to another agency/person. We will always maintain your confidentiality in accordance with federal and state laws.

Please see the *Privacy Practices Notice* posted in the reception area for more information about how we use and protect your information. You will be given information about *Privacy Practices* as part of the intake paperwork.

- Urinalysis/Evidentiary Breath Testing. Testing may be done at the point of intake and randomly throughout the duration of services. Specimens are submitted following “chain of custody” procedures and are sent to a certified lab for processing.

- Client Satisfaction Survey Process. You may be contacted during and/or after treatment for input regarding the quality of care you receive, achievement of goals and other outcomes and your satisfaction with treatment at Pathfinder.
- Service Description/Coordination. You will have a primary counselor who will be responsible for the coordination of services. Your counselor will explain the services available at Pathfinder, hours of operation and access to after hour services.
- Purpose and Process of Assessment and Person Centered Plan. Your counselor will discuss the purpose and processes of assessment and the individualized collaborative treatment planning, as well as transition and discharge with you. It is important that you participate in the development of your treatment plan. You are encouraged to share your strengths, needs, abilities and preferences.
- Levels of Care: Pathfinder offers a variety of outpatient services designed to meet the individual treatment needs of its clients.

Pathfinder offers the following levels of care:

- Level 0.5 Diversion and Prevention (Standard DUI Education Class)
- Level 1 Outpatient Treatment (Assessment, Individual, Group Counseling)
- Level 2.1 Intensive Outpatient Treatment (Gender Specific)

For further explanation, please see the description of the levels of treatment included in this handbook. In addition, you may be referred to a tobacco cessation program if you are interested in quitting.

- Transition and Discharge Criteria. Client progress in treatment is verified by:
  - Achievement of goals & objectives from the individualized treatment plan
  - Results of random urine screening
  - Input from the client and counselor
- Reporting/Follow Up for Mandated Clients/Court Notifications.  
If authorized by consent, most disclosures are permissible to referring or supervising agencies.

#### Program Location

All services are provided at the Pathfinder facility located at:

1920 Thomes Avenue, Third Floor

Cheyenne, Wyoming 82001

Telephone (307) 635-0256 pm

FAX (307) 635-0967

E-mail: [pathfinderwy@org](mailto:pathfinderwy@org).

#### Hours of Operation

Business office hours are 8:30 A.M. to 5:00 P.M. Monday through Friday. Counselors see clients outside of regular office hours and on weekends by appointment only. This is done to accommodate client's work schedule.

Most therapy groups are conducted after office hours, usually between 6:00 P.M. and 9:00 P.M. weekdays and during the day on Saturday.

Inclement weather closing: please check the local news for potential closures. If Laramie County School District 1 is closed then Pathfinder will also be closed.

#### Access to After-Hours Services

Pathfinder provides 24-hour on-call emergency services. Please call (307) 635-0256.

#### Site Map

We want you to be familiar with the premises, including emergency exits and/or shelters and know that we have fire suppression equipment and first aid kits available as well as staff trained in emergency first aid and CPR. A map showing the emergency exits is posted in the main hallway, reception area, individual counseling offices and group rooms.

#### Pathfinder Ethics Statement

##### Professional Conduct

The Board of Directors of Pathfinder approves and supports the ethical provision of assistance to clients who participate in Pathfinder services. Everyone has equal access to confidential, individualized services regardless of race, ethnicity, color, cultural background, language, religion, gender, creed, sexual orientation, spiritual beliefs, age, disability, source of financial support, type of substance use disorder, veteran status, criminal history, drug of choice or medical status and ability to pay, among other factors.

A copy of the entire *Organizational Ethics Statement* is available upon request.

All Pathfinder employees abide by a code of ethics which is available upon request.

Your counselor will give you a copy of his/hers professional disclosure statement during your first appointment.

#### Client Rights

Pathfinder shall provide and safeguard the following rights for all clients:

- Rights, benefits and privileges guaranteed by Federal, State, and local law, except those specifically lost through the due process of law.
- Persons served have the right to be treated with courtesy and dignity, and are at all times entitled to respect for their individuality, and the recognition that their strengths, abilities, needs, and preferences are not determined on the basis of a psychiatric diagnosis.
- Persons served have the right to be notified of all rights accorded them as recipients of services at time of admission or intake, and in terms that he or she understands.
- Persons served have the right to be treated in the least restrictive setting to meet their needs and be provided with evidence-based treatment.

- Persons served have the right to receive services conducted in a manner reflecting quality professional and ethical standards of practice, and shall have access to the organization's code of ethics/conduct.
- Persons served have the right of access to confidential, individualized services regardless of race, ethnicity, color, cultural background, language, religion, gender, creed, sexual orientation, spiritual beliefs, age, disability, source of financial support, type of substance use disorder, veteran status, criminal history, drug of choice or medical status and ability to pay, among other factors.
- Persons served have the right to receive services in an environment that is free of all forms of abuse including, but not limited to, financial abuse, physical abuse and punishment, sexual abuse and exploitation, psychological abuse including humiliation, neglect, retaliation, threats and exploitation and all forms of seclusion and restraint.
- Persons served have the right to be fully informed of the services to be provided, the right to consent to services, and the right to refuse services (with the exception of legally mandated services) without fear of retribution or loss of rights. Clients must be presented with timely and accurate information to assist in making sound decisions about their treatment.
- Persons served have the right to privacy during facility visits. Individuals and/or group visits are permitted only when the purpose of the visitation is education or professional in nature. Planning for outside visitors shall provide for limited interruption of consumer routine, therapeutic or rehabilitative programs, and related activities. Persons served will be given notice of such visitation.
- Persons served have the right to confidentiality. Information may not be released without the client's written permission, except as the law permits or requires.
- Persons served have the right to review their record at any reasonable time, upon request and shall be afforded the assistance of an appropriate clinical employee in cases where a reasonable concern exists of a possible harmful effect to the consumer through the misinterpretation of information in the record.
- Persons served, along with family or significant other(s), when appropriate, have the right to participate in their treatment and treatment planning. Persons served have a right to a full and complete explanation of the nature of treatment and any known or potential risks involved therein.
- Persons served have the right to an individualized, written treatment plan to be developed promptly following admission, treatment based on the plan, periodic review and reassessment of needs, and appropriate revisions of the plan including a description of services that may be needed following discharge from services.

- Persons served have the right to request and receive outside (other than Pathfinder employees) professional consultation regarding their treatment at their own expense.
- Persons served have the right to refuse treatment, except in emergency situations or other circumstances required by law. Persons served shall not be denied treatment, services, or referral as a form of reprisal.
- Persons served shall have access to written information about fees for services and their rights regarding fees for services, and will not be refused services due to an inability to pay.
- Persons served have the right to an explanation if services are refused to them for any reason including admission ineligibility or continued care ineligibility, and have the right to appeal such decisions.
- Persons served have the right to informal complaint and/or formal grievance regarding practices or decisions that impact their treatment or status without fear or concern for reprisal by the organization or its staff, and have the right to have this process clearly communicated to them upon entry to services and throughout participation in services.
- Persons served have the right to refuse to participate in research without loss of services, and participate in research on a voluntary basis only with full written informed consent.
- Persons served have the right to access self-help groups, advocacy services and legal services.
- Persons served have the right to have access to grievance procedures, receive a grievance appeal decision in writing, and appeal a grievance decision to an unbiased source.
- Persons served have the right to be protected from the behavioral disruptions of other persons served.
- Persons served have the right to be advised and the right to refuse observation by others and by techniques such as tape recorders, video recorders or photographs.
- Persons served have the right to request to change the individual who directs and coordinates your treatment.
- Persons served have the right to confidentiality of communications and personal identifying information within the limitations and requirements for disclosure of client information under state and federal laws and regulations.
- Persons served have the right to be informed of the reason(s) for terminating participation in a program.

- Persons served have the right to be informed of the reason(s) for denial of a service.
- Persons served have the right to exercise any and all rights without reprisal in any form including continued access to service.
- Persons served have the right to file a grievance, including the right to have oral/written instructions.

### CLIENT RESPONSIBILITIES

- Persons served have the responsibility to treat other persons served and employees with courtesy.
- Persons served have the responsibility to behave in such a way as to protect themselves and others from exposure to or transmission of any infectious or communicable disease, including diseases that are sexually transmitted.
- Persons served have the responsibility to make their concerns known to Pathfinder staff and to ask questions when they require information from staff.
- Persons served have the responsibility to follow all of Pathfinder's safety rules and posted signs.
- Persons served have the responsibility to keep scheduled appointments.
- Persons served have the responsibility to attend services without the use of alcohol or illicit drugs.

As a participant in Pathfinder services, you will be asked to sign a copy of the Client Rights and Responsibilities Policy which includes the Behavioral Expectations Agreement stating you will abide by the following rules:

### BEHAVIORAL EXPECTATIONS AGREEMENT

- Pathfinder is tobacco free, including the use of chewing tobacco. Smoking/chewing is not allowed in the building or entryways. I understand that smoking (including e-cigarettes) or chewing tobacco is not permitted at Pathfinder. I agree to smoke/chew only in designated areas.
- Weapons are not allowed on our premises-including pocket knives. I agree that I will not carry or conceal any weapon, including pocket knives, on Pathfinder property.
- If I bring my cell phone or any other electronic device to individual counseling sessions or groups, including the intensive outpatient program groups, I agree to lock it in my car before treatment starts or I will give the phone/electronic device to my counselor to be locked in a secure place during treatment.

- Urine and/or Breath Testing may be done at the point of intake and randomly throughout the duration of services. Specimens are submitted following “chain of custody” procedures and are sent to a certified lab for processing. I agree to submit to a urine screen or breath test upon request.
- We ask that you arrive on time for your appointments and call to reschedule when necessary. I understand that failure to keep scheduled appointments may result in termination of services.
- I will be on time for my scheduled groups and individual sessions. If I am more than ten (10) minutes late, I understand I will not be seen and I must reschedule the appointment.
- Attend all services required by Pathfinder to meet agreed upon goals.
- I will follow the agreed upon terms of my financial agreement with Pathfinder. I understand that payment is expected at the time of service for groups and/or individual sessions, unless alternate arrangements are made in advance.
- I understand that there is a charge for any check returned. I also understand that if my check is returned for any reason, I will lose the privilege of paying by check and must pay in cash or by money order.
- I understand that three (3) missed appointments may result in my dismissal from Pathfinder services with the possibility of notice of non-compliance being forwarded to my referral source.
- I understand that appointments to see our clinic physician are dependent on participation in treatment. The referral must come from my primary counselor.
- I understand that Pathfinder staff will respond to subpoenas and court orders in an appropriate manner.
- I agree to abstain from the use of alcohol or other drugs not prescribed for me while participating in any of Pathfinder’s program. I will advise my counselor of any medications prescribed for me and over the counter medications taken.
- I understand that prescription medication is not to be brought on Pathfinder premises, except medication that is being monitored by Pathfinder staff. If I am required to have prescription medication and/or over the counter medication with me, I agree to bring the medication in the original container and keep it in my possession the entire time I am on the Pathfinder premises.
- I agree that I will not possess, sell, or use any illicit drugs, alcohol, or drug paraphernalia while on Pathfinder’s premises or in the Pathfinder parking lot.



- I agree that I will not use abusive language or disruptive behavior.
- I agree that I will not use any form of physical violence or abuse toward other program participants, staff members or visitors
- I will not damage or steal the property of Pathfinder, Pathfinder staff, or other program participants.
- Please do not bring your pets to Pathfinder.
- I agree I will not discuss other program participants' names and cases outside my groups or other scheduled sessions. I agree to respect the confidentiality of all other program participants. Failure to respect confidentiality may lead to dismissal from the program.
- I understand that I must actively participate in all individual counseling sessions and groups. All homework will be completed in a timely manner and returned to my counselor as requested.
- I understand that I am responsible to provide for my own child care and that children may not attend scheduled sessions without prior permission of the counselor. If a child is left in the reception area at Pathfinder, the child must have a responsible caregiver present. Pathfinder cannot assume responsibility for the well-being and safety of children. If you need financial assistance with babysitting while attending individual or group sessions, please discuss this issue with your counselor.
- I understand that if I am removed from a group, I must first meet individually with the Executive Director before returning to group. I understand that my motivation for treatment and commitment to compliance will be assessed and then reviewed with my counselor prior to being re- admitted.
- I understand that if I am dismissed from services at Pathfinder, I must meet with the Executive Director before re-entering services. I understand that I must demonstrate my motivation for treatment, my commitment to compliance, and my plan for addressing issues that resulted in my prior dismissal.
- I understand and agree that infractions of any of the above rules could result in dismissal from Pathfinder services and my referral source may be notified. I also understand and agree that infractions of some rules could result in Pathfinder immediately notifying local police or sheriff departments and criminal charges could result.

## CLIENT GRIEVANCE PROCEDURE

Pathfinder clients have the right to file a complaint or grievance without fear of reprisal. Clients are advised of their right to make a grievance through the Client Rights Statement, which is reviewed and signed at the time of intake. Pathfinder employees shall be informed of the nature and source of any complaints against them under this policy. Anonymous complaints will not be considered a basis for initiating this policy.

Pathfinder believes that complaints and grievances are best dealt with and resolved as close to the origin as possible. Any client who has a complaint or grievance concerning his/her treatment, the management of his/her case, or the operation of the program as a whole, shall first discuss the matter informally with his/her primary counselor. A client may be allowed to speak directly to the Executive Director rather than being mandated to speak with the treating staff member first in order to address cases of intimidation, fiduciary abuse and/or sexual issues.

If a satisfactory explanation or resolution of the problem is not reached with the above stated action, the client may submit a written complaint or grievance to the Executive Director. In the written complaint or grievance, the client should, to the best of his/her ability:

- State the problem or complaint
- List the date(s) and time(s) of any specific incident(s) reported
- Provide the identity (is) of the parties involved
- Provide a suggested resolution to the problem

The Executive Director will investigate the complaint and respond by arranging a meeting with the client within ten (10) working days of the receipt of the written grievance. At this meeting, the Executive Director will hear statements, witnesses or evidence from the client and Pathfinder staff, as well as any additional statements, witnesses or evidence the client wishes to submit. After hearing all of the above information, the Executive Director, shall attempt to resolve the grievance, if it is within his/her ability to do so. The Executive Director will render his/her decision in writing to the client within ten (10) working days after the conclusion of the meeting.

If the client is not satisfied with the Executive Director's decision, he/she may appeal and have his/her complaint or grievance reviewed by the Grievance Committee of the Pathfinder Board of Directors. The Board of Directors does not hear matters regarding clinical issues (treatment decisions, case management, etc.). The appeal must be submitted in writing to the President of the Board of Directors within fifteen (15) working days of the date of the meeting with the Executive Director. In addition to the written appeal, the client must provide a signed Pathfinder "Consent to Release of Information" form authorizing the Pathfinder Board of Directors access to the client's file, if such information is relevant to the grievance. After the Board President receives the appeal he/she will arrange a time for the Grievance Committee to meet. This meeting must be scheduled no later than ten (10) days after the receipt of the client's written

appeal. The client will be advised of the date and time of the meeting via certified mail.

The Grievance Committee will consist of three (3) Board Members and shall be chaired by the President of the Board. During the hearing, the evidence presented at the first hearing with the Executive Director will be reviewed. Both the client, or their representative, and the Executive Director, or his/her representative, will have the opportunity to present oral arguments.

After the Grievance Committee has heard all the evidence, they will present a written summary of the grievance hearing and their recommendations for action, if any, to the Board of Directors as a whole. This meeting, termed a special meeting, as described in Article 6, Section 2 of the Pathfinder By-Laws, will be held within five (5) working days of the Grievance Committee hearing.

After the Board of Directors has heard the Grievance Committee, report, they will vote to either accept or reject the Grievance Committee's recommendations. The Board of Director's decision will be provided in writing to the client within three (3) working days of the special board meeting.

Should the client wish to pursue his/her complaint further, he/she will be referred to a representative of the Wyoming Department of Mental Health, Behavioral Health Services Division.

## Levels of Treatment

### Level 0.5: Diversion and Intervention

This level of service is for individuals who, for a known reason, are at risk for developing substance-related problems or those for whom there is not yet sufficient information to document a substance use disorder. This service usually consists of the following:

1. DUI eight- hour Alcohol Traffic Safety Class
2. Attendance at a DUI Victims Impact Panel
3. Breathalyzer testing prior to each of the above

### Level 1: Outpatient Treatment

This level of service includes chemical dependency evaluation, treatment, and recovery services while the client continues to live and work in the community. These services are provided in regularly scheduled sessions (usually a minimum of once per week) that work to achieve the goals listed in the client's treatment plan, and to help the client achieve permanent changes in his or her alcohol / drug-using behavior and mental functioning. This level consists of one or more of the following services:

1. Individual counseling (usually once per week) and/or
2. Group counseling (usually once per week)
3. Random urinalysis and/or Breathalyzer
4. Documented Alcoholics Anonymous (AA) and/or Narcotics Anonymous (NA) attendance at a frequency determined by the client and their primary therapist

### Level 2.1: Intensive Outpatient Treatment

This level of service delivers a minimum of nine (9) outpatient hours of group chemical dependency counseling per week (3 hours per day on M-W-F) at times that would allow the client to maintain work, school and family involvement. This program will provide essential substance education and treatment components while allowing clients to apply their newly acquired skills in the real world. This level of service consists of:

1. Group counseling for three (3) hours per day M-W-F
2. Individual counseling at a frequency determined by the client and primary therapist
3. Random urinalysis and/or Breathalyzer
4. Documented Alcoholics Anonymous (AA) and/or Narcotics Anonymous (NA) attendance at a frequency of at least twice per week.

### Level 2.1: Women's Services

Through funding from the Wyoming Department of Health, Behavioral Health Division, Pathfinder is able to provide specialized services for women. These services include outreach to women who may be experiencing alcohol or other drug problems and to agencies serving high-risk women. Women are also eligible for all other treatment services throughout the duration of services.