



PFEIFER & ASSOCIATES

Client Handbook

Letter from the Management:

It is our belief that you have the right to be treated with dignity and respect. The staff at Pfeifer and Associates is highly qualified and well trained professionals. The goal of our staff is to provide you with a safe, nurturing, supportive, and encouraging environment as you take the journey to heal and grow. If you are not happy with the services receiving, please call Sally Pfeifer, Executive Director. Your feedback is greatly appreciated and will be kept strictly confidential.

Sincerely,

Sally L. Pfeifer, CADC II
Executive Director

Services Offered

- Client Assessments
- Individual Counseling
- Family Counseling
- Couples Counseling
- Educational Information
- Continuing Care
- Relapse Prevention Planning
- DUII Education
- DUII Rehabilitation
- Discharge
- Planning
- Community Based Support Group Referrals
- Drug Testing

Outpatient Treatment Agreement

This agency views alcoholism and drug addiction as a ‘disease’. Alcoholism and drug addiction being genetic in origin, however, more often in this time is chemically induced neurological chemical imbalance consistent with the disease of abdication.

The approach to treatment is best described as recuperative and educationally therapeutic. Following an alcohol/drug assessment, each client is counseled individually by staff as the possibility of entering an appropriate level of treatment. Clients are also encouraged to attend and develop a 12-step program while in treatment.

Philosophically, Pfeifer and Associated views total abstinence from alcohol and drugs as the only realistic goal for its clients.

As a client of Pfeifer and Associates, you will be provided with treatment by qualified professionals. Your treatment will focus on your specific substance related problems and may also cover other aspects of your life, such as family, social and vocational problems as they related to the goal of becoming and remaining ‘drug free’. During treatment your counselor will help you to have a clear understanding of your treatment needs, and together you will develop a realistic approach to identified problems.

Length of Treatment

It is the policy of the Office of Alcohol and Drug Abuse Programs that DUII clients be required to remain in treatment until the program makes the clinical decision that the client is ready for discharge.

Confidentiality

The confidentiality of client records maintained by this agency are protected by federal law and regulations. In general, we may not state to anyone outside of Pfeifer and Associates that a client attends our programs, or disclose any information identifying a client as a drug and alcohol abusers unless:

- Client gives consent in writing
- Disclosure is allowed to required by court order
- Disclosure is given medical personnel in medical emergency
- Disclosure is given to qualified personnel fro research or program review

Violation of federal regulations is a crime and may be reported to proper authorities in accordance with federal law. Federal law does not protect any information about:

- A crime about to be committed
- A crime at the program or towards program personnel
- Suspected child abuse/neglect
- Suspected elderly abuse/neglect
- Stated harm to self/others

Grievances

If during treatment you should disagree with the treatment plan or wish to change counselors you should first discuss options with your counselor then the Clinical Supervisor. If you are dissatisfied with any decisions made, you may appeal to the Program Director and State of Oregon Office of Alcohol and Drug Abuse Programs.

Physical & Learning Disabilities

All of Pfeifer and Associates buildings are handicap equipped. If you have special needs due to physical disability, please let us know immediately and we will make every effort to provide alternate arrangements as needed. If you have a learning disability in the form of reading or writing needs please inform your counselor and we will make arrangements accordingly.

Abstinence

Pfeifer and Associates recognizes that the addiction to alcohol and other drugs is a disease, and to become mentally, emotionally, physically and spiritually healthy all clients **must remain alcohol and drug free during treatment**. As noted, you will be required to demonstrate a minimum of 90 days abstinence from alcohol and other drugs (non-prescribed and prescribed). Abstinence will be verified by means of random drug and alcohol screens. If you fail to comply, you may be terminated from the program for noncompliance. A positive test for alcohol and non-prescribed drugs may result in your being assessed at a higher level of treatment. You will be responsible for the costs of any screening beyond those included in your payment agreement.

You are required to report any medications that you are using in the medical history portion of your assessment forms. You are also required to bring in copies of any prescriptions given to you during treatment and discuss these with your counselors.

Attendance and Participation

You cannot gain any benefit from treatment if you do not attend and participate. You are expected to actively participate in treatment, including the development of a treatment plan, working on the treatment goals established for you, and cooperating with staff.

You will be allowed a **total of two absences** from scheduled program activities. If you miss a third you will be terminated for non-compliance, and referred back to your Court Evaluator and/or Probation Officer. Clients must call their counselors if they are going to miss a group.

In addition to regular groups, you will be required to attend half-hour individual sessions with your primary counselor every 30 days during treatment. During these sessions your level of treatment can be changed, depending on your progress.

You will also be required to attend self-help groups and complete the Victim Impact panel during the course of treatment. Information concerning these groups and their schedules are available from your counselor or the front office.

Your Confidentiality

Just as Pfeifer and Associates is required to maintain information about its clients in strictest confidence, **you are also required to hold in confidence** any information about other clients. **Failure to do so will result in termination from the program.**

Current Address and Phone

You are required to keep the program informed of your most current information while participating in treatment.

Fees

You are responsible for the payment of your fees as agreed to in the Payment Agreement form you have signed. Failure to do so may result in the interruption of termination of treatment.

Weather Cancellations

It is the policy of Pfeifer and Associates that client's call in and check whether groups are cancelled due to severe weather conditions. Clients will not be penalized for missing groups if schools are closed or they are concerned for their safety due to weather.

Confidentiality

As a client of Pfeifer and Associates you have the right to confidential treatment. This means that we will not confirm or deny your presence in treatment to anyone outside this agency without your express written consent. This includes employers, any family members, outside agencies or anyone requesting information regarding you or your treatment with Pfeifer and Associates. We will release information authorized by you to individuals you approve. This is accomplished by your signing a Release of Information form that outlines the specific information to be released, the person allowed to receive that information, and the purpose of releasing the information. This Release of Information can be revoked by you at any time by notifying your primary counselor.

At Pfeifer and Associates, we work as a treatment team to provide the highest quality comprehensive treatment possible. This means sharing information among staff members. The information shared is limited to staff members of Pfeifer and Associates.

Pfeifer and Associates follows all state and federal regulations regarding client confidentiality (42 CFR, part 2) and is HIPAA compliant. The confidentiality of alcohol and drug abuse records maintained by Pfeifer and Associates is protected by Federal and State Laws and regulations. Generally the program may not say to a person on the outside that a client attends, or disclose any information identifying a client as an alcohol or drug abuser UNLESS:

- Client gives consent in writing
- Disclosure is allowed to required by court order
- Disclosure is given medical personnel in medical emergency
- Disclosure is given to qualified personnel for research or program review

Violation of the Federal laws and regulations is a crime. Suspected violations may be reported to the appropriate authorities in accordance with Federal Regulations. Federal laws and regulations do not protect any information about crime committed by a client at the program or against any person who works for the program as well as any threats to commit such crimes. Federal laws and regulations do not protect information about suspected child abuse or neglect from being reported under State Law to appropriate authorities.

To help explain your rights please read the following examples and exceptions to confidentiality outlines below.

1. **If the release of information is mandated by court order.** If you have legal issues pending, the court may subpoena your records. It is our policy not to release information about you and your treatment unless the judge issues a court order. We cannot ignore a court order or we will be held in contempt of court.
2. **If there is a medical emergency.** Client information may be disclosed to medical personnel for the purpose of treatment if the condition poses an immediate threat to the person's health. For example, if client shows up at the office and passes out unconscious, Pfeifer and Associates would follow an emergency response policy that would include calling 911. When medical personnel arrived they would be informed of the client's status and issues with chemical dependency.
3. **In the event child abuse or neglect.** Pfeifer and Associates staff members are required to report any signs of child abuse or neglect. This alone, and any disclosures of sexual and/or physical abuse.
4. **In the event of a crime or threat of a criminal acts.** If a client commits a crime at Pfeifer and Associates or threatens to commit a crime at Pfeifer and Associates, confidentiality as a client is not protected and the appropriate authorities may be called. This includes threats to harm yourself or others. If the staff believes that a client is a threat to themselves or someone else, necessary steps will be taken to ensure protection of others.

The examples above are to provide you with an adequate understanding of laws that govern your right to confidentiality as well as exceptions. Please know that Pfeifer and Associates are your advocates and would never sue for information about you to harm you. It is our goal to provide you with a safe environment to recover. It is our commitment to protect client information to the extent allowed by law. If you have any questions regarding how these regulations affect you, please contact your primary counselor or any Pfeifer and Associates staff member for clarification.

Outpatient Rules and Expectations

As a client and Pfeifer and Associates I agree to:

1. Fully abstain from the use of alcohol and any other illicit drugs
2. Attend at least two community based support groups per week outside of the program
3. Attend all sessions and be on time. If I miss my scheduled session without prior notification to my counselor, I may be discharged for non-compliance
4. Complete all assignments as directed by my primary counselor
5. Maintain the confidentiality of other clients
6. Inform any prescribing medical caregiver of my involvement with Pfeifer and Associates
7. Inform Pfeifer and Associates of any prescribed medications that I am using
8. Provide Urine Specimens upon request
9. Be respectful of staff and peers. Physical violence and verbal threats are grounds to immediate termination from treatment.
10. Not wear offensive or sexually explicit clothing, including any advertisements for alcohol or drugs.
11. Not damage agency property
12. Work towards achieving my treatment goals
13. Follow treatment suggestions from Pfeifer and Associates staff if I use any mood-altering chemicals or it is determined that I am not responding to treatment at the outpatient level of care

Drug Testing

Part of your treatment will be documentation of abstinence. This is accomplished through self-report, clinical observations and submission of urine specimens. Throughout treatment you will be required to provide random urine drug screens. Generally this will occur at admission to get a baseline, throughout treatment, and then another prior to discharge. Urine drug screens are random and may be requested at any time during treatment. If there is a concern that relapse has occurred or if your behavior determines it, a drug screen may be requested. Failure/refusal to provide a screen is grounds for

immediate discharge from treatment. Pfeifer & Associates staff will make every effort to facilitate this process as respectfully as possible.

Discharge planning begins immediately following admission to treatment and is ongoing throughout your program. The goal is to encourage dependence on outside community support groups and decrease dependence of Pfeifer & Associates. Discharge happens when:

- You meet all of your treatment goals
- Staff determines that you have reached maximum therapeutic benefit
- You have violated program rules and expectations
- Staff determines that a higher level of care is necessary to support your recovery goals.

In the event that you are discharged from the program as non-complaint, your primary counselor will provide you with treatment suggestions and help facilitate a transfer to another program. You will also be provided with a list of other treatment providers in the community along with their phone numbers and business hours.

Grievance Procedure

All clients are encouraged to feel safe and exercise their rights to file grievances. This includes the right to make suggestions and have staff review written grievances and investigate that facts supporting or disproving the complaint. You are encouraged to make an attempt to resolve the issue informally by directly communicating with the individual the issue involves. After making attempts to resolve the issue, if you are not satisfied, you must submit the grievances in writing.

The written grievances form will need the following information:

1. Date the issue occurred
2. Circumstances and people involved
3. How you feel the issue needs to be resolved
4. How the Clinical Director can reach you to discuss the issue and the best time of day to meet

When a written grievance is received, the Clinical Director will investigate the facts supporting or disproving and initiate action within five working days. There will be a meeting with you to discuss the facts and to inform you how to grievance has been resolved. Please note that you have the right to appeal any decisions to the Office of mental Health and Addiction Services. The Clinical Director will document I your client record the receipt of grievances, investigation, and any action taken.

Code of Ethics

All employees of Pfeifer & Associates:

1. Shall not discriminate against people based on race, religion, age, gender, disability, national ancestry, sexual orientation or economic condition.
2. Shall be respectful of the differences among people.
3. Shall avoid bringing personal issues into client relationships and maintain healthy boundaries with clients and families served.
4. Shall not accept gifts from clients.
5. Shall avoid fraternization, exploitation and criminal behavior with clients.
6. Shall operate in accordance with confidentiality regulations regarding disclosure of information obtained from clients.
7. Shall demonstrate empathy and respect for clients and co-workers.
8. Shall report any unethical or illegal behaviors immediately.
9. Shall make an effort to deliver excellent treatment services to clients, their families, and the community as a whole.
10. Shall be respectful of and operate in accordance with policies, procedures, standards, and regulations set forth by management.
11. Bill only for services provided and resolves billing conflicts expeditiously.
12. Shall develop personal skills and competencies to improve services rendered.
13. Shall represent Pfiefer and Associates professionally and honestly.
14. Shall ask questions and accept help from co-workers.
15. Shall ensure that all marketing and business practices are conducted ethically and honestly.
16. Shall avoid conflicts of interests outside employment both personal and professional.

These policies are reviewed and updated annually by staff.

Client Rights

All Pfeifer and Associates staff, whether internal or contracted, employed or volunteer, shall utilize their full professional expertise to ensure protection of the rights of their clients. As a client of Pfeifer and Associates you have the right to:

1. Be treated with dignity and respect as an individual who has personal strengths, needs and abilities, and preferences to be considered in the course of treatment.
2. Privacy in your treatment, and to confidential treatment of your records. Information from these records will not be released without your prior written consent, except as authorized under Federal Regulations: Title 42, Section 2.1-1.67.1
3. Be fully informed of your rights as a client and of all the rules and regulations governing your conduct. Also you have a right to know about all services available to you, any changes for these services, and to receive and explanation and copy of your bill.
4. Be informed of your condition, progress, and prognosis in understandable terms, and to be involved in the development of your treatment plan.
5. Necessary information to allow you to give informed consent prior to any procedure and/or treatment, including other treatment options that may be open to you.
6. Refuse treatment, and to be informed of the consequences that go along with a refusal.
7. Be free from intellectual, emotional, and physical abuse, and to be safe and given comfortable accommodations during the course of treatment.
8. Voice opinions in relation to the policies and services offered by this program without fear of interference, coercion, discrimination or reprisal.

Anonymity

Anonymity is at the center of Twelve Step philosophy and refers to the private, nameless nature of recovery organizations. Addicts and alcoholics in Twelve Step Programs use first names only as a measure of protection for themselves and also their program. Even though many people do not feel it necessary to hide their addictions, anonymity is encouraged as a means of preventing the attraction of any harmful attention to the addict, their recovery or the programs that support them. It is not necessary for recovering people to share their personal histories with anyone outside this anonymous recovery structure.

Let us love you until you can love you

Powerlessness

The admission of powerlessness is often the most difficult step in recovery. It happens when we finally admit all of our efforts to control manage or even stop using alcohol or other drugs have failed. It's recognizing that the power to control our use of alcohol or other drugs is not within us. It's when we come to this heartfelt understanding, paradoxically, we are able to begin living a life that is predictable and more within our control.

Acceptance

Acceptance is a process of coming to acknowledge the facts about something as being exactly what they are, not something else. The opposite of acceptance is denial a process of seeing facts as other than what they are. To accept my alcoholism is first to acknowledge the facts. I have symptoms of a disease called alcoholism I must be in complaints or "talking the talk". A deeper level of acceptance comes when we allow ourselves to discover the feelings we have about having addictive disease including anger, shame guilt or grief. When we can connect with others as we share these feelings, we begin to heal from the active stage of a chronic disease.

“90 in 90”

This is the suggestion that one attend 90 meetings in the first 90 days of their recovery. One meeting a day, for ninety days, provides newly recovering addicts with much needed structure as they adjust to a life free of chemicals. Along with giving the addict a safe way to spend time that used to be spent drinking or drugging. 90 meetings in 90 days is also a good way for newcomers to meet other people in recovery.

Sponsor

Newcomers to Twelve Step Programs are encouraged to get a “sponsor”. A sponsor is someone who is already active in recovery and experience with Twelve Step living Recovery from addiction requires substantial changes in lifestyle, and a sponsor can provide support, guidance, and a hand to hold. Its recommended that a sponsor have at least two years of continuous recovery and be of the same gender.

Detoxification

This is the process of freeing the body of mood altering chemicals and restoring the body to natural functioning. Physiological dependence is a large part of addiction and ceasing the use of chemicals can create very real and dangerous physical symptoms. In serious cases, detoxification can be life threatening and medical assistance is necessary.

Obsession

Repetitive and enduring thoughts about any idea are called an obsession. There is usually a strong emotional involvement with the object of the thoughts and an urge to act on these thoughts usually develops. Obsessive thinking is distracting and may interfere with one’s ability to think about anything else.

Compulsion

Compulsion is an overwhelming urge from within to act in a certain way. A compulsion can compel someone to act against their own will. The phenomena of compulsion is a fact of life for the alcoholic or drug addict.

Shortcoming

Shortcoming is a lack of any necessary ingredient or growth. In Twelve Step programs, shortcoming refers to any personality characteristic or behavior that prevents the addict from living fully, in harmony with their surroundings. Failure to address and let go of personal shortcomings can lead alcoholics and addicts back into active addiction.

Al-Anon

Al-Anon is an organization that helps friends and family members of alcoholics recognize disturbances in their own behavior which occur in their efforts to control another's drinking. Al-Anon uses the Twelve Steps of AA with the difference that the focus is on a member's powerlessness over another's alcohol use instead of their own use of alcohol. (Although Al-Anon is set up for friends and family members of alcoholics often those concerned with another's use of other drugs also attend.)

Denial

Denial is a refusal to accept that facts about a situation. In relation to addiction, denial allows the addict and the people around them to ignore the problem. This is usually an attempt to avoid the difficult task of changing their lives. Denial is simply turning one's back on the truth and pretending that a problem does not exist.

Enabling

This refers to behaviors that support a person in self-destructive patterns. People who repeatedly protect addicts from the consequences of their behavior are said to enable them. Enabling behaviors include making excuses for someone's absence at work, repeatedly bailing them out of jail, paying fines or ignoring destructive actions in treatment, enabling often takes the form of covering up for someone, making excuses for someone's behavior, and failing to confront someone who is not acting in a way that supports recovery. Closely linked to denial, enabling supports the addict in continuing to use without facing the fatal nature of their disease. Although enabling acts often look like acts of love, they can contribute to an addict's eventual self destruction.

Pain is Optional

Relapse/Slip

An alcoholic or addict who has been sober uses chemicals again, this is called a “relapse” or a “slip”. Relapse can also occur with behaviors, such as enabling or compulsive acts like spending. The process of relapse begins when the person reverts to behaviors which eventually lead to a drink or a drug.

I don't have to handle it alone

Signs of a Spiritual Awakening

An increased tendency to let things happen rather than make them happen

Frequent attacks of smiling

Feelings of being connected with others and nature

Frequent overwhelming episodes of appreciation

A tendency to think and act spontaneously rather than on fears based on past experiences

An unmistakable ability to enjoy each moment

A loss of ability to worry

A loss of interest in a conflict

A loss of interest in interpreting the actions of others

A loss of interest in judging others

A loss of interest in judging self

Post-Acute Withdrawal

It's important to recognize that most, if not all people recovering from chemical dependency experience post-acute withdrawal symptoms to some degree.

Post-acute withdrawal (PAW) symptoms include difficulty in:

- Thinking clearly
- Managing feelings and emotions
- Avoiding Accidents
- Managing Stress
- Remembering Things
- Sleeping Restfully

Approximately 1/3 of chemically dependent people will experience mild post-acute withdrawal. The symptoms present are minor and can easily be managed with little effort and are not threat to recovery.

The middle 1/3 of chemically dependent people have moderate PAW. During periods of low stress they are fine. However, as stress increases symptoms begin to emerge. When the increase in stress becomes bad enough the ability to be honest decreases. During these times of high stress, there is an increase risk of relapse.

The final 1/3 of recovering people experience severe PAW. The brain has become very toxic from the after effects of chronic alcohol and drug poisoning that those with severe PAW can't think clearly, manage emotions or remember things, even under low stress. The ability to be honest is minimal. During periods of low stress, their emotions are overactive or numb and they can't organize their thinking. This group is the most relapse prone.

Here are some common principles that have helped many people stay clean/sober long enough to stabilize.

1. Recognize that post-acute withdrawal results from the long term effects of chronic drug and alcohol poisoning to the brain. These physical symptoms can be treated.
2. Pay attention to the symptoms. Learn to recognize when you are confused or mismanaging feelings and emotions or over reacting to stress.

3. Understand that these symptoms are part of the diseases of addiction. They signal that your brain is not yet functioning normally.
4. Talk openly about your symptoms with others. There is comfort in talking with people who have similar experiences and learned to manage their symptoms.
5. Keep your time filled with recovery activities. If your symptoms worsen you know you are close to help.
6. Your diet is important. Eating three balanced meals per day can minimize post-acute withdrawal.
7. Avoid excessive use of caffeine or any use of nicotine. These substances are mood altering and can aggravate your symptoms.
8. Get plenty of sleep every night. Engage in regular periods of relaxation and meditation. If you have difficulty in relaxing or sleeping well, check your intake of caffeine and nicotine. Coffee or sodas and smoking can interfere with your rest and sleep.
9. Exercise regularly. Have your doctor prescribe you an exercise program. Aerobic exercise thirty minutes three to four times per week can help ease PAWS.
10. Talk with a trusted recovering friend or counselor on a regular basis about symptoms you may be experiencing and how you are managing them.
11. Learn Stress Management Techniques. When we are under high stress our PAWS get worse. Stress management helps us lower our stress levels and therefore our symptoms decrease.

I drank for happiness and became unhappy.

I drank for joy and became miserable.

I drank for sociability and became argumentative.

I drank for sophistication and became obnoxious.

I drank for friendship and made enemies.

I drank for sleep and woke up tired.

I drank for strength and felt weak.

I drank for relaxation and got the shakes.

I drank for courage and became afraid.

I drank for confidence and became doubtful.

I drank to make conversation easier and slurred my speech.

I drank to feel heavenly and ended up feeling like hell.

Gambling: The Pastime With a Dark Side

I thought gambling was harmless fun...

Gambling for some Central Oregonians is a serious problem, very similar to having an addiction to drugs or alcohol. Addictive gambling is a treatable disorder that is often referred to as the “hidden addiction”. There are no obvious symptoms. All forms of gambling can lead to a problem including; video poker, scratch offs, bingo, horse and dog racing, office pools, card games, casino games, day trading and stock market or sports betting. Gambling is gambling.

I don't know any problem gamblers...

They are bankers, lawyers, builders, school teachers and doctors. The problem does not discriminate. It affects men and women, young and old, people of all ethnic groups, religious and economic levels. Problem gambling often co-exists with other addictions such as alcohol and drug addiction.

Recognize the Danger Signals...

Despite all the consequences, compulsive gamblers will go to great lengths to deny and even cover up their problem. Know the signs. Ask yourself these questions. Are you or is someone you know:

- Preoccupied with gambling and unable to stop?
- Bragging about gambling, exaggerating wins and minimizing losses?
- Restless and irritable when not gambling?
- Gambling to ‘feel better’?
- Borrowing money for gambling?
- Lying to hide time spent gambling or unpaid debts?
- Frequently inexplicably absent?
- Chasing losses (gambling tow in back losses)?
- Losing work/school time because of gambling?
- Doing something illegal to get money from gambling?
- Jeopardizing a significant relationship or job by gambling?

How bad can it be in Oregon?

The Oregon Gambling Addiction Treatment Foundation fielded a comprehensive study in 1997. The research confirmed that between 28,300 and 61,400 Oregon adults are problem and/or pathological gamblers in need of treatment. Studies have demonstrated that the more types of gaming are available, the more problems are associated with it. Oregon offers more types of gaming than any other state except Nevada. Oregonians are among the nation's leaders in terms of the percentage of personal income that is spent on gambling.

Get help

Help is available for every problem gambler in Central Oregon. Through a state funded Central Oregon treatment program, problem gamblers can get free confidential help. 1.877.278.6766 (18772STOPNOW)

Or contact Gambling Addiction Services for Crook, Jefferson and Deschutes Counties at 2577 NE Courtney Dr Bend OR 97701. 541.322.7507