



Iberville Parish

Substance Abuse Center

Client Handbook

24705 Plaza Drive, Suite B
Plaquemine, Louisiana 70764
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Welcome

Welcome to Iberville Parish Substance Abuse Center (IPSAC). Our Mission is to provide you with the best possible care during your treatment. Our qualified staff will provide you with substance abuse education and counseling while you are here. Every effort will be made to ensure you have the tools to further your recovery efforts and provide you with the best opportunity for long-term success.

This booklet is intended to provide you with information regarding services provided at IPSAC. If you have any questions, please feel free to ask staff members for further information.

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IPSAC SERVICES

The following services are offered at IPSAC:

Assessment - Addiction Severity Index– The interview is based on the idea that addiction to drugs or alcohol is best considered in terms of the life events that preceded, occurred at the same time as, or resulted from the substance-abuse problem. The ASI focuses on seven functional areas that have been widely shown to be affected by the substance abuse: medical status, employment and support, drug use, alcohol use, legal status, family and social status, and psychiatric status. Each of these areas is examined individually by collecting information regarding the frequency, duration, and severity of symptoms of problems both historically over the course of the patient's lifetime and more recently during the thirty days prior to the interview.

Outpatient Group Treatment - For people who do not need intensive care and can maintain relative stability during drug and alcohol rehabilitation, outpatient treatment is an excellent addiction treatment option. In outpatient treatment, clients can benefit from psychotherapy on a scheduled basis. Outpatient alcohol and drug treatment is geared toward flexible autonomy and requires clients to handle considerable responsibility for the management of substance use disorders and their daily lives.

Individual Counseling - Individual drug counseling has two main objectives: to address the symptoms of your addiction and the areas of your life that substance abuse has affected and to assist you in continuing your ongoing recovery program. One-on-one meetings will focus on recovery tools, behavioral modification, and strategies that will enable you to put your old life of addiction behind you and focus on living a new, sober life. During individual meetings discussion will focus on the underlying causes, experiences or trauma that led to your addiction, and lead you in an honest investigation of your addictive behaviors and thoughts.

Family Counseling - Family therapy is a type of psychotherapy which helps family members resolve conflicts, improve communication and develop healthier habits. When it comes to family therapy, the word “family” refers to anyone who has an established and supportive role in another individual’s life, regardless of whether they are related by blood. In family therapy, problems that arise in one or more family members are thought of as part of a larger system. By having family members present, the participants and the therapist can avoid placing blame with any one individual. This framework lets the therapist focus on helping families create healthier patterns to resolve conflicts and improve well-being.

IPSAC SERVICES (Continued)

Aftercare Groups - Aftercare programs following initial treatment programs and are of indefinite duration. The goals of addiction aftercare programs include maintaining recovery from substance abuse, finding ways to prevent relapse, and achieving a life filled with rewarding relationships and a sense of purpose. Because longstanding substance abuse can alter the normal functioning of the brain, changes can last long after substance use has terminated. The physical impact of addiction is often accompanied by several psychological changes—affecting thoughts, feelings, and behaviors that may persist even after the substance is removed from the body. The physiological changes associated with addiction and their potential lasting impacting to both mental and physical health serve to reaffirm the need for long-term treatment.

Referral to Residential Detoxification and/or Treatment - Substance and alcohol use can change a person's brain, making it hard for them to function normally without using the substance or alcohol. Drug detoxification is the process where a person is weaned off of a drug so that it is no longer in their system. Drug detox programs aid people who want to overcome their substance use disorder, safely and effectively.

Inpatient treatment is an option for people struggling with drug or alcohol addictions. Inpatient treatment centers typically include clinical guidance and supervision and a variety of step-down programs that clients can transition into after completing medical detox. People receiving inpatient treatment live on-site at a rehab facility in a supportive and supervised environment. After finishing an inpatient program, they may continue recovering in a partial hospitalization, intensive outpatient or outpatient treatment setting.

Client Rights

- The right to receive services without discrimination due to race, color, religion, sex, age, national origin, disability, political beliefs, veteran status, or sexual orientation;
- The right to be treated with courtesy and respect;
- The right to have the nature of treatment, and any specific risks involved, explained;
- The right to accept or reject treatment; however, clients may be discharged if they do not adhere to treatment.
- The right to participate in treatment planning to meet your specific needs;
- The right to be discharged if the center is unable to provide an active and appropriate treatment program and to be notified of other resources, if available;
- The right to know the name, role, and qualifications of your assigned physician/clinician;
- The right to know what services are available, including translators, and to be told if the facility/program cannot provide the services you need;
- The right to know which IPSAC rules and/or policies apply to you as a condition of admission and ongoing treatment;
- The right to confidentiality except as required by law, no information concerning clients may be released without their written consent. With the exception of a criminal justice release of information, clients have the right to revoke consents at any time;
- The right to privacy: Your case shall not be discussed by staff in front of visitors or other residents/patients;
- The right to have access to your client record, unless your clinician believes the information would be damaging, and to have the information interpreted or explained as necessary;
- The right to have your behavioral and medical health advance directives respected to the fullest extent possible;
- The right to be free from restraint or seclusion;
- The right to information about fees for services;
- The right to communicate with your family, attorney and personal physician.

Client Responsibilities

- The responsibility to treat all staff, clients and visitors with respect;
- The responsibility to refrain from verbal abuse, threats, violence and aggressive behavior on the campus;
- The responsibility to provide accurate, complete information as required for billing purposes and for the Patient Assistance Program;
- The responsibility to provide the full information needed for safe and proper evaluation, diagnosis and treatment;
- The responsibility to assist clinical staff in developing my treatment plan, to adhere to the treatment plan, and to notify clinical staff of any concerns about the care provided or about my current condition;
- The responsibility to arrive for appointments at the designated time and to notify the facility/program at least 24 hours prior to cancelled appointments;
- The responsibility to discuss with clinical staff my wish to discontinue treatment prior to doing so;
- The responsibility to refrain from discussing other clients' care;
- The responsibility to follow the policies that are explained and provided to me at the time of admission and during treatment;
- The responsibility to pay required fees; and
- The responsibility to notify staff when my behavioral or medical advance directives change and to provide a current copy for my medical record.

Client Visitation and Visitor Rules

- **Weapons, Illegal Drugs, and Alcohol are not allowed on the premises.**
- Visitors are required to sign in and out in the Visitor Sign-In Log and list purpose of visit.
- Visitors must wear a Visitor ID Badge while on IPSAC premises.
- Visitors must sign a Confidentiality Statement acknowledging that they have been informed and agree to IPSAC client confidentiality practices.
- Visitors will be expected to participate in IPSAC emergency drills and building evacuations. Directions will be given by IPSAC staff related to emergency drills and building evacuations.
- IPSAC lobby and parking lot are not considered confidential areas.

Client Rules and Regulations

- Use of mood-altering chemicals is prohibited while in treatment. This includes days and times that you are not actively receiving treatment.
- Please inform staff of any mood-altering prescribed medications you are currently taking.
- All clients will treat staff and peers with dignity and respect.
- No verbal or physical violence or intimidation will be tolerated.
- Physical violence will result in automatic discharge from the program.
- No illicit drugs are allowed on the premises. Clients bringing illicit drugs or paraphernalia to IPSAC are subject to Administrative Discharge.
- Regular attendance is of the utmost importance. If you are unable to attend, you are required to contact this office. Excused absences are at the discretion of staff.
- 12 Step or faith-based meeting attendance is strongly encouraged to enhance your treatment and provide long-term social supports..
- Group and individual sessions will begin on time and chronic tardiness will be considered a behavioral act of aggression.
- No eating, smoking, or drinking will be allowed in group session or the group room.
- No cell phones are allowed in group sessions.
- Leisure clothing appropriate for treatment is acceptable with the exception of tank tops, sagging pants, short shorts, pajama pants, or other articles of clothing deemed inappropriate by staff.
- All assignments must be completed prior to successful completion of the program.
- Intentional damage to furniture or property may be grounds for administrative discharge.
- It is your responsibility to assist in keeping the bathrooms clean.
- No children are allowed in group treatment.

Grievance Policy

It is the policy of Iberville Parish Substance Abuse Center (IPSAC) 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.

Grievance Procedure

You have the right to file a grievance without fear of negative consequences in the form of denial or termination of services, loss of privileges, or loss of services as a result of filing a grievance.

If you wish to file a grievance, you may ask any staff member for a grievance form. If you need assistance filling out the grievance form, you have the right to choose assistance from any staff member or peer or other representative.

Once completed:

- You will give the grievance to the supervisor/director of the program in which the grievance arises.
- A copy of the grievance shall be forwarded to the IPSAC Compliance Officer.
- The supervisor/director of the program will meet with you and/or your representatives, following filing of the complaint, to brainstorm resolution of related issues that may get in the way of full participation in services. Actions may include, but not limited to, a change in direct care providers or an adjustment in programming schedules and/or program environments.
- IPSAC will issue a formal written response to you, and/or your designated representatives, within five (5) working days.

The steps to appeal a written response to a grievance:

- If you are unsatisfied with the findings of the written response to a grievance, you may appeal the decision to the Director within five (5) working days.
- The Director will issue a formal written response to the grievant and/or designated representatives, within five (5) working days of the complaint.

Informed Consent

In order to get the most from your treatment at Iberville Parish Substance Abuse Center (IPSAC), we need to inform you regarding your treatment and other business-related practices of IPSAC. Please read this form carefully and write down any questions you might have so that you can discuss them with your clinician.

Clinic-Related Business

As part of the admission process, you have already submitted to a urine drug screen. Additional urine drug testing or alcohol breathalyzer testing may be requested at any time during your treatment. IPSAC has the right to search any of your possessions as well as your person at any time. Refusal to submit to drug testing, breathalyzer testing, or a search is grounds for discharge from the program. Testing positive for drugs is also grounds for dismissal from IPSAC.

IPSAC will provide, at your request, a letter or certificate of completion for any program completed. If, for any reason, you terminate treatment prior to completion of any IPSAC program, a letter verifying the dates you were here may be provided upon request.

You have basic constitutional, civil and legal rights and may use the Mental Health Advocate to act on your behalf. Information related to services offered by the advocacy agency, including the telephone number of the agency, is posted on the bulletin board. In addition, a copy of your rights is also posted on the bulletin board. If these documents should be missing, you have the right to notify IPSAC staff to post a new document.

Behavioral Health Services

There are many different ways of treating people with behavioral health problems. Therapy (counseling) is one form of treatment.

Therapy can have risks and benefits. Since therapy often involves discussing uncomfortable issues in your life, you may experience upsetting feelings. On the other hand, therapy often leads to better relationships, solutions to specific problems, and reductions in feelings of distress.

You may be required to be evaluated by a medical doctor/psychiatrist or designee approved by the State of Louisiana for a physical examination and who will gather important information regarding your medical or psychiatric history. Refusal to obtain these services could result in discharge.

Sessions with Clinicians

A clinician will complete an assessment and initial treatment plan. Your plan may be updated during your treatment, at your discretion and that of your clinician. Your clinician will provide you with individual sessions as clinically indicated.

Client Records

The law requires that IPSAC keep treatment records for a minimum of seven (7) years. You are entitled to a copy of your records after discharge unless your clinician believes that seeing them would interfere with your recovery. Your clinician may review your records with you in case you have any questions or concerns. IPSAC charges a fee for a personal copy of your records.

Confidentiality

In general, the law protects the privacy of all communications between a client and a clinician. Your clinician can only release information about your treatment to others with your written permission. But there are a few exceptions.

- If your clinician thinks that you are a danger to yourself or gravely disabled, your clinician will initiate actions to ensure your safety. This may include calling a family member or arranging hospitalization.
- If your clinician thinks that you are a danger to others, your clinician will take action to warn the potential victim and inform the police of your intent to harm someone else.
- If your clinician receives a court order or subpoena signed by a judge for your records, IPSAC can be required to disclose a copy of your medical record to the appropriate court. This may include your clinician testifying in court about your treatment.
- The law requires your clinician to contact Child Protective Services if there is any suspicion or evidence of child abuse or neglect (this also includes past abuse/neglect). Your clinician will make every effort to talk with you before taking any action, unless contacting you might cause the child harm.
- The law requires your clinician to contact Adult Protective Services if there is any suspicion or evidence of elderly abuse or neglect (this also includes past abuse/neglect). Your clinician will make every effort to talk with you before taking any action, unless contacting you might cause the elderly harm.
- If any law officers (e.g. state police, local police, sheriff's deputies, probation and parole officers, federal authorities, etc.) present IPSAC officials with a valid arrest warrant for a IPSAC client, IPSAC administration is mandated to allow such law officers access to IPSAC in order to carry out their arrest.

In order to provide continuity of care and services, your clinician may exchange information with other Department of Health and Hospital agencies or business associates without your written consent.

You have the right to know the names and qualifications of any clinicians involved in your treatment. In addition, a variety of people who are not employees of IPSAC may enter IPSAC premises from time to time. The police may be called into IPSAC if there is sufficient threat of, or actual, violence at IPSAC, or if there has been criminal activity of any sort. Visitors to IPSAC, who are not employees of IPSAC will be briefed on the need for confidentiality and will be asked to sign a statement agreeing to hold confidential all information regarding client names or any other such information gained while on their visit to IPSAC.

IPSAC also employs administrative staff and needs to share protected health information with them for both clinical and administrative purposes, such as scheduling, billing, and quality assurance. All staff members are trained to protect your privacy and have agreed not to release any information without the permission of a professional staff member.

Resources

Baton Rouge Behavioral Hospital
4040 North Blvd
Baton Rouge, LA 70806
Phone: (225) 300-8470
Fax: (855) 235-4942

O'Brien House
446 N. 12th Street
Baton Rouge, LA 70802
Phone: (225) 344-6345
Fax: (225) 344-0119

Capital Area Recovery Program
(For Men Only)
2455 Wooddale Blvd,
Baton Rouge, LA 70805
Phone: (225) 922-3169
Fax: (225) 922-3225

Capital Area Human Services District
4615 Government Street
Baton Rouge, LA 70806
Phone: (225) 925-1906
Fax: (225) 925-1987

Baton Rouge Crisis
Intervention Center
1-800-273-TALK (8255)

Our Lady of the Lake Mental and
Behavioral Health
Intensive Outpatient Program for
Chemical Dependency
COPE Department
8080 Margaret Ann Drive
Baton Rouge, LA 70809
Phone: (225) 765-8900 or
(800) 864-9003

Sweet Dreams Shelter - Society of
St. Vincent de Paul (Women)
1623 Convention Street
Baton Rouge, LA 70802
Phone: (225) 383-7343
Fax: (225) 383-6623

Bishop Ott Homeless Shelter (Men)
1623 Convention St. or 2550 Plank
Rd.
Baton Rouge, LA 70802
Phone: (225) 383-7343

St. Vincent DePaul Pharmacy
1623 Convention St.
Baton Rouge, LA 70802
Phone: (225) 383-7450

Open Health Care Clinic
3801 North Blvd
Baton Rouge, LA 70806
Phone: (225) 655-OHCC (6422)
Fax: (225) 341-5903

Salvation Army
7361 Airline Highway
Baton Rouge, LA 70805
Phone: (225) 355-4483

Our Lady of the Lake TAU Center
8080 Margaret Ann Ave
Baton Rouge, LA 70809
Phone: (225) 765-6005

Resources (Continued)

Plaquemine Police Department
Phone: (225) 687-9273

18th JDC – WBR Probation/Parole-Felony
1120 Northwest Drive
P.O. Box 1257
Port Allen, LA 70767
Phone: (225) 342-2770
Fax: (225) 342-6604

18th JDC Drug Court Program
Emily Patterson, Coordinator
24705 Plaza Drive, Suite C
Plaquemine, LA 70764
Phone: (225) 685-0142
Fax: (225)

18th JDC – WBR Probation
58050 Meriam Street
Plaquemine, LA 70764
Phone: (225) 687-5255 or (225) 372-2036
Fax: (225) 372-2391

Mental Health Advocacy

The Louisiana Mental Health Advocacy Service (MHAS) is an executive agency under the Office of the Governor of the State of Louisiana. MHAS operates under the tenet that no patient in a treatment facility shall be deprived of any rights, benefits, and privileges guaranteed by the law. MHAS attorneys represent and assist both children and adults in competency, commitment, and other mental health matters.

Contact Information Baton Rouge Office

Physical Address

627 North Fourth Street, Suite I-322
Baton Rouge, Louisiana 70802

Mailing Address

627 North Fourth Street, Suite I-322
Baton Rouge, Louisiana 70802

Primary Phone Number

(225) 342 – 6678

Fax Number

(225) 342 – 6658

Joseph Seyler, Director

(800) 428-5432

Email: Joseph.Seyler@la.gov

Kathy Lynn Cook, Attorney-Phone:

Deputy General Counsel

Email: Kathy.Cook@la.gov

Louisiana Department of Health

Health Standards Section

Mailing Address:

P.O. Box 629

Baton Rouge, LA 70821-0629

Physical Address:

628 N. 4th Street

Baton Rouge, LA 70802

Phone: (225) 342-9500

Fax: (225) 342-5568

Monday – Friday, 8:00 AM – 4:30 PM

Notes

MISSION

The Mission of Iberville Parish Substance Abuse Center is to increase the availability and accessibility of appropriate, effective, community-based treatment, assessment and referral services for individuals faced with chemical use problems as well as services for the entire community to improve the lifestyle of the citizens of Iberville Parish.

VISION

To assist and educate the community by expanding our capacity and services to accommodate the specialized needs of clients suffering from an addiction through enhancing services to client-centered and evidenced-based practices.