



PHOENIX
RESOURCE CENTER

CLIENT HANDBOOK

*An overview of client rights and
service provisions.*



Hope rises like a Phoenix

Welcome

Thank you for choosing Phoenix Resource Center, Inc. We hope this will be a positive experience for you and that we are a helpful resource for you and/or your family. Our Phoenix staff members are credentialed through the state and are supervised individually by a Certified Professional Counseling Supervisor (CPCS). Phoenix staff participate in annual trainings to ensure they receive continued education and supports to foster their knowledge of mental health interventions and community resources.

If ever you feel as though you need to speak directly to a supervisor regarding your quality of services, please reach out to us at 770-834-0021 or at Contact@phoenixresourcecenter.org. We welcome your feedback and input regarding your services, successes, and challenges.

Again, welcome and we appreciate your participation. We wish you the best in your support services journey.

Respectfully,

Co-Founders

Elizabeth Reaves, MEd, LPC, CPCS

Debbie Stewart, MEd, LPC, CPCS

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HEALTH AND SAFETY

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CHAPTER 1: Organization Overview

Section 1: Mission, Vision, Values Statement

VISION, MISSION, AND VALUES

OUR VISION

The Vision of Phoenix Resource Center, Inc. is to be an oasis of care, safety, prevention, and therapeutic services for the purpose of strengthening children and families.

OUR MISSION

The Mission of Phoenix Resource Center, Inc. is to serve and strengthen children and families by providing a continuum of competency-based, outcome-focused, preventative and therapeutic services.

OUR VALUES

Family	All children and families have inherent value and deserve respect, protection and opportunities for personal growth and development.
Diversity	We are committed to honoring and promoting diversity and cultural competency in all our programs of services.
Spirituality	All individuals have a right to their expressed spiritual and religious beliefs and will be treated with respect and unconditional love.
Therapeutic Services	When the need for therapeutic services becomes necessary, children and families have the right to receive appropriate, quality, individualized services provided along a continuum of care.
Role Modeling	All staff members serve as a positive role model for children, families, and communities
Collaboration	Phoenix staff, persons served, and community stakeholders work in partnership to ensure that adequate resources are provided to support the delivery of quality therapeutic services.
Individual Worth	We promote self-worth, individuality and respect to the uniqueness of each child and family's political affiliation, religion, religious beliefs, race, color, gender, disability, age, creed, veteran status, sexually orientation, HIV/AIDS status, and national origin.
Community	We believe caring communities are essential to enhancing quality of life. We advocate for all children and families through outreach in the community, promoting new initiatives and developing and delivering needed services.

Section 1.2: Person-Centered Philosophy

Our team of Licensed Professional Counselors, Masters Level Therapists, and Community Support Individuals believe in a collaborative approach to treatment. We ask you to define why you are here and what you hope to achieve through services. After intake, we will discuss personal goals and develop a treatment plan with you. Depending on your case type, this plan will be used to develop your Individualized Family Service Plan (IFSP) of which you will be given a copy. Throughout our work together we will evaluate your progress periodically and jointly make modifications to the plan.

You and your Phoenix worker will determine together the number and frequency of sessions to address your initial concerns. Our experience has demonstrated that meeting weekly at the beginning of services is the most effective approach. Some clients need only a few sessions to make the changes they desire while others may require ongoing services over several months or even years. Our Phoenix worker will work with you to understand how many hours of services you have been approved for based on your insurance coverage, and/or the referral source.

At Phoenix Resource Center we respect the ability of people to live their own lives, to lead their own development of goals and services, and to make their own safe choices. As such we believe in working with the client to identify and meet their needs. This means formulating with the client their goals for treatment and helping to facilitate change.

Phoenix Resource Center is committed to adhering to the following standards as it pertains to our person-centered philosophy:

1. All sections, parts, and/or departments within the organization are equally valued and represented within the leadership's management of the organization. An organization's quality and success are determined by the total sum of its parts.
2. Input from the organizations' stakeholders (personnel, persons served, referral sources and family of persons served) is valued by leadership and influences strategic and related planning processes.
3. Staff members are encouraged to empower clients to be the focus of change in their case plan. For example, Individualized Family Service Plans show goals written in the client's own words.
4. The Informed Consent provided to each referred family provides a welcome message which includes the statement, "Phoenix Resource Center is dedicated to the preservation of the



family unit. We are invested in keeping parents and children together to work out difficulties as long as everyone concerned can remain free from harm or neglect.”

5. Client rights, service approach, and case plans are communicated in a way the client can understand.

Section 1.3: CARF Standards

Phoenix Resource Center, Inc. is proud to promote the highest level of standards and care to our referred families. Phoenix RC is currently an accredited agency through the Commission on Accreditation of Rehabilitation Facilities (CARF). All CARF-accredited service providers have earned recognition for their compliance with the company’s leading-edge set of standards, especially as it relates to business and service delivery practices. Achieving accreditation requires a service provider to commit to quality improvement, focus on the unique needs of each person the provider serves, and monitor the results of services.



Section 1.4: Available Services

Phoenix Resource Center, Inc. provides a wide range of accessible services to families referred by the Department of Family and Children Services, the Department of Juvenile Justice, as well as community-based services. Those services include:

Department of Juvenile Justice Based Services

- In-Home Intensive Treatment
- In-Home Case Management
- Biopsychosocial Assessments
- Telemental Health

Department of Family and Children Contracted Services

- In-Home Therapy
- In-Home Parent Education
- Biopsychosocial Assessments
- Transportation
- Supervised Visitation
- Telemental Health

Community Based Services

- In-Home Therapy
- In-Home Parent Education
- Biopsychosocial Assessments
- Transportation
- Supervised Visitation
- Telemental Health

Section 1.5: Contact Information

Physical Address:	85 Tyus Carrollton Road Carrollton, GA 30117
Office Number:	770-834-0021
Fax Number:	678-648-5594
Website:	www.PhoenixResourceCenter.org
Supervisors Information:	Elizabeth Reaves, LPC, CPCS 404-394-0765 EReaves@phoenixresourcecenter.org Allison Pressley, LPC, CPCS 706-506-5500 APressley@phoenixresourcecenter.org Debbie Stewart, LPC, CPCS 678-378-4696 DStewart@phoenixresourcecenter.org
Emergency Contact:	In an emergency, call 911. If you need to reach the on-call therapist, please call the office at 770-834-0021 to hear the after-hours instructions.

CHAPTER 2: Staff Accessibility

Section 2.1: Administrative Office

Administrative office hours are 9:00 a.m. to 5:00 p.m. Monday through Friday. Please note that our therapists work beyond traditional hours, including evenings and weekends. After hours appointments are available. You may contact our office 770-834-0021 or at contact@phoenixresourcecenter.org

Phoenix Resource Center's office also conducts drug screening services at our office Monday through Friday 10:00am to 2:00pm without appointment. If you are unavailable during this time, please call our office to schedule an appointment and we will do our best to accommodate your request.

Section 2.2: Contacting Your Staff Member

Phoenix RC has staff available weekdays, evenings, and Saturdays. Each staff member sets his or her own schedule. Counselors regularly check emails and make every effort to return phone calls within 24 hours with the exception of weekends, holidays and vacations.

If your assigned staff member will be unavailable for an extended period, you will be given the name and phone number of the staff member to contact as needed.

If ever you have an urgent need to speak to someone, please refer to the After-Hours Emergency contact information included in this handbook.

Section 2.3: Interpretation

Phoenix Resource Center is committed to ensuring that limited English proficiency (LEP) and sensory impaired (SI) clients have a meaningful access to all referred programs and activities. If we are unable to have an on-site staff member that can interpret for you, you can contact the following:

Georgia Department of Human Services
Limited English Proficiency and Sensory Impaired (LEP/SI) Program
2 Peachtree Street N.W., Suite 29-103
Atlanta, Georgia 30303
Phone: 844-694-2347
Fax: 404-651-6815
Email: Lepsi@dhs.ga.gov

CHAPTER 3: Rights of Persons Served

Section 3.1: Client Rights

The State of Georgia Department of Human Resources and the Commission on Accreditation of Rehabilitation Facilities (CARF), require that all clients receiving direct treatment be advised of their rights prior to the beginning or at the initiation of service delivery. This applies to all clients whether they are being treated on a voluntary or involuntary basis. The following is a summary of these rights:

At Phoenix Resource Center, Inc. you have the right to:

- Right to reasonable access to treatment, care and service regardless of race, religion, gender, sexual orientation, ethnicity, age, or disability.
- Right to humane treatment or habilitation environment that affords reasonable protection from physical and verbal abuse, financial or other exploitation, harm, retaliation, humiliation, neglect and coercion.
- Right to an environment that preserves dignity and contributes to a positive self-image.
- Right of the individual to be informed of his/her rights in a language that he/she can understand.
- Right to participate in the consideration of ethical issues that arise in the provision of treatment, care and services, including resolving conflict.
- Right to be free from the use of physical restraints and seclusion.
- Right to have access to information and be informed about plan of treatment and to participate in decision making and treatment planning, as able.
- Right to request an in-house review of his/her care or treatment plan.
- Right to be promptly and fully informed of any changes in the plan of treatment.
- Right to access legal, protective, self-help and advocacy services.
- Right to informed consent; to accept or refuse treatment and to be fully informed about Phoenix Resource Center, Inc.'s responsibility, in accordance with professional standards, to terminate the relationship with the individual upon reasonable notice or to seek appropriate legal alternatives.
- Right to informed consent regarding release of information, receipt of and participation in concurrent services, composition of the treatment team.
- Right to respect and protection during research and adherence to research guidelines and ethics, when applicable.
- Right of designated surrogate decision maker, if the individual served is not legally responsible, to accept or refuse treatment on the client's behalf.
- Right to be fully informed of the charges of treatment.
- Right to confidentiality of client records and personal data, including photos and images.
- Right to have and retain personal property that does not jeopardize the safety of the client or other clients or staff and have such property treated with respect.
- Right to privacy and access to a safe and secure place to speak to your referred staff member.
- Right to an investigation and resolution of alleged infringement of client's rights.

- Right to be informed of the program's compliance policy and procedures and the right to submit complaints without fear of discrimination or retaliation and to have them investigated by the program within 30 days with a written response to the complaint.
- Right to receive a written notice of the address and telephone number of that state licensing authority that further explains the responsibilities of licensing the program and investigating client complaints which appear to violate licensing rules.

Section 3.2: Rights of Youth

Parents have a right to any and all confidential information regarding your dependent with the exception of raw test data. You have the right and responsibility to question and understand the nature of your dependent's Individualized Family Service Plan, and the progress being made toward goals. If your dependent is able to understand the issue of confidentiality, we will discuss with him/her the type of information that will be shared with you. If you have objections to this manner in which information is shared with you regarding your dependent, we will need to resolve those differences before therapy begins. The treatment plan for any children will be included in the Assessment of which you will receive a copy. However, confidentiality with regard to a client who is a minor is a special topic. As a result, it is Phoenix's practice to consult with a parent or legal guardian before therapy begins in order to be certain that an understanding is reached on this delicate issue. On one hand, parents must understand that a child's therapy is a special time when a trusting relationship develops. In order to respect your child's privacy, the therapist will not usually share specifics of the sessions. However, your staff may share with you areas of strength, concern and/or provide general feedback and recommendations which are relevant and important for you to know. Should your child share information that reflects danger to him/herself or others, you will be informed immediately. Your support and involvement in the therapeutic process is very important. You, as a parent or guardian, may be asked to watch videos on Play Therapy, Filial Therapy or parenting in order to increase your understanding and your awareness of therapeutic or parenting interventions.

Within services, our minors are allowed the following basic rights:

1. To be free of unlawful discrimination and harassment because of race, religion, color, sex, age, national origin, or disability, pregnancy, childbirth, or related medical conditions
2. To be free of bullying
3. To have contact with attorneys or other legal representatives as it pertains to your case
4. To file a grievance
5. To be treated respectfully, impartially, and fairly and to be addressed by name in a dignified, conversational form
6. To be free from mental or verbal abuse, intimidation, threats, humiliation, or property damage
7. To be free from sexual abuse
8. To have equal access to services

9. If referred by the Department of Juvenile Justice, you have the right to contact the Office of Ombudsman regarding service questions or concerns:
Email: DJJOMBudsman@djj.state.ga.us
Mail: Department of Juvenile Justice
Office of Ombudsman
3408 Covington Highway
Decatur, GA 30032
Phone: 1-855-396-2978

Section 3.3: Confidentiality (General Principles)

We are ethically and legally bound to maintain the confidentiality of our counseling relationships and the content of our counseling sessions. We will not release any information to another person without your specific written authorization. If your services were referred by DFCS or DJJ, however, we may be asked to share with them the progress of your case. Phoenix Resource Center staff members follow HIPAA guidelines in protecting your private health information. All staff are required to participate in an annual training on HIPAA and Confidentiality guidelines.

Section 3.4: Respect of Privacy

Clients are always given the option for session location so that their privacy is not disturbed. Sessions should be free from outside interference from nonparticipating parties. Clients may choose to participate in therapy in a variety of locations, including in a public, yet private location, at the Phoenix office, or in their homes.

Section 3.5: Freedom from Abuse

As a client participating in Phoenix services, it is our commitment that you have the right to be protected against harm and/or abuse. Phoenix Resource Center ensures that all persons served have the right to participate in services free from harm. It is also your Phoenix Staff's responsibility to ensure that your living situation is safe and protected. Phoenix Staff are committed to protecting referred clients from physical, sexual, psychological, and fiduciary abuse; harassment and physical punishment; and humiliating, threatening, or exploiting actions.

Section 3.6: Mandated Reporting

MANDATED REPORTING & BREAKING CONFIDENTIALITY

All Phoenix RC staff are Mandated Reporters. Anything you say or do in the context of services is confidentially privileged with the following exceptions:

1. If we are concerned that you might be at risk of harm to yourself physically, we are bound by law to take appropriate action. This may mean contacting family members or other professionals or taking steps for you to be hospitalized in order to protect you from harm.
2. If you threaten or suggest that you pose a threat of a physical nature to another person, we are bound by Law to contact that person to warn of possible danger.
3. If we believe a child or elderly or disabled person is being physically or sexually abused, we are required by Law to contact the appropriate State agency even though this information is disclosed in the context of the confidential counseling relationship.
4. If you use confidentiality as a means of avoiding legal punishment privilege is waived. Counselors may not aid or abet the perpetration of crimes.

Section 3.7: Grievance Policy

It is the Phoenix's belief that most complaints can be resolved without the necessity of pursuing the formal grievance procedure. Clients who feel that their rights have been violated, or who wish to appeal a decision made by Phoenix staff, may register their complaints orally or in writing with the Executive Director. Should the manager and client be unsuccessful at resolving the issue, the client is encouraged to call or see the Clinical Director, depending on the nature of the complaint. Should the complaint not be resolved at this level, the client is informed of his/her right to file a grievance and the procedure for doing so. A member of the Phoenix's support staff will assist a client in completing the grievance form if he or she is unable to write. The client is assured of the Phoenix's "no retaliation" policy, meaning that the staff members are not allowed to retaliate against a client in any way for filing a grievance.

- Client complaints and dissatisfactions are discussed orally at the initiative of the client or therapist/s. Attempts are made to resolve the complaint at the informal level by the local manager, or by the Clinical Director, depending on the nature of the complaint.

- If the complaint cannot be resolved through this process, the client is informed of his/her right to file a grievance. The grievance should be filed in writing; a form is available at each service location and online. The written grievance is turned in to the agency Executive Director.
- The Executive Director will speak with the client within three weeks to discuss and possibly resolve the grievance. If the grievance is resolved, the Executive Director summarizes the grievance and its resolution in writing. The client and Executive Director will sign this summary. The original is sent to the Clinical Director, with copies to the client, Quality Improvement Officer and other staff members involved in the client's services. A copy is also included in the client's record.
- If the client and grievance officer cannot resolve the grievance, the Executive Director will accompany the client to a hearing with the local manager or director, within two weeks, and to the Clinical Director within two weeks after that if the matter is still not resolved. If the matter is still not resolved, the Executive Director, Clinical Director and client will meet with the Quality Improvement Officer within two weeks. In each case, the responsible staff summarizes the results as documented above.
- In the event that the Executive Director cannot resolve the grievance to the satisfaction of the client, the client has the option to ask that the Board of Directors review the grievance for resolution.
- Under no **circumstances** will filing a grievance result in retaliation or barriers to services. Grievance forms are available through our office or through our website. You can request a copy by calling 770-834-0021 or through the website at www.PhoenixResourceCenter.org

Grievance Panel Contact Information:

Executive Director:
Elizabeth Reaves, LPC
Phone: 404-394-0765
Email: EReaves@phoenixrc.org

Clinical Director:
Debbie Stewart, LPC, CPCS
Phone: 678-378-4696
Email: DStewart@phoenixrc.org

Quality Assurance Officer:
Alicia Mathis, BS
Phone: 770-834-0021
Email: AMathis@phoenixrc.org

CHAPTER 4: Service Structure

Section 4.1: Initial Appointment and Intake

Our initial appointment is scheduled to discuss concerns and problems from your point of view. Historical or other background information may be obtained during this time or during following sessions. In times of crisis, the initial appointment may be used to resolve or relieve the immediate crisis. Initial and subsequent appointment times may include requests that you provide us with information concerning your thoughts and feelings on an assessment measure or measures which might be scored using statistical norms. This information will help in the development of your Individualized Family Service Plan (IFSP). The decision to assess using psychological instruments will be discussed with you in advance, and you will be referred to a psychologist for testing if necessary. You may also be requested to see a medical doctor called a psychiatrist for an evaluation to determine if medication is needed to ease your symptoms temporarily so we may proceed with psychotherapy. If this course is recommended, it will be discussed in detail. We will conduct an Assessment. This initial assessment evaluates your family's strengths, resources, challenges, and issues. The Assessment also makes recommendations to improve your overall level of functioning. This Assessment will be given to you and the referring agency with the IFSP that you and Phoenix RC develop together.

Section 4.2: Relationship with Staff

We hope to develop a relationship with you that will involve mutual respect and trust. These relationships will be professional rather than personal. Counseling sessions will focus exclusively on your concerns. Although much will be learned about us as we work together, we will be experienced in our professional roles. Our services will be rendered in a professional manner consistent with accepted ethical standards. Therefore, we are not able to socialize with you outside the office, develop a personal friendship, or accept gifts.

If a concern arises prior to your next scheduled session you are free to call your counselor for an additional appointment.

Section 4.3: Counselor Credentials

Our personnel have extensive expertise in related fields. If you would like to know more about the additional professional experience of your staff member, you may request a copy of their credentials. You may also consult our website for more information.

If your counselor is under the clinical supervision of an independently Licensed Professional Counselor, you will be informed of the supervisor's name and may request to speak with the supervisor regarding your treatment.

Section 4.4: Professional Conduct

Phoenix Resource Center, Inc. is committed to providing services to you in a professional, competent, and ethical manner. The following are guidelines regarding professional behavior that we must adhere to:

1. Staff will establish and maintain appropriate boundaries with clients.
2. Staff will avoid dual relationships.
3. Staff will motivate clients to participate in services and encourage clients to participate in the development of their person-centered plan.
4. Staff should refrain from any activities that may violate client trust.
5. Staff must not share personal information, such as religious beliefs or political affiliations, which may negatively impact the therapeutic relationship.
6. Staff will respect an individual's beliefs and differences by not attempting to change or influence personal views.
7. Staff will not "friend" or connect with clients through social media.
8. Staff do not presently manage medications for persons referred.
9. Maintain confidentiality in all interactions and documentation and only release information as allowed by legal standards.
10. Ensure clients know the benefits, risks, side effects and other pertinent information in order to make an informed decision regarding treatment.
11. Provide services to individuals according to one's qualifications, training, competence, and position.
12. Staff will recognize potential situations of violence and protect the individual from harming himself/herself or society by notifying the proper authorities.
13. Staff will not engage in romantic or sexual relationships with clients, their family members, or guardians.

Section 4.5: Client Responsibilities

It is reasonable to expect and encourage you to assume certain responsibilities since the greater your involvement the more likelihood of achieving the best outcomes in your ongoing work. You are encouraged to:

1. Discuss with your Phoenix staff about your current symptoms and mental-health history
2. Be actively involved in specific decisions related to your treatment
3. Tell us about any significant changes in your life. This includes new addresses and phone numbers.
4. Cooperate with your assigned staff in developing and carrying out agreed upon person-centered plans.
5. Recognize the limitations of the therapeutic relationship and understand that this work may be ongoing.

6. Show respect for your assigned staff member and other persons served
7. Keep appointments or call as soon as you know you must cancel
8. Meet your financial obligations, along with helping us decide if you are eligible for our grant funds
9. Follow the law.
10. Respond to client satisfaction surveys honestly to help us improve services for you and future clients.
11. Use the agency grievance procedure to address any concerns that may arise.
12. Take responsibility for maximizing healthy habits, such as self-care and minimizing harmful influences in your life.

Section 4.6: Assessment Tools

To ensure quality service, a thorough assessment of your concerns is necessary. Your initial appointment, scheduled for 90-120 minutes, allows time for you to read and complete the forms regarding our counseling and business practices and to provide the background data needed by your counselor. We hope you will note any questions or concerns and discuss these with your counselor during this initial session. Depending on your case type and referral source, a formal written assessment may be completed.

In additions to the background information which you will provide, the Phoenix staff member will determine whether other interventions including a family genogram, psychological or personality testing, and other inventories or questionnaires are needed. Testing can assist in uncovering strengths and needs and aid in treatment planning. The rationale for gathering such data will be explained to you. While this process may take from two to four sessions, successful treatment can hinge on a thorough assessment.

Section 4.7: Counseling Experience

While counseling has been shown to have many benefits, uncomfortable feelings (e.g. sadness, guilt, anxiety, anger, frustration, loneliness and helplessness) may surface during the course of treatment. Your Phoenix staff member is trained to help you work through this discomfort, assist you in improving your relationships, and assist in resolving your problems. While it is not possible to guarantee specific results regarding your goals, we will work with you to achieve the best possible outcome.

During the assessment phase, the staff member you have been assigned may determine that he or she is not the best fit for your particular need. If so, you will be offered the option to meet with another staff member in the practice with the appropriate training and skills or referred to a professional with relevant expertise outside the practice. Additional services also may be recommended for your spouse or other family members. You and the staff member will explore jointly the various combinations of services our team of professionals can provide.

Licensed staff credentials are found directly on the Georgia Secretary of State's Licensure website. Phoenix Administrators can assist you with obtain these licenses by request.

Phoenix staff provide evidenced based services. Some of those curriculums include Magic 1-2-3, Strengthening Families, and Trauma Focused Cognitive Behavioral Therapy.

Section 4.8: Marriage and Family Therapy

In marital and family therapy your counselor may sometimes meet with one of you for an individual session. In this circumstance the normal rules of confidentiality apply. If issues come up in the individual sessions, which importantly concern the marriage or family, the counselor will not communicate these issues to the spouse or other family members. However, the counselor will assist the individual to share their concerns directly with other members of the family.

During the course of marriage or family counseling, individual issues may arise that one of the members decides they would like to explore in depth. In such a case your counselor will help you determine whether individual sessions with another counselor in the practice would be beneficial.

Section 4.9: Group Counseling

Group counseling may complement individual counseling. After you have been in individual therapy your counselor may recommend group therapy as a next step. The members of a group provide support and challenges for one another. Counseling groups are different from community support groups as they have therapeutic goals. The group may be general or focused on a topic, such as eating disorders, anxieties, addictions, spiritual issues, etc. Professional counselors lead our groups. Sometimes two counselors act as co-therapists. Groups may be composed solely of women or of men or may be mixed. As the need arises, we also offer specialized groups for adolescents, couples, or families.

Group members also agree to maintain confidentiality about what is shared in the group and to abide by the ground rules that the group sets at the beginning of its time together.

If the group decides to continue after the initial contracted sessions it may choose to be open, accepting new members, or closed, not accepting new members, throughout the life of the group. Please discuss your interest in a group with your counselor.

Members of counseling groups contract to attend a determined number of sessions on a weekly basis. They are responsible to pay for the block sessions whether or not they are present. Regular

attendance and participation by all the group members is necessary for the group process to be effective.

Section 4.10: Scheduling Policies

When your Phoenix staff member schedules a session with you, that time is reserved in their schedule to meet with you. You are therefore asked to give at least 24 hours' notice for cancelled appointments.

Regular attendance at sessions enhances treatment outcomes. If your times of availability change, please inform your Phoenix staff member so a mutually convenient time can be arranged.

DFCS referred client are allowed 6 missed appointments total for the fiscal year. If a client is noncompliant or has exhausted their missed appointments, services will be terminated.

Section 4.11: Release of Records

You may request the release of your records to another professional by signing our appropriate Release of Information form. We will agree to release only that information we believe the professional is qualified to interpret. When faxing information to another office, we use a cover sheet specifically identifying the name of the professional to whom the record is to be sent, asking that the material released be returned to us if it has reached the wrong place. Once the records leave our offices, we cannot guarantee their confidentiality.

If you request, we will also ask you to sign a Release of Information for us to talk with other professionals, including counselors, physicians, lawyers, clergy, referral sources, and family members.

For clients referred by the Department of Juvenile Justice records are kept until the December following the youth's 23rd birthday.

For clients referred by the Department of Family and Children Services (DFCS), records are only released if the client's attorney subpoena's those records. DFCS is the owner of records they have referred, therefore a client may obtain their records directly from the their referring caseworker or by subpoena.

Section 4.12: Termination of Services

While you have the right to end your services at any time, we believe it is in your best interest for you and your counselor to decide together how your services will end and plan the timing to

avoid an abrupt ending. An effective approach is to schedule sessions further apart to evaluate how well you maintain the gains achieved. Some clients like to schedule a three-month “check-up” session at termination. If counseling is successful, you will be better able to face life’s challenges.

Please note that if you were referred for services by DFCS or DJJ, choosing to terminate services early may influence your case plan. Phoenix advises that you speak with you assigned case manager, before making this decision.

Phoenix strives to keep clients and Phoenix staff safe from harm. As such, if our staff members feel as though they are in any danger during services, we reserve the right to terminate services. If you make threats of violence or verbal, physical, or sexual abuse towards a staff member, services will be terminated. In the event that services are terminated, Phoenix staff will supply you with a referral list where counseling or parenting services may continue with a different agency. Phoenix does not utilize seclusion or restraint on persons served.

Phoenix staff ask that you commit to the services provided to you. If you are assigned a case in which you have 10 or fewer approved hours of service, you are allowed 1 missed appointment before services are terminated. If you are assigned to a case in which you have more than 10 hours, you are allowed 3 missed appointments before services are terminated. If you reach your limit of approved missed visits, and were referred by DFCS or DJJ, we will notify your caseworker so that they can determine if services should continue.

Please note that Phoenix does not allow any weapons, drugs, and/or alcohol on the premises. Smoking is allowed, however, only in the designated smoking area on the Phoenix property.

Section 4.13: Transition and Discharge Planning

Once a therapeutic relationship is established, immediate planning for discharge begins. Phoenix staff include the referred person, and when appropriate, the support systems in planning for termination. Transition or discharge occurs when the client:

- a. Achieves their service goals or is otherwise ready to discontinue services;
- b. Needs a different level of service or intensity of care;
- c. Needs a different type of services;
- d. No longer wants the organization’s service;
- e. No longer meets eligibility criteria;
- f. Refuses to meet program standards or requirements;
- g. Has needs that exceed the agency’s resources; or
- h. Is court-involved and the court approves closure for mandated clients.

When a transition or discharge plan is developed, a written Transition/Discharge summary is completed and a copy given to the referred person, and when applicable, the referral source.

Section 4.14: Client Feedback

Phoenix RC solicits feedback from clients through anonymous online surveys sent through Ecasenotes. Clients will receive an email directly from Ecasenotes at case closure to obtain feedback regarding your experience. We encourage you to be honest regarding your experience so we may continue to improve services. If you are unable to complete the survey online, please reach out to our office at 770-834-0021 so we may complete one over the phone.

CHAPTER 5: Supervised Visitation

Section 5.1: Introduction

Supervised Visitations are an opportunity for biological family to maintain family bonds and connections with their children or relatives not in their care. Phoenix Resource Center is committed to children and families having a safe, comfortable, and relaxing environment for families to spend time together.

Visitations are often referred by the Department of Family and Children Services or may be referred by a relative seeking visitation following a court order.

During a supervised visitation, the parent will not be left alone with the child. A Community Support Individual or therapist will be present at all times and the visit will take place at our office or approved location. Phoenix RC staff are there to ensure the safety and well-being of your child before, during, and after the visit. They will explain the policies and procedures to parents as well as observe and document both physical and verbal interactions during the visitation.

Supervised Visitations are by appointment only.

Section 5.2: Visitation Guidelines

Scheduling and Appointment Time

- Clients should confirm their visitation appointment by 5pm the day before their visitation.
- It is important to your child, and to the next family on the schedule, for parents to arrive on time.
- The visit will not occur if the parents are more than 15 minutes late. Arriving more than 15 minutes late is considered as a failure to attend, and the visit will be cancelled. This cancellation type would be considered a missed appointment.

Before the Visit

- A visit may be terminated if anyone present is witnessed to be under the influence of alcohol or illegal substances. (Note: Phoenix RC does not provide drug screens for visitation, unless instructed by a court order or DFCS).
- Weapons, or anything that can be used as a weapon, are not allowed at visits.
- Prior approval from your referring worker is required when bringing anyone with you to the visit. For private referrals where DFCS is not involved, staff will review the court order for guidelines on other parties attending the visitation.

During Visitation

- All parties must be within the Phoenix staff member's hearing and sight distance at all times.

- The court case cannot be discussed in the child's presence.
- Negative talk about anyone, including the child, child's siblings, other parent, judge, caregiver, or Phoenix staff member is not allowed.
- This is your time be with your child. This is not the time to discuss your case plan with your worker. If you would like to talk to your worker about your case plan, do so prior to, or after your scheduled visit.
- Use polite language. Avoid aggressive language or name calling.
- Do not use the child or Phoenix staff member to communicate to other parent.
- In supervised visitation, all verbal communication must be understood by the Phoenix staff member; whispering, passing notes, or using hand signals is not allowed.
- If your child seems uncomfortable with physical contact such as tickling, hugging, kissing, or holding, please stop immediately. You may discuss your child's reaction with your worker.
- It is important for you to manage your child's behavior during the visit. Positive forms of discipline are to be used if discipline is needed. Redirecting your child or brief time outs are recommended. If you are interested in parenting services, please see your Phoenix staff member to review available services.
- For visitations referred by DFCS observation of your interaction/participation will be shared with your referring worker.
- Dress appropriately. Wear clothing that does not reveal undergarments or show areas that should be covered.
- Visits should be a pleasant experience and allow for fostering of a positive relationship between the child/loved one and visitor. Visits should be free from anger and unkind remarks.
- Children should not be used to gather information about other relatives or parents visiting nor their foster parents or living situation.
- Visitors should not discuss possible outcomes of their case with DFCS or the Court System. Visitors should not make promises regarding when the child(ren) will return home.
- Visitors and child(ren) are not allowed to whisper, exchange notes privately, or be alone together.
- Aggressive behavior including, but not limited to, spanking, yelling, pinching, or playing too rough is not permitted.
- All visitors must be approved by DFCS or Court Officials before being able to attend the visitation.

Section 5.3: Visitation Termination of Services

Phoenix RC will make every reasonable effort to maintain safe and reliable supervised visitation for you and your family. If visitation guidelines cannot be met, services may be terminated if:

- In private cases, guardians and biological family members cannot agree on visitation guidelines are rules. Phoenix staff supervise visitations and are not attorneys or mediators for your particular case.

- If a client has excessive missed appointments and is noncompliant with services.
- If for any reason the visiting parties create a toxic or unsafe situation for visitation to take place.

Please note this is not an exhaustive list. Phoenix RC reserves the right to terminate visitations at any time if codes of conduct have been violated by any parties. Phoenix RC Supervisors will staff a case individually for consideration for termination of services.

CHAPTER 6: Financial Policies

Section 6.1: Fee Schedule

Your fees associated with services will be discussed with you prior to services beginning. In most cases, services will be billed directly to your insurance agency, or be covered by your referring source. Phoenix strives to meet service standards while also minimizing cost associated with treatment.

Section 6.2: Third Party Payment

If your insurance plan requires pre-certification for mental health services, you must obtain an initial referral from your insurance company, prior to the first appointment, to avoid additional fees. Our administrative office will assist in verifying insurance coverage and submitting claims on your behalf. We cannot guarantee that the information given by your insurance provider is accurate. You are responsible for paying any claims that are rejected due to your failure to provide correct information to us in a timely manner.

Section 6.3: Grant and Sliding Fee Funding

As part of our efforts to provide services at little or no cost to our referred families, Phoenix Resource Center, Inc. applies for grant funding each year. If grant funding has been awarded, referred clients may be eligible to receive services without being charged. These grant requirements change depending on the type of grant and year. Phoenix RC also has therapists who may be available to take clients on a “sliding fee” based on your financial situation. If you have questions regarding if you are eligible for grant or sliding-fee funding, please contact our office at 770-834-0021.