

Client Handbook

Office Hours

Monday – Thursday 9:00am-6:00pm

Friday 9:00am-2:00pm

Hours of Operation

Monday – Thursday 9:00am-9:00pm

Individual and Family Counseling by appointment

Welcome

Thank you for choosing Trivium Life Services as your treatment provider while you prepare yourself for a life in recovery. We are proud of our program and believe it is capable of meeting your needs.

Trivium is not a Traditional Twelve Step program. However, we do utilize many of the time proven techniques of that program, which includes step preparation and support group attendance. Our focus follows the belief that addiction is a disease and features a variety of evidence-based practice models.

Currently, Trivium provides Outpatient and Intensive Outpatient services for adults and adolescents. We offer individual, group and family counseling. We offer issue specific, gender specific, education and co-occurring groups. Each of our sessions are complete with the necessary materials, opportunities for questions, discussions, and processing time to help you achieve sobriety.

Each program provided within Trivium is conducted by a therapist who is licensed to the highest level of independent practice provided in the State of Idaho. Also, each therapist is credentialed in accordance with Idaho regulations, (IDAPA 16.07.20.218) governing the professional requirements associated with a Qualified Substance Use Disorder Professional (QSUDP).

The goal of treatment is to decrease current symptoms and increase overall functionality. While psychotherapy may provide significant benefits, it may also pose risks. Psychotherapy may elicit uncomfortable thoughts and feelings or may lead to the recall of troubling memories. Please report increased symptoms to your primary therapist.



We know you will find your treatment experience challenging, perhaps painful at times, but the end result will be very rewarding for you and those closest to you. We wish you the best as you commence upon your journey towards Trivium.

Protected Health Information (PHI)

Trivium has a Notice of Privacy Practice that discloses how we may use PHI about you and is compliant with the requirements of the Health Insurance Portability and Accountability Act of 1996 HIPAA". If you would like to read our Privacy Practice Notice in its entirety, a copy can be obtained from the receptionist.

Please note that Trivium reserves the right to change the terms described in the Privacy Practice Notice. Should changes occur, Trivium will notify you regarding these changes at your next visit to our office. You have the right to request restrictions and/or limitations on how your PHI may be used or disclosed for treatment, payment, or health care operations. However, Trivium is not required to agree to your restrictions, but if agreed to then, Trivium is bound by the notice to restrict and/or limit your PHI.

Program Overview

In order to participate in the program at Trivium, you must have an assessment. The assessment is to gather information about your issues and a history of those issues. Also, to find out about your current support systems (one proven method for success in this process is to have a good support system, through family, social relationships, and the community).

From the assessment, recommendations are made aimed at giving you the greatest chance of success. Some recommendations may include group, individual and/or family therapy. Trivium is a family centered program and highly encourages that your family participate in treatment, in some form, while you are here.

Trivium utilizes evidenced based practices (EBP) to help you in your recovery. EBP is the integration of clinical expertise, client values, and the best research evidence into the decision-making process for client care.

Trivium offers Intensive Outpatient and Outpatient services.

Intensive Outpatient (IOP) is a minimum of nine hours a week of treatment, with a weekly or bi-weekly individual session. IOP is typically a three to six-month program. However, depending on your needs, any relapses or other issues, you may require a longer period of time. From IOP, you should plan on transitioning into the lower level of care.

Outpatient (OP) is eight hours or less a week of treatment, with a monthly individual session. OP is also typically a three to six-month program. Once again, depending on your needs, any relapses or other issues, you may require a longer period of time.

For your first individual session, you will meet with a counselor and collaboratively create a Service Plan (SP). The SP will outline your goals while in treatment. These goals will be in line with evidence based practices used and are one of the factors that determine your successful completion of the program. You will meet with your counselor periodically to update your SP and identify new items that need to be addressed. Your individual session is also a good opportunity to seek clarification on group topics or talk about solutions to recovery issues on a more personal basis.

Urinalysis (UA) and breathalyzer testing is a part of treatment and may be required at any time. A refused UA/breathalyzer is considered to be positive. All positive UA's are reported to your PO or monitoring agency. Please read carefully the section about drug testing in this handbook, as you will be required to call each day to see if you need to be tested. Making this call is your responsibility.

Discharge planning is always a very important step. In order to prepare you for success, we start the process of discharge planning immediately. The Discharge Plan will include referrals to other sources that maybe helpful in your recovery and treatment process, such as medication management or other support services.

Graduation is not determined by the amount of time in treatment, but by progress towards treatment goals and sobriety.

Once you have completed treatment, we invite you to join our alumni group to help you continue your pathway to success.

Safety Plan

In order to ensure your safety while participating in treatment in the Trivium building, we have placed emergency evacuation diagrams and instructions in all the rooms. In the event of any type of emergency evacuation, please comply with instructions provided by staff members who have been trained and drilled in this procedure. Please make every effort to know where you are in the building at any given time and utilize the nearest exit if you are not in the immediate presence of a staff member.

Client Rights

General Rights.

The right to impartial access to treatment and services, regardless of race, creed, color, religion, gender, national origin, age or disability;

Respect for personal dignity in the provision of all care and treatment;



The right to humane services, regardless of the source of financial support;

The right to receive services within the least restrictive environment possible;

The right to an individualized treatment plan, based on assessment of current needs;

The right of the client to participate in planning for treatment and recovery support services; and

The right of the client to request Department staff review the treatment plan or the services provided.

Personal Privacy.

Each client's personal privacy will be assured and protected within the constraints of the individual treatment plan.

The client's family and significant others, regardless of their age, will be allowed to visit the client, during regular hours of visitation, unless such visits are clinically contraindicated.

Suitable areas will be provided for clients to visit in private, unless such visits are clinically contraindicated.

Any restrictions on visitors, telephone calls or other communications must be fully explained to the client and the client's family.

Visitation

The client will be informed in advance of educational or other individual or group visitations available through the alcohol and substance use disorders treatment program.

Visitations to the alcohol and substance use disorders treatment program's facility will be conducted so as to limit disruption of the client's usual activities and treatment processes.

Individualized Treatment Plan Review.

Each client will have the right to request the opinion of a consultant at his own expense or to request an in-house review of the individualized treatment plan, as provided in specific procedures of the program.

Client to Be Informed of Rights.

Each client will be informed of their rights.

Each client will be given a written statement of client rights, which includes who the client may contact with questions, concerns or complaints regarding services provided.

Copies of the program's client rights statement will be posted in conspicuous places at all sites.



Client and Family to Be Informed Regarding Care and Treatment.

The client and, where there is a valid release of information, the client's family must be fully informed regarding: Client's rights;

The name, professional status and position of staff members responsible for the client's care;

The nature of care, treatment and procedures that the client will receive;

The current and future use and disposition of products of special observation and audiovisual techniques, such as one-way mirrors, tape recorders, video recorders, television, movies or photographs.

Specific risk, benefit, or side effects of clinical care associated with their treatment plan. This informed consent will address common risk or benefits associated with treatment and is not meant to be all-inclusive to every risk, benefit, or side effect;

Alternative treatment procedures that are available;

The right to refuse to participate in any research project without compromising his access to program services;

The right to refuse specific treatment procedures;

As appropriate, the cost, itemized when possible, of services rendered;

The source of the program's reimbursement and any limitations placed on duration of services as it relates to each client's financial circumstance;

The reasons for any proposed change in the professional staff responsible for the client or for any transfer of the client within or outside of the program;

The rules and policies of the program applicable to client conduct;

The right to initiate a complaint or grievance procedure and the means to request a hearing or review of the complaint.

To a discharge plan; and the plans for recovery support activities following discharge.

Informed Consent.

In accordance with the requirements of any applicable law or any applicable standard, a written, dated, and signed informed consent form will be obtained from the client, the client's family or the client's guardian, as appropriate, for participation in any research project or other procedures or activities where informed consent is required by law.



Client Abuse and Neglect.

The Program will have written policies and procedures for handling cases of client abuse and neglect. Including:

Policies and procedures on client abuse and neglect given to all personnel and will be made available to others upon request.

Policies and procedures will ensure the reporting within twenty-four (24) hours to the proper law enforcement agency or to the Department of any allegations of client abuse and neglect under the following:

“Idaho Child Protective Act,” Section 16-1619, Idaho Code, for minors;

“Adult Abuse, Exploitation, and Abandonment Act,” Section 39-5303, Idaho Code, for adults. (5-1-10)

Any and all alleged violations of the policies and procedures must be investigated.

There will be documentation that the results of such investigation will be reviewed and approved by the Executive Director and reported to the governing body.

Program Rules and Expectations

1. Attendance at all group sessions is mandatory and you are expected to be on time. More than four absences from treatment will mean starting your group over and/or your funding being revoked.
2. Cell phones are to be turned off during group. If you have an emergency, please notify your group facilitator.
3. You are financially responsible for any portion of your treatment not covered by insurance or other funding sources. Completion of treatment documents will not be provided until financial obligations are met.
4. Complete abstinence from alcohol and drugs is expected of all group members. The only exception is medications prescribed and monitored by a physician. Be prepared to provide proof of prescribed medication. If you experience a relapse, you are expected to inform your group and facilitator immediately. If you know of another group member’s relapsing, it is requested that you make that information known to your group facilitator as soon as possible.



5. Trivium is a safe and sober environment. Group members are not permitted to attend group under the influence of any drugs or alcohol. If you have used drugs and/or alcohol on the day of your group, you should call your group facilitator and notify them of your use. Your group facilitator will assist you in an appropriate course of action. Group members who arrive or are suspected to be under the influence of any drug or alcohol will be asked to leave the premises.
6. Urinalysis (UA) and breathalyzer testing is a part of treatment and may be required at any time. A refused UA/breathalyzer test will be considered a positive UA and reported as such.
7. If a client is on probation, parole or being monitored, all failed drug tests and any missed attendance will be reported.
8. Confidentiality – Group members are not to talk about what is shared in group or give names to anyone outside of group. WHAT IS SAID IN GROUP STAYS IN GROUP!!
9. Engaging in gossip is very destructive to the treatment process and to be discouraged by group members both in and outside of group.
10. If group members disclose any of the following, it is required by law in the State of Idaho to report to authorities: sexual abuse, physical abuse, elderly abuse, child abuse, danger to self (suicidal), danger to others (open threats to hurt or take someone's life), or continued engagement in illegal behaviors, such as drug dealing, providing alcohol to minors, theft, etc.
11. Group members are to give and receive feedback respectfully and honestly during group sessions. Only one person to speak at a time. Share from your own experience and avoid telling others what they should or shouldn't do. Respect the differences of opinion and provide support to your fellow group members.
12. Group members are required to attend AA, NA or a community support group

Attendance

If you are unable to attend group or your individual appointment you must call Trivium at (208) 376-7083. Be prepared to verify all absences. For every two groups that you miss you may be required to have one individual session to address missed material. Excessive absences will result in your funding being revoked and dismissal from the program. If you have a Probation/Parole Officer, they will be notified of your absences.



Completion of the Program will depend on:

1. Attendance
2. Completion of assigned tasks
3. Maintenance of sobriety
4. Demonstrating the ability to be successful at a less intensive level of care.

Readiness for completion will be determined by your group leader and treatment team.

Reasons for Discharge

1. Group members who distribute, sell or buy drugs or alcohol (including prescription medication) at Trivium or its premises, will be immediately suspended from the program and the authorities notified. Re-entry to the program will be conditional upon permission from the treatment team.
2. Any kind of physical or verbal aggression will not be tolerated. If a client is physically aggressive or threatening, they will be asked to leave the premises and authorities notified if necessary. The group member will need to process the incident with their group facilitator before they can continue treatment at Trivium.
3. Group members who fail to show up to group four times will need to meet with their individual counselor to be admitted back into group.

What about if I have a grievance?

There are a number of issues guaranteed to you as per the Client's Rights. An example may be if you felt a change in therapist halfway through your treatment was not handled appropriately, you may have grounds for a grievance.

Any client at Trivium may exercise the right to file a grievance at any time. You may make your concerns known by contacting the Executive Director, Amy Jeppesen, directly at (208) 376-7083 Ext 1102.

The Board of Directors may also be contacted in the event your efforts with the Executive Director did not totally resolve your concerns.

Trivium is licensed by the Idaho Department of Health and Welfare. Any issue still unresolved may be referred to IDHW for a final review.



What about if I have a grievance?

Trivium requires payment **AT TIME OF SERVICE**. For clients with insurance, please be prepared to pay your insurance co-pay or \$30.00 towards your deductible/co-insurance at time of service. Listed below you see our fee schedule.

Fee Schedule

Initial Assessment:	\$180.00
Individual Therapy:	
20-30 min session	\$ 75.00
45-50 min session	\$120.00
75-80 min session	\$150.00
Family Therapy:	\$120.00 per hour
Group Therapy:	\$ 45.00 per hour
Drug Screen:	\$ 13.50
Alumni Group:	\$ 10.00
MRT Book	\$ 30.00 (if applicable)
Thinking for Change Book	\$12.00 (if applicable)

If you are late to an appointment, your charges start when the appointment was scheduled to start NOT when you arrived.

Trivium accepts the following forms of payment:

- Private Insurance
- State Funding
- Medicaid
- Cash
- Credit/Debit Cards

We DO NOT accept personal checks.



Important Insurance Information

Trivium accepts insurance as a form of payment. It is up to you, as the client, to notify Trivium of any changes to your insurance (especially if you lose your eligibility). You must provide a copy of your insurance card for your file. Trivium will call your insurance company to find out eligibility and benefits on your behalf, but we do not guarantee payment.

Trivium will do our utmost to inform you of your coverage to the best of our ability, given the information we received from your insurance company. However, we cannot guarantee payment from your insurance company and if they deny payment, you will be responsible to pay for services provided.

Most insurance will only give a general statement of benefits. You may be responsible to pay a copayment, which is due at time of service. You may be responsible to meet a deductible, before your insurance coverage applies and/or pay a co-insurance (a portion of services not covered by your insurance plan). If this is the case, then you will be billed for the portion your insurance does not cover and you will be responsible for payment within 30 days of receiving your billed portion.

Communicable Disease Testing

Many individuals entering recovery and/or counseling services have been exposed to persons, places or objects which may have exposed them to the following:

- **Tuberculosis (TB)**
- **HIV, the AIDS virus**
- **Sexually Transmitted Diseases (STD)**
- **Hepatitis A, B and/or C**

We recommend our clients be tested for the above communicable diseases. You may be tested for each of these at either no cost or low cost to you at the following locations:

For Tuberculosis (TB) for adults:

Express Care locations (Albertsons or Rite Aid)

For Tuberculosis (TB) for minors, HIV, STD, Hepatitis A, B or C:

Central District Health
707 N Armstrong Place,
Boise, ID 83704-0825
Phone: (208) 375-5211

Southwest District Health
13307 Miami Lane
Caldwell, Idaho 83607
Phone: (208) 455-5300

Drug Testing Instructions

Drug Testing Provider: _____

Assigned PIN: _____

Start Date: _____

Averhealth

8620 W. Emerald Street, Suite 162
Boise, Idaho 83704
Call Line: 208-286-4404

Averhealth

1609 S. Kimball Avenue, Suite 101
Caldwell, Idaho 83605
Call Line: 208-286-4404

Drug Testing Hours:
Call Line is available after 5:00am
Monday - Friday 7:00am - 6:00pm
Saturday, Sunday and Holidays 10:00am - 1:00pm

Trivium has contracted with Averhealth to provide drug testing services to our clients. We may also do random drug testing in house.

Drug Testing Process:

1. You will be assigned a drug testing provider and PIN number.
2. You must call the phone number **EVERY** morning —7 days a week. Listen to the entire message to hear if your number is called and for any instructions.
3. **On your first visit to Averhealth you will require photo ID.**
4. It is your responsibility to call and get your drug testing done. Failure to do so will result in a positive result being reported. **You will NOT be excused from group because you were drug testing.** You need to make sure you have done your drug testing prior to your group. Report for your drug test earlier rather than later. Many people leave it to the end of the day, which will create a much longer wait for you.
5. All test results will be reported to Trivium and your PO.
6. Failure to appear for your drug test on the day required or failure to provide a valid sample on that day, in a timely manner, will be regarded as a POSITIVE result.



7. You will not be allowed to test on a day that is not scheduled, unless Trivium has authorized it.
8. Your testing will be observed and the sample will be tested for substitutions, dilution and adulteration. Invalid samples will be reported as such.
9. You may not take medications unless legitimately prescribed and approved by your PO or Case Manager.
10. It is **not** permitted to show up for a drug test, then not be able to provide a sample and come back later in the day to try again.

Costs:

The drug test you take may not always be the same. Your cost may vary with the type of test given. Please call your respective drug testing company to confirm the cost.

If you have your drug test at Trivium, the cost is \$13.50.

You need to be prepared to pay for the drug test at the time of testing.

*If you are a State Funded or Medicaid client you might qualify to have drug testing paid for. Please speak with your therapist to determine if you are eligible.

Please feel free to call us should you have questions, concerns or feel the slightest bit out of control. When the time comes, you may also choose to enroll in an Aftercare Group, an Alumni Group or a Specialized Focus Group, (i.e. women's issues, related addictions, family group).

Please consider helping someone else take this initial step toward sobriety by bringing them by or referring them to our staff. They will thank you and we will too.

The Clinical Team, Support Staff and Administration wish to thank you for choosing Trivium as your treatment provider.