

A CARF three-year accreditation for Behavioral Health: Community Services; Respite/Alcohol & Drug Addiction/Outpatient Treatment: Mental Health Services



*Restoration
Family Services,
Inc.*

"Helping families provide missing pieces"

**POLICIES & PROCEDURES
FOR DWI**

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OUR VISION STATEMENT

Restoration Family Services, Inc. will be the industry leader in providing effective mental health and substance use services that improves the quality of life for our consumers.

OUR MISSION STATEMENT

Restoration Family Services, Inc., mission is to restore families by empowering, educating, and encouraging each family member to take an active role in providing the missing pieces in the family and community in which they live.

CORE WORK VALUES

- **Integrity:** We will be people of our word and our deed and do the “**right thing**”.
- **Respect:** We will value others for their individual ideas and beliefs. We adhere to the rule of “do unto others as you would have them do unto you”.
- **Open Communication:** We will accept other opinions with two way listening and foster a safe environment for communication.
- **Excellence:** We will do our best to seek new ideas and better ways to do things.
- **Accountability:** We will take ownership and accept responsibility for our actions.

Our values demonstrate our commitment to our mission!

Chapter: Legal Requirements	Number: A-0009
Subject: Confidentiality of Records	Revision date: 10/01/2020
Reference: 10A NCAC 27G.0206	

Confidential of Records:

All administrative and consumer records will be handled according to a strict standard of confidentiality. The purpose of this policy is to define the right to confidentiality and limitation on that right. All information in the records is considered confidential and shall be available only to authorized persons.

Confidentiality & Security of Clinical Records (42 C.F.R. Part 2; and 45 C.F.R. Part 160, Part 162 & Part 164; 10A NCAC 27G .3807(d), .3810(c), .3811(c), .3814(3), (4); 10A NCAC 26B) 1) Patients are entitled to notification of the federal confidentiality and privacy laws and regulations. A written summary of these include: a) Consent b) Protected Information c) Exceptions; Patient Rights d) Prohibition on Re-disclosures 2) The provider shall control access to clinical records and keep them in a secure room, locked file cabinet or other similar container or storage facility. Only agency designated staff may access clinical records to handle record inquiries and requests of information. 3) All electronic records will be maintained on computers/servers that are password protected and that are not accessible to the public. All computers will face away from general traffic flow within the facility. 4) Authorization to Release Confidential Information forms are required to share information. All sections of this form must be completed and signed to be valid.

The Quality Assurance Manager has the overall responsibility for supervising the maintaining and securing the confidentiality of consumer information/records and the Office Manager maintain and secure confidentiality of personnel records. The Office Assistant is responsible for the maintenance and upkeep of the medical records. Confidential information may not be released or disclosed except in accordance to policies. Staff members, including volunteers, are authorized by the Quality Assurance Manager to have access to consumer records for the purposes of review, maintenance and required documentation of progress, activities, treatment, and incidents while in care. Staff members, including volunteers (if applicable), must maintain consumer confidentiality according all Federal, State, and local laws. All staff will be required to sign a confidentiality statement and complete the training on Documentation, Consumer Rights and Confidentiality prior to being privileged to review and/or document in any consumer record.

Security of Records

Restoration Family Services, Inc. will maintain strict standards relating to the security of all consumer and personnel records, which include the current and historical records, against loss, tampering, defacement, or use by unauthorized persons and ensure that consumer records are readily accessible to authorized users at all times, whether open or closed. Consumer confidentiality is of utmost importance and shall be guaranteed through procedural and physical safeguards against unauthorized access to consumer files.

Confidential records will be stored in a HIPAA compliant electric record system and old/discharged files in locked files and in the facility. The records which are in the file cabinets will be kept in staff areas that are secured by a lockable door. Consumer records are not allowed to be removed from the facility unless authorized by the Quality Assurance Manager or staff designated in writing. The transfer or transportation of consumer records must follow Restoration Family Services, Inc. procedures to ensure security of the files.

The consumer or legal custodian shall also have access to consumer's records upon request. The Quality Assurance Manager shall make available to the consumer or legal custodian, a staff member who is qualified to explain and interpret the consumer's record when reviewed. A delegated staff shall document such review in the consumer's record.

Safeguards

Restoration Family Services, Inc. will maintain strict standards relating to the safeguards of all consumer records against loss, tampering, defacement, or use by unauthorized persons and ensure that consumer records are readily accessible to authorized users at all times, whether open or closed. **Consumer confidentiality is of utmost importance** and shall be guaranteed through procedural and physical safeguards against unauthorized access to consumer files.

Assurance of Confidentiality

The Quality Assurance Manager shall make known to all staff and other individuals with access to confidential information. These individuals shall indicate an understanding of the requirements governing confidentiality by signing such statement upon employment and again, whenever revisions are made in the requirements. Such statement shall contain the following information. Confidential information regarding substance abusers shall be released or disclosed in accordance with the federal regulations; Confidentiality of Alcohol and Drug Abuse Patient Records.

- Date and signature of the individual and his title;
- Name of facility/agency;

- Statement of understanding;
- Agreement to hold information confidential; and
- Acknowledgement of civil penalties and disciplinary action for improper release or disclosure.

Privacy

Restoration Family Services, Inc. maintains compliance with the HIPAA laws for privacy of information. HIPAA requires Restoration Family Services, Inc. to give each consumer a Notice of Privacy Practices. This describes how the organization can use and share their Protected Health Information. It also includes their privacy rights. Each consumer is asked to sign a written acknowledgement form indicating that she/he received the Notice of Privacy Practices. Like all consents, Notice of Privacy Practices can be revoked at any time by the consumer or his/her legal representative (LRP).

Documentation Timeframes

Time effective submission of documentation is crucial to the operations of Restoration Family Services, Inc. **The time frame for documentation in consumer electronic records for persons served receiving SAIOP and DWI services is 48 hours and/or according to the parameters placed by the insurance company.** The time frame for documentation in consumer electronic records for consumers receiving respite services is 24 hours. Information regarding confidential data in administrative records, critical incidents or interactions into the records of the persons served, the documented timeframes would be within 48 hours.

Chapter: Operation and Management	Number: A-0015
Subject: Rights of Persons Served	Effective date: 10/01/2020
Reference: 10A NCAC 27G.0201	

RIGHTS OF PERSONS SERVED

Restoration Family Services, Inc. protects and promotes the rights of all persons served. The rights of persons served are communicated in a way that is understandable at the initiation of services and annually. The Consumer Rights Handbook is available at all times for review and clarification.

Because their rights as consumers are so very important to us, all RFS employees receive training in Consumer Rights before providing services to each consumer. Each consumer receiving services from RFS shall be treated with respect to the basic human rights of dignity, privacy, human care, and freedom from mental and physical abuse, neglect, and exploitation. It is contrary to RFS policy for employees to restrict rights or privileges of consumers.

Rights / Grievance Procedures (NCGS § 122C Article 1) RFS complies with procedures to protect and also notify clients of their rights and grievance procedures while they are receiving mental health, DWI, and substance abuse services. 1) RFS also ensures basic human rights of each client participating in treatment services and include the right to dignity, privacy, confidentiality, appropriate care and freedom from abuse, neglect, and exploitation. Each client has the right to an individualized written discovery or treatment plan to promote the development or restoration of one’s capabilities.

What Are Consumer Rights?

The State of North Carolina, Management Care Organization (MCO) and, in some cases, the Federal Government has developed rules and laws regarding consumer rights. These rights are listed below, which are explained to consumers prior to the beginning of services and annually thereafter. RFS employees will give consumers the opportunity to ask questions about their rights and will provide any additional information to help with their understanding of the rights. Once consumer rights have been reviewed with the consumer, they will be asked to complete a consent stating they have received and understand their rights. If at any time a consumer feels their rights have been violated, they may use the grievance procedure described in this manual.

The following are the consumer rights:

You have the right to confidentiality: The confidentiality of your treatment is protected by law. Except as required by law and agency regulations, your records and other information about you will not be released without your written permission. You give permission to share information about your care with your next of kin, a family member with a legitimate role in your service, or another person whom you name. Disclosure of information without consent is listed above.

Special rules may apply if you have a legal guardian appointed, are a minor, or are receiving treatment for substance abuse. Refer to the “Notice of Privacy Practices” for instances in which permission is and is not needed.

You have the right to contact Disability Rights North Carolina, formerly Governor’s Advocacy Council (919) 856-2195.

You have the right of privacy: You have the right to be free from any unwarranted search of your property or self. Should search and seizure apply to a program from which you are receiving treatment, the specific procedures will be explained when you enter the program.

Your rights are guaranteed by law: You have the same basic civil rights and remedies as other citizen of North Carolina to exercise all civil rights, including the right to dispose of property, execute instruments, make purchases, enter into contractual relationships, register and vote, bring civil actions, and marry and get a divorce, unless the exercise of a civil right has been precluded by an unrevoked adjudication of incompetency. Also, you have the right to dignity, privacy, humane care, and **freedom from mental and physical abuse, financial or other exploitation, retaliation, humiliation, neglect, corporal punishment, and involuntary seclusion.** Therapeutic interventions and devices may never be used as retaliation, for the convenience of staff, or in a manner that causes harm or undue discomfort.

You have the right to treatment: Including access to medical care and habilitation, regardless of age or degree of mental health/developmental disability/substance abuse disability. **You have the right to have access to information in a manner that allows you sufficient time to make an informed decision regarding your preferred treatment needs.** You have the right to receive necessary treatment for prevention of physical ailments and to be informed of the potential risks, benefits, and alternatives to the treatments offered to you. Any charges of fees associated with the services you receive should be discussed up during your initial visit.

You have the right to access your medical record: You have the right to see your own records except under certain circumstances specified by law. You have the right to have those circumstances explained to you. You have the right to request a hard copy of your medical record in sufficient time to facilitate the person's decision making. In order to do so, Restoration Family Services Inc. will request that you complete the Consumer Request to Access Record Form.

You have the right to be informed of the rules: Each consumer or legal guardian will be informed about the consents in a manner in which they can understand. The consumer and/or consumer's legal representative shall be informed in advance of potential risks, alleged benefits, and alternative treatment choices as it relates to service delivery. You have the right to be informed of the rules that you are expected to follow in a particular program, service or facility and possible penalties for violation of the rules. Each consumer, within 72 hours or three visits, will be informed of the rules of the agency, rules for disclosure of confidential information, procedure for obtaining a copy of their treatment plan, grievance policy and procedure (including contact person), information on suspension/expulsion, and search/seizure policies. You have the right to be free from unwarranted suspension or expulsion from programs and services. If you are discharged from a facility, you are entitled to a copy of your discharge plan.

Restoration Family Services is not involved in any type of research projects.

Informed Consent or refusal or expression of choice:

You have the right to receive age-appropriate services/treatment for MH/DD/SA disorder or disability, to choose how and to whom your information is released, and composition of the service delivery team. You have the right to refuse treatment and shall not be threatened with termination of services. Within 30 days of admission, you shall have a Person-Centered Plan/Individualized Support Plan, which indicates other **concurrent services**.

Access to representation: You have a right to receive information (directly or indirectly) providing access to appropriate representation. You shall be informed of your right to contact Disability Right North Carolina, the MCO (Alliance Behavioral Healthcare) and/or the North Carolina Division of Mental Health/Developmental Disabilities/Substance Abuse Services, or any other **legal entity, self-help or advocacy support service**.

You have the right to a treatment plan: A written treatment plan, based on your individual needs, must be implemented upon admission. You have the right to treatment in the most normal, age-appropriate and least restrictive environment possible. You have the right to take part in the development and periodic review of this

plan and other plans that affect you. You are entitled to review your treatment plan and obtain a copy of it from your therapist or medical records by contacting the office at (919) 938-9502.

- You have a right to, within 30 days of admission to RFS, have an individualized written treatment or habilitation plan implemented by RFS.

You have the right to live as normally as possible while receiving care and treatment, to receive age-appropriate treatment for diagnosis, and to have opportunities that enable the individual to mature physically, emotionally, intellectually, socially and vocationally to include special education and training in accordance with state and federal law.

You have the right to an investigation and resolution of alleged infringement of rights: If in the event you feel that your rights have not been respected, you have the right to file a formal grievance to Restoration Family Services, Inc., the managing MCO, or you may choose to contact other advocates to initiate the process of investigation. You have the right to receive a timely resolution to this alleged infringement. In addition, all alleged infringement of rights will be reviewed by Restoration Family Services, Inc.'s CEO or his/her designated person. **Also, rights of other legal rights.**

You have the right to make advance instructions: You have the right to a written plan called an "advanced instruction for mental health treatment". This plan describes how you want to be cared for if you are ever unable to decide or speak for yourself. You can also name a "health-care proxy" in your advanced instruction to make decisions about your care if you unable to do so. Review these matters with someone you trust or seek assistance from an appropriate organization.

Consumers also have the following additional rights some of which can be restricted:

- The right to access information pertaining to immediate, pending, and potential future treatment needs in sufficient time to facilitate decision making;
- The right to educational/vocational programming suited to individual needs;
- To have privacy not to have identity or knowledge of services known, or to be filmed or taped without consumers written informed consent;
- Right to obtain accounting of release/disclosure of health information
- Right to release only the minimum information necessary for coordination of care and services.
- Freedom of Association
- Freedom from cruel and unusual punishment
- Freedom of speech and expression
- Freedom of religious expression

- Equal Employment Opportunity
- Right to receive care and services that are adequate, appropriate, and in compliance with relevant Federal and State laws rules and regulations
- Right to receive a reasonable response to his or her requests of the agency
- Right to be notified within 10 days when the agency's license has been revoked, suspended, canceled, annulled, withdrawn, recalled, or amended
- Right to be advised of the agency's policies regarding patient responsibilities as it relates to safety and care plan compliance.
- Right to appeal any changes to the services you are already receiving or any services you and your service provider have requested.
- Right to request special accommodation if assistance is needed to help participate in services.

Restoration Family Services, Inc. does not conduct or involve clients in research projects, therefore there are no established guidelines for research and ethics.

Additional Rights for Minors

Minors have the right to have access to proper adult supervision and guidance. They also have the right to opportunities that enable him/her to mature physically, emotionally, intellectually, socially, and vocationally.

We look forward to providing the services that will meet the needs of the consumers we serve.

If consumers have been discharged from services at Restoration Family Services, Inc. and they are no longer receiving services from another provider but desire to receive services again, we give our agency contact information and we give contact information for Alliance Behavioral Healthcare at (800) 510-9132 for further assistance.

If any restrictions are placed on a consumer's rights, the Quality Assurance Manager will meet with the consumer to inform them of any and all restrictions and regularly evaluate the restrictions placed on the persons served through consumer interviews, case notes, staffing minutes, incident reports, and any formally filed grievance reports. Only Clinical Supervisors are able to make medical/clinical decisions that will place limits or return the restricted rights and privileges of the persons served.

CONSUMER RESPONSIBILITIES

Consumer agrees to meet the following guidelines for successful completion of treatment.

- Be on time for all appointments and call if you can't make an appointment
 - Let the staff know about any changes to your medications or changes to your health
 - Treat staff and other consumers with respect and consideration
 - Follow the rules of the program where you receive services
 - Respect the confidentiality and privacy of other consumers
 - Be very involved in developing and reviewing your person-centered plan
 - Talk to your case manager, counselor, or doctors and others on your planning team often about your needs, preferences and goals and how you think you are doing at meeting your goals
 - Tell your provider when you are experiencing problems
 - Let your provider know if you decide to discontinue services
 - Let your provider know about changes in your name, insurance, address, telephone number or your finances.
 - Pay you bill or let your provider know about problems you may have meeting payments.
 - Take responsibility for your own health: exercise, fresh air, sunshine, and diet
- a. **Additional consumer guidelines:** After intake, all consumers will attend all sessions with their assigned staff member who will then set up the treatment schedule. Failure to meet scheduled appointments will be defined as non-compliance.
 - b. Participation in any illegal or suspicious activity or acting out, or defacing Restoration Family Services, Inc. property, will not be tolerated. Any threat or act of violence directed toward staff, other consumers, or visitors to the clinic is grounds for immediate dismissal from the program. Any individual dismissed under these circumstances will be barred from reentry for one (1) year and must have approval from the program staff, and CEO.
 - c. Selling, giving away or using drugs on Restoration Family Services, Inc. premises will be defined as non-compliance and will result in an immediate discharge.
 - d. Stealing from Restoration Family Services, Inc., its staff or other consumers will result in an immediate discharge.
 - e. Known or suspected abuse or neglect will be reported immediately.
 - f. Spouses, family members or significant others will be permitted to participate in your treatment with your expressed permission and consent.
 - g. You are encouraged to discuss with your assigned counselor sexual and/or physical abuse, with expectation of a referral to the most appropriate service provider for assistance.

- h. You will be expected to dress appropriately whenever entering Restoration Family Services, Inc.
- i. Restoration Family Services, Inc. is not responsible for loss or theft of any personal property.

Chapter: Operation and Management	Number: A-0013
Subject: Staffing/Supervision	Revision Date: 10/01/2020
Reference: 10A NCAC	

Policy

At Restoration Family Services, Inc., the Office Manager is responsible for managing and maintaining the workforce development and management practices. As a service provider, we value our staff members, and we want to make sure that our employees and contractors are involved and engaged in the success of this organization and the persons we serve. The Office Manager is responsible for ensuring there are an adequate number of employees/contractors to meet the established outcomes of the persons served, ensure the safety of the persons served, deal with unplanned employee absences, and meet the performance expectations of the organization.

Criminal Disclosure/Background Checks

Restoration Family Services, Inc. initiates a registry and criminal history check for each prospective employee providing services to children, adolescents and adults and also requires all applicants to disclose any criminal conviction. Restoration Family Services, Inc. will not employ an applicant who refuses to consent to a criminal history check as required by this policy. All criminal background information is confidential and may not be disclosed. The checks are completed on each employee prior to the delivery of services to the persons served or to the organization and throughout employment when applicable. **Restoration Family Services, Inc. does not require employees to have fingerprinting or undergo drug testing due to the North Carolina Addictions Specialist Professional Practice Board (NCASPPB).**

The impact of this information on a decision regarding employment will be based upon the offense in relationship to the job for which the applicant is applying. If an applicant's criminal history record check reveals one or more convictions of a relevant offense, the CEO or her designee will evaluate all of the following factors in determining whether to hire the applicant:

1. The level and seriousness of the crime.
2. The date of the crime; age of the person at the time of conviction.
3. The circumstances surrounding the commission of the crime, if known.
4. The relationship between the nature of the criminal conduct of the person and the job duties of the position to be filled.
5. The prison, jail, probation, parole, rehabilitation, and employment records of the person since the date the crime was committed.
6. The subsequent commission by the person of a relevant offense.

The fact that a person has been convicted of a relevant offense alone will not prohibit employment; however, the factors listed above will be considered by the CEO or her/his designee. Those applicants with felony convictions and/or a record of physical violence will generally be disqualified from employment; however, Restoration Family Services, Inc. will consider all circumstances and rehabilitation a person has gone through before making a determination. Restoration Family Services, Inc., acting in good faith, complies with this policy and is not liable for the failure of the facility to employ an applicant on the basis of information provided in the criminal history record check of the applicant.

All employee records are kept in the human resource office of Restoration Family Services and the records are accessible to all employees. The Office Manager will review employee records if any employee requests review. No copies will be given to employees without prior consents given by the Quality Assurance Manager in order for copy and release.

CREDENTIALING

The Quality Assurance and Office Managers verifies credentials and ensures employees provide services in accordance with relevant external and internal requirements and education. It is the policy of Restoration Family Services, Inc., that all employees be assigned responsibilities in accordance with their duly authenticated professional qualifications.

No employee of Restoration Family Services, Inc. will be required or knowingly permitted to perform any duties for which they do not have adequate knowledge, expertise, or ability, except where appropriate supervision and/or training is provided.

Restoration Family Services, Inc. will maintain proactive recruitment and retention efforts in an effort to minimize employee dissatisfaction and turnover. Employees will be surveyed periodically to identify any trends in employee response and turnover. The Human Resources Department identifies the competencies needed by employees to assist consumers in accomplishing their established outcomes and support the organization in the accomplishment of its mission and goals.

Competence shall be demonstrated by exhibiting core skills including:

- Technical knowledge
- Cultural awareness
- Decision-making
- Interpersonal skills
- Communications skills
- Clinical skills.

Separate employee records shall be maintained for each employee hired/contracted by Restoration Family Services, Inc. A file shall be maintained for each employee indicating the training, experience and other qualifications for the position, including verification of licensure, registration or certification. All employees of Restoration Family Services, Inc. shall be currently licensed, registered or certified in accordance with applicant state laws for the services provided.

At least one staff member shall be available at Restoration Family Services, Inc. at all times when a consumer is present. That staff member shall be trained in basic first aid including seizure management, currently trained to provide cardiopulmonary resuscitation and trained in the Heimlich maneuver or other first aid techniques such as those provided by Red Cross, the American Heart Association or their equivalent for relieving airway obstruction.

Restoration Family Services, Inc. will ensure that each employee or any other person who provides care for services to consumers on behalf of Restoration Family Services, Inc.:

1. is at least 18 years of age and has a valid driver's license;
2. is able to read, write and understand and follow directions;
3. meets the minimum level of education, competency, work experience, skills and other qualification for the position; and
4. has no known history of abuse, neglect, or exploitation of children or vulnerable adults.
5. is not named on the list of excluded individuals by the Office of the Inspector General for having committed Medicare fraud.

Continuing Education

All employees will be required to participate in continuing education in order to continue to provide high quality services. RFS provides resources to personnel for professional development, including staff meetings, seminars, and workshops offered through this agency or information of seminars and workshops offered through outside agencies, MCO, other qualified professionals. RFS provides in-service trainings at orientation and at regular intervals for all staff involved with services such as but not limited to:

- Understanding persons served
- Confidentiality/HIPAA
- Customer Service
- Cultural Diversity
- Ethical Codes of Conduct
- Promoting Wellness of the Persons Served
- PCP/treatment plan includes goals/strategies
- Reporting of suspected abuse and suspected neglect

- Rights of Persons Served/Personnel Rights
- Unique needs of the persons served
- Community Resources
- Incident reporting

NEW HIRE ORIENTATION

1. History/Introduction to Restoration Family Services, Inc.:
 - A. Mission and Culture
 - B. Workforce Policy and Procedures
 - a. Cultural Diversity
 - b. Rights of Personnel
 - C. Job Description and Responsibilities
 - a. Identified Competencies Needed
 - b. Roles and Responsibilities
 - c. Performance Expectations
 - d. Communication systems and expectations
2. Documentation Requirements:
 - A. Applicable Service-Related Documents
 - B. Documentation of Service
 - C. Incident Reports
 - D. Other organization forms
3. Risk Management plan
4. Strategic Plan
5. Confidentiality/HIPAA
6. Ethical Codes of Conduct
7. Consumer Records
 - A. Check list for required forms in consumer record
 - B. Employee responsibility for consumer record
8. Goal Planning
9. Health & Safety
 - A. Reporting Suspected Abuse and Neglect
10. Workplace Violence
11. Population Served (Service Specific)
 - A. Person-Centered Philosophy
 - B. Unique Needs of Person Served
 - C. Promoting Wellness
12. Plans
 - A. Risk Management Plan
 - B. Strategic Plan

All employees shall receive the required training, as outlined by the MCO, the State of North Carolina, for services to which he/she is hired to perform. In addition to initial training, training may occur following revision of policies and procedures, during times of high turnover, when new programs or services are added or new populations are served, or annually as appropriate.

RFS shall ensure that the Manager, and each employee or any other person who provides services to consumers of RFS, has no substantiated findings of abuse or neglect listed on the NC Health Care Registry for each employee upon hire. The findings will be filed in the employee's record.

Supervision

Supervision of program staff, volunteers, interns, and contractors will be provided according to the program requirements and/or licensure/certifications of the appropriate discipline. For SAIOP and DWI Services, all staff will be under the clinical supervision of CCS, CCI or LCAS who is on-site a minimum of 50% of the hours the service is in operation. All leadership team members are under the supervision of the CEO.

Documented ongoing clinical supervision when applicable will address the accuracy of assessment and referral skills, the appropriateness of treatment, treatment/service effectiveness, feedback that enhances clinical skills, ethics, legal aspects of clinical practice, professional standards including boundaries, clinical documentation, and cultural competency issues.

Licensing, Registration and Certification Procedures:

Restoration Family Services, Inc. is governed by the policies and practices established by the State of North Carolina's Service Definition guidelines. It is the responsibility of the prospective employee to provide documentation of the licensure, certification and registration for credentialing. Restoration Family Services, Inc. will obtain these documents upon hire and verify through various means to include the following:

1. Obtain a copy of the highest professional degree;
2. Obtain original letter or copy of letter from appropriate credentialing, licensing or certification board;
3. Obtain web listing of licensed or certified personnel licensed via the internet;
4. Obtain a copy of license or certification from the credentialing organization;
5. Obtain verification from person responsible from documented phone logs or other documented verification.

The Staff/Supervisor and/or Administrator conducting the interview and hiring must review and be knowledgeable of the requirements of every position to be filled to ensure personnel services relative to their experience, professional degree/credentialing, and training. Professional training is provided on-site and web-based state training. Staff are encouraged to participate in community-sponsored trainings to maintain established competency levels as well. As stated above, supervision is provided to maintain professional standards of practice.

Voluntary Non-Compensated Work

It is the policy of Restoration Family Services, Inc. that no consumer be allowed to perform work acts for or by the agency for payment or as voluntary service except as a member of a committee to improve quality of service.

Chapter: Operation and Management	Number: A-0017
Subject: Grievance Policy and Procedure	Revision Date: 10/01/2020
Reference: 10A NCAC 27G.0201	

GRIEVANCE POLICY AND PROCEDURE

Grievance and Appeal Procedures for Personnel:

Restoration Family Services, Inc. provides all employees and consumers with a grievance policy in the event that they feel their rights have been violated or are dissatisfied with the services/treatment provided. The purpose of this policy is to provide all employees and consumers with means of communication with this organization's supervisors and employees and to establish principles of administration to ensure a clear, prompt, orderly, and fair response to a filed grievance or appeal.

Employee Grievance Policy:

All employees of Restoration Family Services, Inc. have a right to file a grievance or appeal. Employees may file a grievance or appeal form when they feel that their rights are being violated. Please note that under no circumstances should there be any reprisal or negative consequences toward the person filing the grievance/appeal. RFS, Inc. does request that the form is completed in its entirety. In the event an employee is the subject of a compliant and/or grievance from a person served/legal guardian, the employee has the right to provide a written response to the immediate supervisor or Quality Assurance Manager. **See Appendix B.**

Consumer Grievance Policy:

It is the policy of Restoration Family Services, Inc. that all consumers have the right to file a grievance or a formal complaint to the organization if they feel that his/her rights have been violated or are dissatisfied with services/treatment provided. Filing a grievance will not result in retaliation or barriers to service. Grievances will be addressed promptly and in a manner that results in timely decisions for the persons served. Each consumers/families/legal representative will be educated on the process to file complaints/grievances at the intake visit. **Appendix A – Grievance Form**

FORMAL COMPLAINT PROCEDURE

Grievance and Appeal Procedures for Consumers:

While it is the intent of Restoration Family Services, Inc. to provide quality services, there may be times when an individual or family member is dissatisfied with services or they have a disagreement or concerns with a staff member. Consumers and family members are encouraged by staff to express concerns, complaints, and grievances without fear of retaliation or unwarranted reduction, suspension or expulsion of services. Consumers have the right to request a consumer advocate or other assistance as needed. Grievances will be address in timeframes that are adequate for prompt consideration and results in timely decisions. Grievance procedures are readily available and understandable to all consumers/legal guardians. To communicate a grievance, the following steps should be taken:

1. The consumer or legal guardian is encouraged to resolve the concern directly with the staff member. Any concern communicated by the consumer or the legal guardian to a staff member delivering services will be addressed in a prompt and professional manner. All complaints shall be investigated **within 72-hours** of the complaint being made to the agency. The agency will document the existence of the complaint as well as the resolution of the complaint.
2. The consumer or the legal guardian may choose to communicate the complaint directly to the staff member's direct supervisor, the Quality Assurance Manager or the Clinical Supervisor.
3. If a consumer or the legally responsible person is not satisfied with the initial efforts to resolve the complaint, RFS staff will provide the consumer or the legal guardian with an additional explanation of the formal grievance process and a RFS grievance form. In addition, a grievance form is provided to each consumer in the consumer's handbook.
4. Restoration Family Services, Inc. staff and/or the supervisor will notify the Quality Assurance Manager of the presenting complaint. This process will be carefully documented by the staff.
5. The Quality Assurance Manager will contact the consumer or the legal guardian by responding in writing within **5 working days**, in an effort to resolve the situation.
6. If the Quality Assurance Manager is not successful in resolving the complaint, he/she will provide the CEO or CEO's designee with written notification of the grievance within 2 working days at which time the CEO or CEO's designee will contact the consumer or legal guardian to attempt to achieve a mutual resolution within 2 working days, which will be documented. The CEO or CEO's designee also receives and reviews all written complaints mailed to the agency.
7. Similarly, if this effort is unsatisfactory to the consumer, the same process will be initiated to involve Restoration Family Services, Inc.'s Quality Assurance

Manager, Chief Executive Officer (CEO), or the CEO's designee, who will contact the consumer or legal guardian, to schedule a meeting within 5 working days. Consumer is expected to respond with 5 working days. The final appeal for the consumer or family member is to the Consumer Rights Committee.

8. Decisions rendered by the CEO, or his/her designee, which will be provided in a written notification, represent final authority within the Restoration Family Services Inc.'s organization. Therefore, if resolution cannot be achieved, the CEO or CEO's designee will re-inform the consumer of their right to involve a third-party mediator, such as the monitoring MCO and/or the Disability Rights of North Carolina (formerly GACPD) at (919) 856-2195.

All complaints and grievances are reviewed by the Consumer Rights Committee (CRC) quarterly. A written analysis of all formal complaints will be conducted annually to determine trends, areas needing performance improvement, and actions to be taken. If the Consumer Rights Committee determines that the complaint raises legitimate questions about the agencies policies and procedures or involves possible inappropriate behavior or inadequate job performance by a member of the staff, the complaint will be forwarded to the Leadership Team. The issues raised and remedies sought through this and all subsequent appeals are limited to those items stated in the original grievance. All consumer grievances shall be considered confidential and maintained separately from the consumer's medical record.

Chapter: Operation and Management	Number: A-0022
Subject: Fees	Revision Date: 10/01/2020

PROGRAM FEES ARE AS FOLLOWS:

For each client we serve, should the client choose to complete the recommended level of care at Restoration Family Services, Inc., these are the program requirements and fees:

DWI Assessment (includes-E508) - \$100.00

Multiple DWI Convictions \$100 for each E508. Complete NC DMV Motor Vehicle

Record- The actual cost of obtaining the driver history is passed on to the client and they receive a copy of the NC MVR for their records.

ADETS – Not provided

Level 2: Short Term - \$300.00

Level 3: Long Term - \$450.00

Level 4: SAIOP - \$900.00

The cost of treatment can be paid on an arranged payment plan, however, the fees for treatment must be paid in full before you obtain a certificate of completion.

APPENDIX A

Client Rights / Grievances Document

Client Rights: I understand my basic rights as a client. These rights were reviewed with me at intake and a copy offered as well.

Grievance Policy: I understand that if I have a complaint/grievance, I should:

1. Contact the Quality Assurance Manager, Patricia Price, (919)938-9502

I understand that I have a right to contact the agencies below at any time to discuss my complaint/grievance:

DWI Services, NC Mental Health/Developmental Disabilities/Substance Abuse Services
Donna Brown - donna.m.brown@dhhs.nc.gov
3008 Mail Service Center
Raleigh, NC 27699-3008 Phone: 984-236-5256 Fax: 919-508-0963

North Carolina Addictions Specialist Professional Practice Board
<https://www.ncsappb.org/> <https://www.ncsappb.org/ethical-complaint-form/>
Katie Gilmore, Associate Executive Director
katie@recanc.com P.O. Box 10126 Raleigh, NC 27605

Disability Rights NC <http://www.disabilityrightsncc.org/>
info@disabilityrightsncc.org
3724 National Drive, Suite 100 Raleigh, NC 27612 (877) 235-4210 or (919) 856-2195

I certify that I have received a copy of this Client Rights/Grievance Policy

Client's Signature: _____ Date: _____

Counselor's Signature/Credential: _____ Date: _____

The purpose of this policy is to provide a means of communication between this organization's supervisors and employees and to establish principles of administration to ensure a prompt, orderly, and fair response to an employee's grievance or appeal.

Grievance Procedure

CLIENT GRIEVANCE/APPEAL FORM

If for any reason you do not agree with Restoration Family Services, Inc. (RFS, Inc.) policies procedures and any staff member, you have the right to make a grievance/appeal to Restoration's clinical staff regarding your concerns. Please note that under no circumstances should there be any reprisal or negative consequences toward the person filing this grievance/appeal. RFS, Inc. does request that you complete this form in its entirety.

Name: _____

Address: _____

City, State, Zip Code: _____

Program/Employee Complaining About: _____

Please state your complaint, to include names, dates, times, and locations:

What would you like us to do to address this issue?

Signature: _____

Date: _____

Mail Form To: Restoration Family Services, Inc
 Attn: Quality Assurance Manager
 714 Wilkins Street
 Smithfield, NC 27577
 (919) 938-9502 (office)

Date grievance received by Quality Assurance Manager: _____

Initial: _____

Restoration Family Services, Inc.
712-D Wilkins Street
Smithfield, NC 27577
(919) 938-9502 (office)
(919) 938-9702 (fax)
Email: RFS@restorethefamily.org
www.restorethefamily.org