



# **CONSUMER HANDBOOK**

## INTRODUCTION

This handbook helps explain how by working together we can help make your life or that of a family member better through our services. We are committed to providing you with high quality services. The handbook was written carefully to help explain Reunion & Reintegration Services Inc. policy, procedures, programs, etc, what you should expect from our staff and treatment, and what you need to do for the most effective outcome.

This information was developed with the help of individuals who receive or sought services from us. This handbook will answer some of the questions you may have; however, if you have questions after reading this book, please do not hesitate to ask your Life Experience Specialist or other staff at the office you visit, or you may call the Executive Director at 502.242.9826.

Thank you for choosing Reunion & Reintegration Services Inc. for your care. We hope that by working together, we can help make life even better for you and your family.

Sincerely,

A handwritten signature in cursive script that reads "Destiny Cox". The signature is written in black ink and is positioned above the printed name and title.

Destiny Cox, Ph.D.

Executive Director

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Wayside..... (502)742-6166  
 Volunteers of America..... (502)636-4904  
 Jefferson Street Baptist at Liberty..... (502)585-3787  
 Wellspring..... (502)637-4361  
     Housing Wait List..... (502)753-1462  
 Center for Women and Families..... (502)581-7200  
 Seven Counties..... (502)589-1100  
 YMCA Safe Place..... (502)653-5233

**Transportation**

TARC..... (502)585-1234  
 Z-Trip Cab.....(502)636-5511

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**PHILOSOPHY**

The source of a persons problems and their solutions are in themselves not in other people or outside sources over which they have no control. Most of a person’s “hang-ups”, problems, and negative emotions are habits they have acquired in their life rather than inborn characteristics. They can be changed. A person can only change or be helped to change when they admit they have a problem and decide they want to do something about it. You cannot help a person who does not want to help themselves. All of the techniques we recommend for disengaging a person from negative habits stress self-understanding or self knowledge. The person must learn to recognize what he/she is doing or believing that causes the problems, and get in touch with their own feelings, especially those that they are not admitting to themselves. This may or may not involve remembering events and experiences from their childhood. People are generally happier and more successful then more they live in the present rather than in the past or in the future. Several methods are given focusing attention or awareness in the “Here and Now”. Most group therapy techniques also emphasize dealing with present feelings, attitudes, conflicts, etc., rather than endlessly discussing past failures and worries about the future. The attitude of the counselor toward the consumer is the most important part of therapy. The counselor must get involved, care, respect, and trust the consumer as a person, give “warm strokes”, be loving. The more you can think of the other person as yourself, get into their shoes, understand where they are coming from, the more you can help them. This is in contrast with the traditional psychiatric approach where the therapist stays aloof and uninvolved. The person who is causing themselves problems with their behavior needs to learn better ways to behave. It’s not enough to just remove the negative habits. They consumer must decide on new habits to fill the void. Referring to the Reality Chart, the change must go beyond revelation (learning about him/herself) to the manifestation stage (changing his/her behavior) and move toward realization. All the methods used in this organization stress positive thinking, the concept that a person is limited only by their beliefs and efforts. Success takes work and effort, of course but the person who believes they can succeed is most likely to put out the needed efforts. The person who expects to fail rarely tries very hard. One of the best ways to help a person have faith in them self is for you to have faith in them. This has to be real, you can’t “fake it”. It is important to deal with all aspects of a person, intellect, understanding, feelings and emotions, physical body, and social relationships. All of these relate to and affect each other. Some of the methods and techniques work best in one area and some in another. This is why we believe a combination of approaches, as long as they are consistent, is better than just sticking to one way. The most basic decision a person makes is whether they will be a “winner” or “loser” in life, their self-image, way of confronting the universe. A loser isn’t aware they have decided to be a loser. They might say they try but things always go wrong, people take advantage of them, etc. They have good ideas but never seem to be able to manifest them.

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## GUIDELINES

1. The first interview is free; here you determine what kind of problem the consumer has and whether or not you can help them. Answer any questions they have about your background or training. Determine what kind of help you will provide, payment, clarify that you will not get rid of the problems and make a brand new person. What you offer to do is help them live with their problems or find the solutions themselves. Any fees incurred by networking agencies after establishing a new consumer will be paid by the consumer based on the Self-Pay Fee Schedule.
2. Everything a consumer tells you is confidential. This means you do not discuss specific cases outside your office, even with own family. Make sure consumer understands this, explain you will keep personal records that can only be reviewed by authorized personnel only. The only information that will be shared outside of the confidential realm, are threats or behavior to harm one's self or another person. The local authorities or trained individuals will be notified at this point and case evaluation for continued service will be conducted.
3. The following practices are not to be used at all in Reunion & Reintegration Services Inc.s: hypnosis, drugs of any kind, faith healing, tarot reading, palmistry, or other methods of fortune telling, reading aura, any radical or potentially dangerous methods of therapy for which you have not been trained.
4. We are helping people find their own truth and values. You can discuss your beliefs with the consumer as long as you discuss their beliefs but do not try to tell them that the answers that work for you are going to work for them. Especially don't impose your values or standards on them as this could add guilt feelings and further confusion to other problems.
5. If you are in doubt about whether a method or practice can be used in Reunion & Reintegration Services Inc., check with SAMSHA first. If a new idea seems like it would really be useful, then we will probably not only let you use it but let other consumer operated services know about it.

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## FAQS

1. What is Reunion & Reintegration Services Inc.? Consumer operated services that are administratively operated by mental health consumers and emphasize self-help as their operational approach. Consumer operated services help individuals see what is possible for themselves and for others. People see that recovery is real and possible. They can see it in the people surrounding them.

2. What will be our status compared to licensed Psychologist and Family Counselors? It is legal in most states to have Peer Support Specialists to conduct peer to peer support. This has always involved a whole range of human problems, just as does the work of a psychologist. We can use any kind of therapy they can although most of our training is very basic and generalized and not as extensive as training learned by a psychologist. Some problems will be beyond our scope of practice and it is our ethical responsibility to suggest an advanced level of care for said consumers.

3. What are possible functions of consumer-operated services? Consumer-operated services have diverse sets of practices, but research has recognized four basic types of functions: mutual support, community building, providing services, and advocacy. Some consumer-operated services assume all four of these functions; others emphasize only some of them. Mutual Support People with common life experiences have a unique capacity to help each other because they share a deep understanding that might not exist in other relationships. Mutual support exemplifies the “helper’s-principle” which means that both parties benefit from the process. When peers support each other in this way, there is no need to designate who is the “helper” and who is the “helpee.” They might switch back and forth in these roles or act simultaneously. Community Building Consumer-operated services offer opportunities for participants to develop new social and interpersonal networks, to experience membership in an inclusive and accepting community, to think about themselves in new ways, and to learn better ways to handle problems. Providing Services. The services offered by consumer-operated services vary considerably. They might reflect the needs of a community, the expectations of a funder, and/or the interest or talents of group members. The services you will find at Reunion & Reintegration Services Inc. are: Drop in center, Peer counseling, Assistance with basic needs or benefits, Help with housing, employment or education, Linkage to services or resources, Social and recreational opportunities, Arts and expression, Structured educational or support groups, Crisis response and respite, Information and education, Outreach to community and institutions, religious / spiritual connecting, financial, emotional, sexual, health and nutrition, family, identity, past and future, hygiene and self-care. Advocacy. Advocacy and social action to promote system change and social justice has been a core element of the consumer self-help movement from its inception. Consumers now participate in local, state and federal levels to help plan services, shape policy, and promote change.

4. What is the program structure? Program structure refers to how programs are organized and operated. A consumer-operated service includes the following structural attributes: It is guided by consumers-the people who use

the service. It is run by its membership. Leadership is participatory. Participation is voluntary. The structure is planned with both physical and emotional safety in mind.

5. What is our operational process? Operational Process refers to the services offered and the methods of providing those services including these: Peer support through relationship building and informal and structured interactions. Meaningful roles and opportunities for everyone. Peer mentoring and teaching.

6. What methods will Reunion & Reintegration Services Inc. use? Transactional Analysis, consumer Centered therapy, Gestalt Therapy, Reality Therapy, Religious and Metaphysical orientation.

7. Can anyone who has received counseling, for example, marriage counseling be considered a consumer? By definition, peer support happens among individuals who share common experiences.

8. Why is autonomy and peer leadership so important? Consumer-operated services may position themselves as alternatives, adjuncts, or enhancements to the traditional mental health service system, but they cannot structurally be an arm or extension of it. This is necessary so that consumer-operated services can do the following: Promote equity and reciprocity in relationships. Consumer operated services try to minimize or eliminate power differentials inherent in relationships between the workers and consumers in traditional mental health services; Reduce pressure to conform to standards, practices, and values that are not consumer driven, and sometimes not even consumer centered; and function as centers of opportunity for empowerment and leadership development.

9. Are there roles for non consumers our outside supporters? Yes. There are a number of necessary and valuable roles for non consumer supporters and partners, In addition to being friends, allies, advocates, and champions, specific roles are the following: Funder/contractor, Sponsor/fiscal agent, Mentor and Collaborator. The role of a sponsor/fiscal agent is a temporary start up accommodation sometimes used for new programs.

10. Office Closures -If an office must be closed unexpectedly due to weather or other event, the office staff will try to reach you by phone, if possible. They will attempt to reschedule your appointment. Announcements of office closings particularly due to weather, frequently are published on Facebook, Website, Twitter, Instagram, and Email. There will also be a recorded update, as needed, on the Access Line (502) 242-9826.

11. Use of Phones - Our service locations are equipped with telephones for your use in arranging transportation and other appointments.

12. Safety Issues- Reunion & Reintegration Services Inc. strives to provide a safe environment for its consumers, their family members and its staff.

13. No Weapons Policy - No weapons are allowed. This applies to Reunion & Reintegration Services Inc. property and surrounding areas such as sidewalks, walkways, driveways, and parking lots Reunion & Reintegration Services Inc. ownership or control. Violators will be denied entry to our sites or removed from the premises.

14. -Smoke-Free Environment - To respect the health and comfort concerns of others, no smoking is allowed in Reunion & Reintegration Services Inc. sites.

15 - Children in Waiting Rooms - To provide safety for children, and out of respect for others, please watch your children in the waiting room and do not leave them unattended.

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## Service Agreement

THIS AGREEMENT states that our scope of services which include professional licensed persons as well as team members who have experienced hardships and provide voluntary assistance available to our caseload, in which must abide by our Consumer Policy Contract observed under the the stated HIPPA Confidentiality Agreement, whom all members are required to sign upon entering our organizations staff. Policy terms are available and viewable by our organization's website, these are to be read and agreed signing the contract. A viewable advisory has been made above the Consumer intake application. Such terms are established to its members which apply and are not limited to its employees, volunteers, networking agents, board of directors and membership boards. By stated Consumer policy which lists terms of use located under our website policies, all visistors and clients are obligated to these mandated statutes of confidentiality and its service agreement.

We at R&R expect all members of our service as well as its consumers to adhere to this protocol. Under no circumstances will liability be at our organization's fault. Agrees not to sue the organization / staff / facility or personnel for any expenses or damages that result from any of the counseling services. Agrees that in the event someone gets injured or harmed on or near our location sites that we are not liable for cost of damages and/or suffering. Agrees that otherwise confidential information may be disclosed to law enforcement or respective authorities where required by law. Agrees that while receiving services consumers will remain sober from use of illegal substances and when necessary may be asked to submit to drug screening. Agrees not to do malicious harm to or affiliate self with criminal activity while on our near our organization's location sites. Reprimandable acts may be pursued for any malicious or criminal activity performed on/to or near our organization's location sites. Services may be revoked if any breach of this contract occurs while the consumer is enrolled into the program. R&R reserves the right to terminate services at any time without warning or definition.

By consenting, you agree to share information with a network of health and social service partners powered by Unite Us software. Your personal information may be shared securely on the network in accordance with privacy laws to connect you with services. This consent covers all information shared by you or by anyone that has the right to to share your information on your behalf. You can always limit the information you provide on the network by requesting to have it removed. To understand how your information may be used and kept safe on the network, please see [www.uniteus.com/privacy](http://www.uniteus.com/privacy). If you no longer want your information shared on the network, you can email [consent@uniteus.com](mailto:consent@uniteus.com) or ask any

network partner. By signing the receipt of the consumer handbook below you agree that you consent and understand what you have just read and you were given a chance to ask any questions that you had.

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## CONFIDENTIALITY

Under law, it is your right that Reunion & Renitegration Services Inc. provide you with confidentiality about your treatment. You are protected by federal and state confidentiality laws and violating confidentiality is a crime. Our professionals rigorously uphold consumer confidentiality. Information shared among you, your case manager, and others involved in your treatment is confidential. This means we cannot confirm or deny that you are a consumer of Reunion & Reintegration Services Inc. to someone asking us, whether that person is a family member, friend, employer, or media. We cannot release any information about what you are being treated for or your treatment. For example, if someone calls our offices wanting to know if you are there for an appointment, we are unable to tell them "yes" or "no" due to confidentiality issues. Callers may be unhappy that we cannot help them, but we must protect the confidentiality of our consumers. There are times, however, that information can be released, but only under the following conditions:

1. With consent of the consumer or the consumer's legally responsible party.
2. With a court order.
3. The information discloses a violent crime has been committed or threatened.
4. As otherwise required by law. Federal and state laws do not protect any information about suspected child abuse or neglect. This information is reported under state law to the appropriate state and local authorities.

**Notice of Privacy Practices:** THIS NOTICE DESCRIBES HOW ALL HEALTH AND MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY. THE PRIVACY OF YOUR HEALTH INFORMATION IS IMPORTANT TO US.

**Our Responsibilities:** We at R&R Inc. understand that medical information about you and your health is personal. Applicable federal and state law requires us to maintain the privacy of your health information. We are also required to give you this notice about our privacy practices, our legal duties and your rights concerning your health information. We must follow the privacy practices that are described in this notice while it is in effect. This notice

takes effect February 11, 2023, and will remain in effect until we replace it. We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information. We reserve the right to change our privacy practices and the terms of this notice at any time, provided such changes are permitted by applicable law. We reserve the right to make the changes in our privacy practices and the new terms of our notice effective for all health information we created or received before we made the changes. Before we make a significant change in our privacy practices we will change this notice and make the notice available upon request. You may request a copy of the notice at any time. For more information about our privacy practices, or for additional copies of this notice, please contact us using the information listed below.

**Uses and Discloser of Health Information:** We may use and disclose health information about you for treatment, payment, and healthcare operations. For example: To treat you: We can use or disclose your health information to a physician or healthcare provider providing treatment to you.

**Healthcare Operations:** We can use and disclose your health information in connection with our healthcare operations which include quality assessment and improvement activities, reviewing the competence or qualifications of healthcare professionals, evaluating practitioner and provider performance, conducting training programs, accreditation, certification, licensing or credentialing activities.

**Your Authorization:** In addition to our use of your health information for treatment or healthcare operations, you may give us written authorization, you may revoke it in writing at any time; your revocation will not affect any use or disclosures permitted by your authorizations while it was in effect. Unless you give us written authorization, we can not use or disclose your health information for any reason except those described in this notice.

**To Your Family and Friends:** We must disclose your health information to you as described in in the Patient Rights Section of this notice. We may disclose your health information to a family member, friend or another person to the extent necessary to help you with your healthcare, but only if you agree that we may do so.

**Persons Involved in Care:** We may use or disclose your health information to notify, or assist in the notification of (including identifying or locating) a family member, your personal representative or another person responsible for your care, of your location, your general condition or death. If you are present, then prior to use or disclosure of your health information, we will provide you with an opportunity to object to such uses or disclosures. In the event of your incapacity or emergency circumstances, we will disclose health information based on a determination using our personal judgement disclosing only health information that is directly relevant to the person's involvement in your healthcare. We will also use our professional judgement and our experience with common practice to make reasonable inferences of your best interest in allowing a person to pick up your medical records or other similar forms of health information.

**Marketing Health-Related Services:** We will not use your health information for marketing purposes without your consent

**Required by Law:** We may use or disclose your health information when we are required to do so by state or federal law, including with the Department of Health and Human Services if it wants to see that we are complying with federal privacy laws.

**Abuse or Neglect:** We may disclose your health information to appropriate authorities if we reasonably believe that you are a possible victim of of abuse, neglect, or domestic violence of the possible victim of other crimes. We may disclose your health information to the extent necessary to avert a serious threat to your health or safety of others.

**National Security:** We may disclose to military authorities the health information of Armed Forces personnel under certain circumstances. We may disclose to authorized federal health officials health information required for lawful intelligence, counterintelligence and national security activities. We may disclose to corectional institutions or law enforcement officials having lawful custody of protected health information of inmate or patient under certain circumstances.

**Patient Rights Access:** You have the right to look at or get copies of your health information, with limited exceptions. You may request that we provide copies other than photocopies. We will use the format you request unless we can not practicably do so. You must make a request in writing to obtain access to your health information. You may obtain a form to request access by using the contact information listed at the end of this notice. You may also request access by sending us a letter to the address at the end of this notice.

**Communication:** You have the right to request that we communicate with you about your health information by alternative means or alternative locations. (You must make your request in writing.) Your request must specify the alternative means or alternative locations.

**Amendment:** You have the right to request that we amend your health information. (Your request must be in writing, and it must explain why the information should be amended.) We may deny your request under certain circumstances.

**Electronic Notice:** You are entitled to receive this notice in written form.

**Questions and Complaints:** If you want more information about our privacy practices or have questions or concerns, please contact us. If you are concerned that we may have violated your privacy rights, or you disagree with a decision we made about access to your health information or in response to a request you made to amend or restrict the use or disclosure of your health information or to have us communicate with you by alternative means or alternative locations, you may complain to us using the contact information at the end of this notice. You may also submit a written complaint to the U.S. Department of Health and Human Services by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1(877)696-6775, or visiting [www.hhs.gov/ocr/privacy/hippa/complaints](http://www.hhs.gov/ocr/privacy/hippa/complaints). We support your right to the privacy of your health information. We will not retaliate against you in any way if you choose to file a complaint with the U.S. Department of Health and Human Services.

Privacy Officer: Destiny Cox

Phone: (502)653-9164

Email: [destiny@rnrservices.org](mailto:destiny@rnrservices.org)

Address: 1132 South 1<sup>st</sup> Street, Suite 1 (SIDE DOOR), Louisville, KY 40203

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## Appointments

### First Appointments

To make your first appointment with Reunion & Reintegration Services Inc., please call our Access system at (502) 242-9826 or online at [www.soulclinicofkentuckiana.org](http://www.soulclinicofkentuckiana.org). A trained specialist will ask you some questions about your needs and how either Reunion & Reintegration Services Inc. or another community resource can help you. If Reunion & Reintegration Services Inc. is the best choice, the phone counselor will help you choose the best site for an appointment. He or she will help make your first appointment and tell you what to bring to your first appointment.

**Additional Appointments** After your first appointment with your case worker, he or she will help make any additional appointments for you. **Hours of Operation, Cancellation and Missed Appointment Policy:** Our goal is to provide quality individualized care in a timely manner. Hours of Operation are Tuesday and Thursday from 10:00am - 4:00pm Eastern Standard Time.

Calls and emails received after office hours will be sent to a voicemail that is screened for emergencies. Nonemergent matters will be addressed on the next business day. “No-shows” and late cancellations inconvenience those individuals who need access to care in a timely manner. We would like to remind you of our office policy regarding missed appointments. This policy enables us to better utilize available appointments for our patients in need of care.

**Cancellation of an Appointment:** In order to be respectful of the needs of other patients, please be courteous and call Reunion & Reintegration Services Inc. promptly if you are unable to show up for an appointment. You will have a 10 minute window to arrive to your appointment. (For example: if your appointment is at 10:00am you will have until 10:10am before your window closes and will be considered a missed appointment.) This time will be reallocated to someone who is in need of treatment. If it is necessary to cancel your scheduled appointment, we require that you call at least 24 hours in advance. Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely care. **How to Cancel Your Appointment:** To cancel appointments, please call 502-242-9826. If you do not reach the receptionist, you may leave a detailed message on our voicemail. If you would like to reschedule your appointment, please leave your phone number. We will return your call and give you the next available appointment time. **Late Cancellations:** A late cancellation is considered when a patient fails to cancel their scheduled appointment with a 24-hour advance notice. **First late cancellation:** courtesy reschedule **Second late cancellation:** \$10 fee will be billed to your account. **Third missed appointment:** \$20 fee will be billed to your account and you may be discharged from our practice. **No Show Policy:** A “no-show” is someone who misses an appointment without cancelling it in an adequate manner. A failure to be present at the time

of a scheduled appointment will be recorded in your medical record as a “no-show.” First missed appointment: \$10.00 deposit to reschedule Second missed appointment: \$20 fee will be billed to your account Third missed appointment: \$30 fee will be billed to your account and you may be discharged from our practice.

Audio/Video Recording Agreement: The consumer listed above is enrolled in counseling at Reunion & Reintegration Services Inc. The counselor facilitating the session is required to audio or video tape counseling sessions. The recording is being done for quality assurance and training purposes and to protect the welfare of the consumer and counselor. Information about consumers including case records, is confidential and will be released only under the following conditions: a) The counselor is using case records for purposes of supervision, professional development and training. In such cases to preserve confidentiality, consumers will be identified by first names only. b) The counselor or supervisor determines the consumer is in danger to him/herself or to someone else. c) The consumer discloses abuse, neglect, or exploitation of a child, elderly or disabled person. d) The consumer discloses sexual contact with another mental health professional with whom the consumer had/has a professional relationship. e) The counselor is ordered by a court to disclose information. f) The consumer directs the counselor to release the consumer’s records. All audio and video tapes made will be destroyed 180 days after the conclusion of the consumers exit from services. Your signature below indicates that you understand the purpose of these recordings and the manner in which they will be utilized (for counseling instruction, quality assurance and training purposes). Your signature also serves as your consent to have the sessions audio and video taped. Your refusal to consent will interfere with your rights to receive counseling and you may revoke your consent at any time.

THIS AGREEMENT states that our scope of services which include professional licensed persons as well as team members who have experienced hardships and provide voluntary assistance available to our case load, in which must abide by our Consumer Policy Contract observed under the stated HIPPA Confidentiality Agreement, whom all members are required to sign upon entering under our organization staff. Policy Terms are available and viewable by our organizations website, these are to be read and agreed before checking box to this agreement. A viewable advisory has been made above the Consumer Intake Application. Such terms are established to its members which apply and are not limited to its Employees, Volunteers, Networking Agents, Board of Directors and Membership Boards. By stated Consumer Policy which lists terms of use located under our website policies, all visitors and clients are also obligated to these mandated statues of confidentiality and its service agreement. We at Reunion & Reintegration Services Inc. expect all members of our service as well as its consumer to adhere to this protocol. Under no circumstance will liability be at our organization’s fault. Agrees not to sue the clinic staff / facility or personnel for any expenses or damages that result from any of the counseling services. Agrees that in the event someone gets injured or harmed on or near our location sites that we are not liable for costs of damages and/or suffering. Agrees that otherwise confidential information may be disclosed to law enforcement or respective authorities where required by law. Agrees that while receiving services consumer will remain sober from use of illegal substances and when necessary may be asked to submit to drug screening. Services may be revoked in the event that a consumer breaches agreed terms of service. Agrees to not do malicious harm to or affiliate self with criminal activity while on or near our organization’s location sites. Reprimandable acts may be pursued for any malicious or criminal activity performed on/to or near our organization’s location sites.

Preliminary services for homeless consumers: Within the first three weeks of service, consumers applying for housing assistance are required to contact Common Assessment to determine eligibility of housing voucher. If a consumer receives a score of 0-10 Services will be closed for consumer and will be given additional resources to obtain housing. If a consumer receives a score of 11-20 Consumer will remain in services for 180 days (six months) at which time their case will be reviewed for status and what additional services if any the organisation can do for the consumer. If the consumer is determined to be self sufficient and no longer in need of assistance their case will be closed. Within the first three weeks of service the Life Experience Specialist will provide assistance with Housing Action plan and will order birth certificate, state issue identification cards, replacement social security cards. And one transportation voucher. During preliminary services you give permission to R&R Staff to complete housing, employment and benefit applications on your behalf. Your consent to this will reflect in your signature of the receipt of Consumer Handbook page.

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## WHAT TO EXPECT DURING YOUR FIRST VISIT

### First Appointment

Your visit to us usually will last 60-90 minutes. It is helpful if you arrive 15-20 minutes early. On your first visit you should bring the following items:

- Proof of Identification
- Proof of Insurance
- Proof of Income
- List of Medications
- A list of any prior mental health, alcohol and drug abuse or dependency, and developmental disability services you have received from other organizations.
- The name, address, phone number of someone to contact in case of an emergency.
- Proof of guardianship if you are an underage child or ward of the state.

You will be asked to complete several forms that include:

- Verification of billing information
- Consent for treatment form
- Information release form
- Copy of DD-214, NGB-22 and any other forms that would help in progression of your case.

### ATTENDANCE / ABSENTEEISM

Consumers are responsible for the success of their treatment and maintaining appointments. Life Experience Specialists are to keep record of attendance, absenteeism, and appointments for consumers and remind consumers of appointment days and times both for clinic and networking agencies. consumers are to call or contact Life Experience Specialists 24 hours in advance if they are going to miss a scheduled appointment. If a consumer misses

3 scheduled appointments, their case may be closed. The consumer must then submit a written letter to the board of directors for approval to reopen case and continue treatment. Case managers are asked to use discretion when marking a consumer absent.

#### Drug and Alcohol

While consumers are under the care of Reunion & Reintegration Services Inc., they are not to engage in the consumption of drugs or alcohol. Consumers are encouraged to attend AA/NA meetings while working with Reunion & Reintegration Services Inc.. If a consumer arrives to a session intoxicated, they will be asked to leave and return when they are sober.

#### Sexual Misconduct

Sexual misconduct is unwelcome behavior of a sexual nature to include fornication, masturbation, public viewing of pornographic material on computer, television, books etc. and verbal or physical contact to another person. There is a ZERO tolerance policy for this behavior and if found guilty of engaging in behavior while under Reunion & Reintegration Services Inc. care, disciplinary action will be taken up to expulsion from program.

#### Deviant Behavior / Failure to comply

Actions that exceed the usual limits of accepted behavior and involve failure to comply with the social norm of the group. Actions will result in consultation, written warning and ejection from clinic services when warranted.

#### Safe Crisis Management

Various members of our staff are trained and certified in Safe Crisis Management in the event that a consumer or visitor to the clinic becomes verbally or physically uncontrollable. Physical management may be used as last resort to manage a consumer or visitor only after verbal and written management has failed to succeed.

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## **Crisis Policy**

Many different events may occur that could be deemed “a crisis”. This policy deals specifically with imminent danger or potential harm to anyone who partakes in services offered by this clinic.

### **SUICIDE**

If a person expresses thoughts of harm to self that are serious enough you feel uncomfortable, speak to an advanced level of care professional immediately before the consumer has left the clinic. It is our responsibility to keep the consumer as safe as possible. Therefore if the consumer expresses self harm, it would be the safest thing to report it to someone (if under age 18; parent or guardian must be notified before contacting local authorities) Suicidal thinking (with intent to harm) should be considered a medical emergency. It is just as deadly as a heart attack. In other words CALL 911! If the individual leaves after telling you that he/she is suicidal, then you have two options:

- 1) If the consumer is a youth call the parent or guardian immediately.
- 2) if you cannot get in touch with a parent or guardian of if the consumer is an adult go to the court house and file a Mental Inquest Warrant. A Mental Inquest Warrant will force the police to find the individual and take him or her to the hospital for an emergency evaluation.

### **HOMICIDE**

If a consumer expresses the desire to seriously harm someone else, then you need to report this as well. Call a parent/guardian or call 911!

### **ABUSE**

All suspected physical, sexual, and emotional abuse needs to be reported either to Child Protective Services or Adult Protective Services depending on the age of the consumer. This does not necessarily need to be reported immediately but should be reported within 24 hours.

### **RUNAWAYS**

If a youth has run away from home, they can go to a safe place location. Safe place has up to 72 hours to contact someone. The youth can go to a safe place location and access help there. Safe place also offers case management for people ages 18-22 years of age. DO NOT transport the youth. Safe place will provide transportation, or you can call the police to escort the youth.

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## **Consumers Receiving Mail**

Consumers who are homeless or do not have a proper mailing address are allowed to use the address of the Reunion & Reintegration Services Inc. as point of contact. During your intake appointment, if you do not have health insurance, food stamps, social security card, or birth certificate your Life Experience Specialist will work with you to have these items mailed to the office. If you have any other items mailed to the office address, you must have consent from your Life Experience Specialist to do so. Any mail received without consent will be returned to sender without notice. Mail will be held for a consumer no longer than 30 days. At the close of business on the 30th day mail will be returned to sender. If you have mail being held at the clinic, your name will be posted on the community board in the front office. You must show proof of identification in order to receive your mail. If you have someone coming to pick your mail up for you, they must have a written letter with your signature specifying who is picking up your mail and the reason you cannot pick your own mail up. The person picking up your mail must also present proof of identification.

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## **INVOLVEMENT IN SETTING TREATMENT GOALS**

After a thorough assessment, treatment goals are set. For treatment to be successful, you must be involved with your Life Experience Specialist and treatment team to set your treatment goals, and in making and following your plan to meet your goals and reviewing your progress. Both you and the staff at Reunion & Reintegration Services Inc. have rights and responsibilities during your treatment. The treatment plan will be tailored to your specific needs. You and a multi-disciplinary team of professionals from Reunion & Reintegration Services Inc. will develop your treatment plan. The Life Experience Specialist then will review the treatment plan with you or your legal guardian, and then you or your legal guardian and a representative of Reunion & Reintegration Services Inc. will have the opportunity to sign it. We may stop services if you repeatedly refuse to follow treatment procedures, including refusing to take medication as prescribed; or when your physical and/or emotional conditions indicate that services provided are no longer appropriate. Continuity Of Treatment, consumers who may need services from more than one Reunion & Reintegration Services Inc. program or service area may receive services at more than one location. Services will be jointly planned and coordinated with you by Reunion & Reintegration Services Inc. Staff.

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## **FAMILY INVOLVEMENT**

Reunion & Reintegration Services Inc. believes that involvement of families of consumers often is an important part of providing effective treatment, support and rehabilitation. Input from family members will be sought and encouraged, and family members will be included in goal-setting and planning treatment whenever possible, but only if you and the treatment team believes that including family would benefit your treatment. Referrals Reunion & Reintegration Services Inc. will assist in linking you with other community resources when:

1. Reunion & Reintegration Services Inc. cannot provide a service.
2. Some additional services are needed.
3. We no longer can provide you with the best service to meet your needs.

Typical referrals are to the Kentucky Department of Vocational Rehabilitation, Wellspring House, Child Protective Services, just to name a few. We will discuss these options with you and make arrangements for the referral.

Where appropriate, our clinical staff will contact the referral site and set an appointment for you. Persons who are not Reunion & Reintegration Services Inc. consumers and who call seeking services at R&R Inc., but are best served elsewhere in the community, may be given referral information and be advised to make contact with these services themselves.

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## ADDITIONAL SERVICES

It is the policy of Reunion & Reintegration Services Inc. to ensure services for consumers with special needs including (not limited to) consumers with hearing, visual, mobility, or developmental impairments and non-English speaking consumers. If you need one of the following services, please mention this to our Access System counselor when calling for your first appointment or to the office staff or your Life Experience Specialist at your first visit. Hospitalizations Reunion & Reintegration Services Inc. refers adults who require hospitalization to Emergency Psychiatric Services at University Hospital. If you have insurance, we may refer you to a hospital covered under your plan.

### Training and Research

As a large community support center, Reunion & Reintegration Services Inc. serves as a training site for students studying to work in the mental health, alcohol and drug, and developmental disabilities fields. We will seek your written permission to take part only after the project has been explained to you. This explanation will include the project's purpose, who is involved, how long the project will last and how much of your time will be involved. We also tell you about physical requirements, any experimental procedures, any necessary follow-up, any benefits you might receive from the project, any appropriate procedures or course of treatment that might be helpful to you, the confidentiality of the project, and any money or other compensation you will receive.

### Advanced Directives

As a provider of outpatient services, Reunion & Reintegration Services Inc. does not solicit information from consumers regarding advance directives for life-sustaining medical care. Any information provided by an adult consumer, or the legal guardian of an adult consumer regarding advance directives for medical care will be placed in the consumer's clinical record. If a medical emergency necessitates life-sustaining treatment, life-sustaining measures will be taken within the capabilities of the organization until the consumer can be transferred to another organization for medical treatment. If the consumer is transferred to another organization for emergency medical treatment, any advance directives for medical care contained in the consumer's clinical record will be provided to the other organization at the time of transfer.

### Education Programs For consumers/Families

Other groups, covering such topics as parenting, personal care, nutrition, housing, and other topics are frequently available at Reunion & Reintegration Services Inc. Ask your Life Experience Specialist or office staff at our site for information on these groups.

### Consumer Advocacy Groups

There are a number of advocacy groups in the area that provide support, advocacy, education and research in the areas of mental health, drug and alcohol dependency and addiction, and developmental disabilities.

Reunion & Reintegration Services Inc. Access System will be glad to provide you information on them. Call (502) 242-9826.

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## **CONSUMER RIGHTS AND RESPONSIBILITIES**

Consumer Rights and Responsibilities: Rights: Receive professional, courteous, and caring assistance that respects and appreciates differences related to race, ethnicity, national origin, gender, sexual orientation, religion, personal values, age, disability, and economic or veteran status. Fair Treatment You have the right to expect us to apply eligibility criteria fairly and impartially. Courtesy and Consideration Clients have the right to be treated with courtesy, respect, and consideration. Privacy and Confidentiality You have the right to expect that your personal and financial information is protected against unauthorized use or disclosure. We do not release information without your written permission, except upon court order, as required by law (as in the case of certain communicable diseases and reports of child abuse), or as required, in our judgment, to protect you or others from physical danger. Information You have the right to get complete, accurate, and clear information about your rights, entitlements, and obligations you need to participate in decisions about your care, and to give consent before any information or referrals are completed. Entitlements You have the right to every service you are eligible for Formal Review If you believe you have not received fair treatment or inadequate services, you have the right to appeal your case. If you feel your rights have not been respected, we encourage you to speak with a supervisor. Responsibilities: To provide accurate and complete information about your current situation and provide documentation. To ask questions to make sure you understand the services you will receive and any instructions. To follow through on pending documentation to obtain services. To keep your appointment, or change or cancel it in a timely manner, to allow others in need to have access to services. To use services wisely, be aware of costs of services and not waste resources. To be respectful of others, including staff, volunteers and clients. To communicate with volunteers or a staff member if you have concerns or suggestions about the care you receive here, so we can work together to provide you with the best possible service in the future.

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## **CONTACTING YOUR LIFE EXPERIENCE SPECIALIST**

Should you need to contact your Life Experience Specialist during office hours, call the office where you go for appointments and leave a message that you wish to talk with your case manager, or a member of your treatment team. Many times, when you call your Life Experience Specialist or a member of your treatment team may be with another consumer or unable to talk to you right away. However, your call will be returned as soon as possible. Our goal is within 24 hours (one business day) although extenuating circumstances may delay the return call in some cases.

Contact After-Hours, On Weekends Or In An Emergency

Please call Crisis and Information (502)589-4313

If your emergency is life threatening, please call 911 first or go to your local emergency room and follow up with your Life Experience Specialist from there.

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## **COMMENTS OR CONCERNS**

We want to hear any and all comments about our services, staff and facilities. If you have a comment or concern, ask for the supervisor or manager where you have an appointment. If, after making contact with a supervisor or manager, you are still not satisfied, you may submit a complaint in one of two ways. You may complete a card located at the site of your appointment and it will be sent to our Ombudsman or call the Reunion & Reintegration Services Inc. Ombudsman between 9:00a.m. and 5:00p.m. Monday through Friday. Ombudsman 502-653-9164.

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## **PROGRAMS AND SERVICES**

### **Housing First**

Housing First is a homeless assistance approach that prioritizes providing permanent housing to people experiencing homelessness, thus ending their homelessness and serving as a platform from which they can pursue personal goals and improve their quality of life. This approach is guided by the belief that people need basic necessities like food and a place to live before attending to anything less critical, such as getting a job, budgeting properly, or attending to substance use issues. Housing First is based on the theory that client choice is valuable in housing selection and supportive service participation, and that exercising that choice is likely to make a client more successful in remaining housed and improving their life.

### **180 Pay Day**

180 Pay Day is a program in which a Life Experience Specialist will assist the consumer in resume building, completing applications, follow up calls, proper interviewing etiquette, finding employment ready clothing, shift scheduling and helping the consumer understand the job description and requirements of the position he /she is applying for. The goal of this program is to have the consumer trained, certified, presentable, sober and ready to return to the workforce within 180 days.

### **Food Box Program**

Food boxes are given to local families who cannot afford groceries. These boxes are meant to feed a family for several days and include a variety of wholesome and nutritious food. A family can obtain a food box every month, but strong effort is made to motivate the consumer to find a stable solution of food. With this in mind, every Clinic food box recipient is screened for SNAP benefits.

### **Clothing Closet**

The Clothing Closet offers consumers and community members free clothing so that they can stay warm and keep their dignity year-round. This is a vital aspect of transforming a homeless consumer from the “hobo” mentality to a person with self-respect. When a consumer makes the decision to abandon street living and admit him/herself into the clinic program, our staff provides a good meal, a hot shower, and clean clothes. The clothing closet is not a thrift store. It is made up of donated items that are distributed to those in need free of charge. Although most of the visitors to the clothing closet are residents, many people from around the community utilize this resource to clothe their families. The continued donations are a visible proof that our community is a giving community.

### **Moving Forward**

In an effort to provide more effective means of transportation to get to employment, doctors appointments and other responsibilities the Reunion & Reintegration Services Inc. has partnered with Beargrass Christian Church and North East Christian Church to provide bicycles to eligible consumers. Eligibility is determined by the proactive behavior of the consumer, proof of employment or proof of actively seeking employment, proof of actively

enrolled in a recovery program. One bicycle per consumer will be issued. Unfortunately due to the high demand for bicycle requests, if a bicycle is lost, stolen, dismantled or damaged we cannot replace the bicycle but we can refer to resources that may be able to repair the bicycle if the consumer still has possession of it.

### **Prescription Assistance**

We mediate with Department of Public Health Services.

We assist the consumer with enrollment into KPAP, Kentucky Prescription Assistance Program.

This program collaborates with medical personnel and community agencies, like churches, hospitals and social services, to provide information about KPAP, identify resources and determine how the community can best help individuals access assistance programs.

\*\*Eligibility for the program is based on income guidelines set by participating drug manufacturer companies. Many companies permit program participants to have insurance as long as the medicines for which you are requesting assistance are not covered by your policy benefits.

### **Counseling**

Certified Counselors & Peer Support Specialists Are on staff to provide support on marriage/family, identity, social, job/school, drug & alcohol, financial, religion, emotional, sexual, past and future, physical health, suicide prevention, and felony re-entry advocate.

### **Support Group**

Maximum overdrive is comprised of multiple anonymous Support groups that gather in one forum to work through their steps and better themselves. This evidence based practice has been proven to increase the health; physically, mentally and emotionally all at one time rather than struggling with each individual weakness at a time. Groups are facilitated by members in reinvention from one or more of the anonymous groups above; Still respecting the traditional 12 steps and traditions to a degree with a modern approach to whole health.

### **In the Kitchen**

In the Kitchen is our Organization's program that Provides assistance to Consumers applying for and Meeting SNAP (Supplemental Nutrition Assistance Program) Eligibility requirements. Program will teach Consumers how to utilize SNAP benefits efficiently, Develop a balanced, Nutritional dietary menu, Meal preparation training, & Resources to local food Pantries, Farmer's markets, & Community gardens.

### **Legal Information**

Consumers will meet With a peer to Complete Supplemental Security Income, Disability & Expungement Screenings. If a client meets Screening eligibility Requirements Paperwork will be Completed with Consumer to file for Respective service.

### **This is Me**

Our program that Provides Assistance in Obtaining a state Issue Identification Card (I.D), Drivers license, Birth Certificate, Social security Card.

### **Reentry Transport**

If you or a loved one are a veteran of the United States Armed Forces, first responder or an immediate family member and are being released from Louisville Metro Department of Corrections, Reunion & Reintegration Services Inc. will provide a ride free of charge to friend, family, treatment facility or halfway house in the Jefferson County limits. Please try to schedule transportation 24 hours in advance by calling 502-242-9826.

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## **GRIEVANCE PROCESS**

Reunion & Reintegration Services Inc. takes very seriously the welfare of our consumers. If you have a personal concern, please obtain a grievance form from your case manager. Fill out the form and follow these steps:

1. Take grievance to your case manager. If you do not know who your Life Experience Specialist is, request to see a Life Experience Specialist and one will be assigned to you.
2. If you are not satisfied, please make an appointment to see the Senior Case Manager.
3. If you are not satisfied, please make an appointment to see the Director.
4. If you are not satisfied you may take your grievance to the Board of Directors.
5. If your matter is not satisfied by the Board of Directors you may you may resign from services with the organization with out issue.

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## PROGRAM DISCHARGE

It is the desire of the clinic that every consumer will complete the program and successfully transition out of homelessness. There are times, however, when we find that a consumer's needs cannot be met at the clinic, or when a consumer's behavior is disruptive to the program or the success of the other consumers.

At these times, a consumer may be asked to leave the program prior to their scheduled discharge date. This action will be carried out in the best interest of the consumer and the program. Consumers who are discharged will be given referrals to other agencies depending on the criteria of the discharge.

Consumers in disagreement with their discharge have the right to a grievance procedure. The grievance procedure is outlined in this manual. When a consumer is discharged from the program the clinic will safeguard the guest's belongings for up to 72 hours. If the discharged consumer does not return for their belongings within the 72 hour period, the belongings will be discarded or donated to the clinic. The following is a list of offenses that will result in automatic and immediate discharge from the program.

- Violence or threats of violence against staff or other consumers and networking agencies
- Verbal abuse against staff or other consumers and networking agencies
- Theft
- Sexual activity on premises / sexual harassment
- Destruction of property
- Possession of weapons, drugs/alcohol, drug paraphernalia, or pornographic material
- Refusal of drug test
- Under influence of drugs or alcohol
- Violating networking agencies policies
- Violating shelter guidelines
- Refusal to participate or attend mandated program activities such as case management, meetings, chores, etc.
- Refusal to follow a reasonable directive from staff consumers who are discharged for these reasons may be placed on a suspension list, depending on the nature and severity of the offense.

Other conditions may be placed upon a consumer's eligibility for readmission as they apply to the nature of the discharge.

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## RECEIPT OF CONSUMER HANDBOOK

By signing below, you (the consumer) acknowledge receipt of the Consumer handbook and agree to abide by the policies and procedures as they are defined in this book. I further acknowledge that some policies may change without notice and will be included in updated copies of the consumer handbook. I further agree that at the end of 180 days I will ask for an updated handbook.

\_\_\_\_\_  
Printed Name of Consumer

\_\_\_\_\_  
Signature of Consumer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Staff

\_\_\_\_\_  
Date

Electronic signature may also be given on the intake application on our website at [www.rnr.services.org/apply](http://www.rnr.services.org/apply)