

Remember who you wanted to be™

Admissions Handbook



website: www.crossroadsme.org
blog: www.crossroadsme.org/blog/
Facebook: www.facebook.com/crossroadsforwomen
YouTube: www.youtube.com/crossroadsforwomen
Flickr: www.flickr.com/photos/crossroadsforwomen



Remember who you wanted to be™

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8/17/2012



Remember who you wanted to be™

Crossroads Contacts

Administrative Office

71 US Route One, Suite E
Scarborough, Maine 04074
Tel: 207.773.9931 • TTY: 711 • Fax: 207.775.7023
info@crossroadsme.org

Greater Portland Counseling Center

71 US Route One, Suite E
Scarborough, Maine 04074
Tel: 207.773.9931 • TTY: 711 • Fax: 207.879.5576

Kennebunk Counseling Center

2 Livewell Drive, Suite 202
Kennebunk, Maine 04043
Tel: 207.467.3369 • TTY: 711 • Fax: 207.467.3413

Residential Intake and Admissions

120 Main Street
Windham, Maine 04062
Tel: 207.894.5733 • TTY: 711 • Fax: 207.894.5735
intake@crossroadsme.org

Residential Rehabilitation / Children & Mothers Program (CAMP)

114 Main Street
Windham, Maine 04062

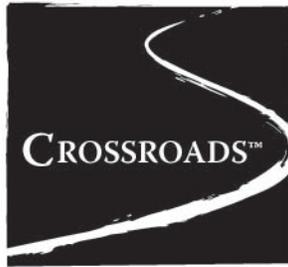
Halfway House

575 Forest Avenue
Portland, Maine 04101

Transitional Housing

Cumberland Commons
138 Varney Mill Road
Windham, Maine 04062
housing@crossroadsme.org

For information on how to access services, see page 5 of this handbook.



Mission

Crossroads provides gender-responsive addiction and behavioral health treatment services in a safe and respectful environment so individuals and families can lead healthy lives.

About Crossroads™

Crossroads is where you would send your mother, father, sister, brother, daughter or son for outpatient or residential treatment for addiction and behavioral health treatment in a comfortable, safe environment so they can remember who they wanted to be. Offering Maine's most comprehensive treatment for behavioral health with a gender-specific focus, Crossroads services include outpatient counseling for men, women and families and residential addiction treatment for women.

Crossroads' specific services include comprehensive behavioral health and addiction assessments; individual, group, couples and family counseling; an intensive outpatient program (IOP); DEEP evaluation and treatment; medication management; Maine's only residential program for children and mothers; short-term residential rehabilitation; a halfway house and transitional housing.

Note: Residential programs address addiction and co-occurring behavioral health problems and are for women only. All other services are offered to men and women.

Why Gender-Responsive Treatment

There is a tremendous social stigma attached to those who abuse alcohol or drugs or experience behavioral health issues. Shame and the fear of severe consequences, such as losing custody of their children, often lead women, men and their families to minimize or deny the existence of a problem.

The experience of trauma and the lack of healthy relationships are extremely common in the lives of affected women. Women, for example, turn to drugs and alcohol to maintain a relationship or fill in the void of what's missing in a relationship. Men, on the other hand, turn to drugs and alcohol to avoid connections all together.

Healing requires that women and men be in an environment in which they can experience supportive, sustaining interactions with staff and each other, using a model of treatment that focuses on relationships. Men and women have key issues in recovery, including self, relationships, sexuality and spirituality. It's important to note the difference in the ways men and women deal with these issues and to address them in the ways that work best for each individual. Thus, group and IOP treatment are separately provided for women and men to optimize the opportunities for gender responsive therapy.

Read more about behavioral health, addiction and gender in Crossroads' blog (crossroadsme.org/blog).

Treatment Philosophy

Crossroads' philosophy is that addiction, behavioral health and co-occurring treatment must build upon and respect an individual's unique needs to focus on self-determination, choices, positive relationships and connectedness. We believe services must be provided in a secure, non-judgmental, welcoming environment that embraces cultural diversity.

Eligibility

Crossroads provides services to men and women 18 years of age and older for addiction and behavioral health treatment; adolescents on a case-by-case basis for addiction treatment; and affected family members, significant others and friends of persons with substance abuse issues for mental health counseling.

Clients are admitted to the programs without regard to race, color, sexual orientation, religion, national or ethnic origin, age, disability or status as a disabled veteran or veteran of the Vietnam Era. It is the policy of Crossroads to comply with all aspects of the Americans with Disabilities Act (ADA) in the provision of service to include accessibility and reasonable accommodations for clients.

How to Access Services

Greater Portland Counseling Center, Kennebunk Counseling Center, Crossroads administrative offices and client services offices are open Monday - Friday, 8:00am - 4:30pm. Outpatient evening and weekend hours are available by appointment. Please note that if the local public schools in the city in which the program you are attending is located (Scarborough or Kennebunk) are closed due to inclement weather, then the Crossroads client services, outpatient and/or administrative offices in that city are also closed.

You can call us directly to access our outpatient or residential programs:

Greater Portland Counseling Center: 71 US Route One, Suite E Scarborough 04074 | 207.773.9931

Kennebunk Counseling Center: 2 Livewell Drive, Suite 202 Kennebunk 04043 | 207.467.3369

Residential Intake & Admissions: 120 Main Street Windham 04062 | 207.894.5733

If you are calling outside our regular business hours, you may also request an appointment via our website by visiting this link: www.crossroadsme.org/get-started/make-an-appointment

For directions, visit www.crossroadsme.org/contact

Program Descriptions

Outpatient Services for Addiction and Behavioral Health

Scarborough: 71 US Route One, Suite E | 207.773.9931

Kennebunk: 2 Livewell Drive, Suite 202 | 207.467.3369

Crossroads Outpatient Counseling Centers are committed to providing a safe, comfortable and structured environment to support men and women in recovery from addiction and behavioral health issues. We believe the guidelines and supports of outpatient counseling offer clients and their families the opportunity to change and grow as they take the necessary risks to address their addiction and behavioral health issues.

Comprehensive Assessment

An assessment is the first step to accessing Crossroads treatment services. We help individuals figure out what is going on, be it a behavioral health or addiction concern or both, and then help guide them to where they need to be to lead healthier lives. An initial evaluation and assessment of the appropriate level of care is completed with a licensed professional counselor. Psychiatric evaluation and an assessment for medication assisted treatment are also available to clients participating in counseling, if needed.

Counseling Services

Crossroads Outpatient Program offers individual, couples, family and group counseling with flexible hours. Clients meet with an individual licensed clinician. In addition, a number of unique, gender specific therapy groups are offered for recovery from addiction and/or behavioral health issues. Visit www.crossroadsme.org/find-a-program/meet-our-outpatient-counselors to meet our outpatient counselors.



Greater Portland Counseling Center, Scarborough

Intensive Outpatient Program (IOP)

Crossroads IOP is a structured group therapy option that provides addiction treatment either 3, 4 or 5 days per week at 3 hours a day. IOP may be a first step for individuals beginning their journey to recovery from addiction and any co-occurring behavioral health issues. It may also serve as aftercare treatment for those who might first require residential treatment to help them stabilize in sobriety.

Clients are assigned to an individual clinician that will check in with them throughout their time in IOP. Typically, a client will start IOP 5 days per week and then taper down to 3 days per week. Total length of treatment varies, but is typically around 6 - 8 weeks.

Gender-specific treatment issues are explored in IOP with an emphasis on addiction education, co-occurring behavioral health issues, coping skills, relapse prevention and the necessary tools for recovery.

Medication Management

Crossroads offers psychiatric evaluations with our consulting psychiatrist when a client is already engaged in treatment in one of our programs. When appropriate, our psychiatrist may prescribe psychiatric medications to clients and conduct follow-up visits to monitor the clients. This service is offered in our Scarborough office.

Crossroads may also collaborate with a client's personal care physician if a client is prescribed medication elsewhere, providing appropriate counseling. Believing that medication management can only be effective with support, Crossroads does not provide medication without counseling.



Kennebunk Counseling Center, Kennebunk

Services for Friends and Family Members

Crossroads Outpatient Program offers individual, family and group counseling designed specifically for friends and family members of women and men who struggle with addiction, regardless of their choices around treatment. Our focus is on the affected person's issues and concerns rather than the addicted loved one.

Driver Education and Evaluation Program (DEEP) Services

Anytime a person receives an OUI (Operating Under the Influence) in the state of Maine, the individual must enter into the Driver Education and Evaluation Programs (DEEP) process of the Impaired Driving Program. DEEP is administered by the Office of Addiction, Department of Health and Human Services (DHHS) under the State of Maine Legislature. The goal of the program is to lessen the incidence of injury, disability and fatality that result from alcohol and other drug related motor vehicle crashes and to reduce the risk of re-offense for OUI.

Crossroads is DEEP certified to provide evaluation and treatment for drivers of all ages who receive an OUI. Find out more about DEEP at <http://maine.gov/dhhs/osa/deep/faq.htm>.

Residential Services for Women for Addiction Treatment

The philosophy of the residential programs at Crossroads is that some women need more structure and support to attain abstinence from alcohol and drugs than is available in their current situation. We are committed to providing residents a safe and supportive environment to practice the skills necessary to remain alcohol and drug free.

Residential Programs

Crossroads offers short-term and long-term residential treatment for women, including pregnant women, of all ages and backgrounds for addiction and co-occurring mental health issues. Our residential programs provide the structure and stability many women need at the beginning of their recoveries.



Residential Rehabilitation and CAMP, Windham

Residential Rehabilitation

Crossroads 15-bed Residential Rehabilitation program provides women beginning their recovery from drug or alcohol addiction a safe, comfortable surrounding in Windham, Maine. First established in 1974, our short-term residential program is structured to help women identify and accept their chemical dependency and any co-occurring mental health issues, identify relapse triggers and

develop more appropriate coping skills to maintain abstinence. Topics unique to women are explored.

Twenty-four hour staffing is provided, and all clients participate in treatment planning geared to individual needs and goals. Individual, group and family counseling sessions are offered, along with educational programs for clients and their families. Clients also participate in 12-step meetings and recreational activities and are actively involved in developing their aftercare plans. Treatment duration is typically 28 days.

Halfway House

Crossroads Back Cove is a 12-bed halfway house program for women recovering from drug or alcohol addiction in Portland, Maine. Our program is appropriate for women who have completed short-term, intensive treatment or have had previous experiences in recovery. Twenty-four hour staffing is provided, and all clients participate in treatment planning geared to individual needs and



Crossroads Back Cove Halfway House, Portland

goals. Co-occurring mental health issues are addressed along with addiction, with a focus on issues that specifically impact women.

The halfway house program utilizes a phase system of treatment in three life areas: managing emotions and increasing self-awareness; interacting with others; and meeting needs in the community. Clients participate in a variety of educational and therapeutic activities throughout treatment, gradually gaining skills and demonstrating growth in each area. As their skills increase, clients are required to work, attend school, volunteer or engage in some other meaningful activities outside of the program in the latter phases of treatment. Aftercare planning includes referrals to appropriate community resources for counseling, housing, medical and psychiatric care, education, work and/or vocational rehabilitation, as needed. Treatment duration is typically 6 months.

Children and Mothers Program (CAMP)

CAMP is the only program in Maine that provides on-site living arrangements to minor children of mothers in residential treatment for drug or alcohol addiction. In order to be eligible, women must be pregnant or postpartum, having a child less than one year old. Children from birth to age 10 may live with their mother while she participates in the Residential Rehabilitation treatment program in Windham, Maine.

CAMP clinical staff has special expertise in teaching and modeling appropriate parenting techniques, demonstrated in part through a variety of nurturing and fun activities for the children and their mothers. Parenting skills classes are offered along with age appropriate educational tools designed to help children better understand and cope with their mothers' chemical dependency.

Child care services may be provided while mothers are participating in treatment but mothers remain responsible for their children's care. In addition, Crossroads works with the local Windham schools to ensure a smooth transition for those school-aged children accompanying their mothers in treatment during the academic year.

Transitional Housing

Cumberland Commons is an 8-unit transitional housing development in Windham, Maine built to provide safe living arrangements consistent with Crossroads mission.



Cumberland Commons Transitional Housing, Windham

Cumberland Commons has five 2-bedroom and three 3-bedroom apartments.

Cumberland Commons accepts a variety of subsidized housing programs for its occupants, though those with resources will be charged a reasonable rental rate. All utilities are included in the rent. For more information, call 207.773.9931 or email housing@crossroadsme.org.

Insurance Information and Treatment Fees

Insurance

Most insurance providers and MaineCare will partially or fully cover treatment, subject to a co-payment. Please check your status and benefits with your insurance company to make sure that you have coverage. In some cases you may need a pre-authorization for treatment from your insurance provider. If you have questions, please contact us at 207.773.9931.

If you are a member of MaineCare, and therefore subject to a review every 6 months, it is important that you comply with any requests regarding your review in order to maintain your eligibility for benefits. APS Healthcare Member Services can be contacted toll-free at 866.521.0027.

Crossroads also accepts Medicare for its Assessment, Counseling and Medication Management services. We do not accept Medicare for our Intensive Outpatient or Residential programs.

Treatment Fees for Self-Pay Clients

Evaluations	\$85.00/hour
DEEP Evaluation	\$80.00/hour
Individual or Family Counseling	\$80.00/hour
Group Counseling	\$54.00/1.5 hour group
Intensive Outpatient Program (IOP)	\$120.00/day
Medication Management/Psychiatric Eval.	\$150.00/hour
Residential Rehabilitation	\$7,700.00/28 days
Halfway House	\$4,698.00/30 days (180 day program)
Halfway House Housing Fee	\$95.00/week

Please note that fees are subject to change at the discretion of Crossroads. Crossroads may accept a reduced fee, no less than 80% of the daily rate, for clients with no insurance and limited resources. Limited scholarship slots are available in certain programs.

Urine Drug Screen Fees

Urine Drug Screens (UDS) are used in each of the programs as clinical indicators of progress in treatment. Crossroads contracts with an off-site laboratory for analysis, and test results are confidential. The laboratory will bill your insurance carrier directly for the cost of the lab tests. If you do not have insurance, you will be billed by the laboratory at the usual and customary rates, or you may apply for a reduced rate.

Food Stamps

Clients in the residential programs who are eligible for food stamps agree to allocate to Crossroads their food stamps for the cost of their meals (and those of their children who come into treatment with them) while in treatment. Those who are eligible for food stamps, but have not yet applied, agree to do so.

Additional Information About Our Programs

Tobacco Free Facilities

Effective January 1, 2012 any and all tobacco products are banned from use on the agency's premises.

Premises do not include:

- an outside smoking area at Residential Rehabilitation as defined by the program policy.
- Cumberland Commons.

Crossroads will provide education on the impact of tobacco use and promote the use of all available resources to assist those tobacco users who wish to cease their use of such products.

Outpatient Program

Frequently Asked Questions (FAQs) About Our Intensive Outpatient Programs (IOP)

1. What exactly is an IOP?

IOP stands for Intensive Outpatient Program. It's basically intensive group therapy. Clients attend Crossroads' IOP 3 hours per day, 3-5 days per week.

2. Why should I go to an IOP?

IOP provides the structure many people need in the first stage of recovery from alcohol and/or drug addiction. It may also serve as aftercare treatment for those who are coming out of a residential rehab setting.

3. How long will I attend IOP?

It depends on individual need. Clients are assigned to a counselor that will check in with them throughout their time in IOP. Typically, a client will start IOP 5 days per week and then taper down to 3 days per week. Total length of treatment varies, but usually is around 6 - 8 weeks.

4. What topics are covered in IOP?

Crossroads focuses on gender-specific topics with an emphasis on addiction education, co-occurring behavioral health issues, coping skills, relapse prevention and the necessary tools for recovery.

5. What makes Crossroads IOP different from others?

Crossroads specializes in gender-responsive treatment. Our philosophy is based on the relational concept that women and men develop a sense of self, self-knowledge and self-worth through a strong sense of connection with others. Studies have consistently shown that individuals feel more comfortable opening up in gender specific groups. In addition, Crossroads offers other treatment options making it easy for clients to navigate different levels of treatment throughout their recovery.

6. How long does it take to get into IOP, and how do I get in?

You can get in almost immediately. We accept new clients into IOP on a rolling basis, so you do not have to wait until a particular session ends. Give us a call, and we will set up an initial intake appointment. We typically get people into the office within 1-2 days of their first call. After this appointment, you can join the group the very next day. Here are the numbers to access services or find out more:

Greater Portland - 207.773.9931

Kennebunk - 207.467.3369

Medication Management

Frequently Asked Questions (FAQs) About Our Psychiatric Services/Medication Management Program

1. May I have a psychiatric evaluation at Crossroads?

If your clinician and you agree that an evaluation by one of our two consulting psychiatrists is warranted, your clinician will refer you for an evaluation. An evaluation may result in the psychiatrist prescribing medications for psychiatric disorders.

2. What is Medication Management?

Medication Management is treatment by our medical staff for clients for whom we have prescribed medications for psychiatric disorders. If you are prescribed psychiatric medications by other prescribers and also receive a prescription at Crossroads, we will collaborate with them regarding your treatment. Crossroads does not prescribe methadone or any other anti-craving medications. Follow-up appointments are regularly scheduled to monitor the use and effects of the prescribed medication.

3. Must I continue to engage in clinical treatment if I participate in the Medication Management Program?

Yes, our clinical and medication management programs are integrated, and we believe that the prescribed medications can only be effective with counseling support.

Residential Programs

While Waiting for Admission to Residential Programs

Women entering into Crossroads residential programs may have a waiting period before admitting. Women living in the Greater Portland or Kennebunk areas are encouraged to join our IOP while waiting for a bed to become available, as this speeds up the admission process. If you are waiting, please remember to call your intake coordinator once a week to indicate your interest in our program. It may help you to remember to do so if you **call on the same day every week**. If the intake coordinator is not available when you call, you may leave a voice mail message indicating the time and date of the call, and that you still wish to be admitted to the program. If you do not call every week, the intake coordinator may assume that you are no longer interested in admission and your name may be removed from the list of those waiting for admission. **Crossroads Intake/Admissions phone number is 207.894.5733.**

While you are waiting, please try to use the time to prepare for admission:

- Put together what you need to pack and make any arrangements for leaving your home for a length of time.
- Start planning for childcare, pet care, bill paying, etc. for the time you will be gone.
- Make sure that your funding source is secured. For example, if you have MaineCare, please complete any MaineCare reviews and send in any necessary paperwork to make sure that your coverage is uninterrupted.
- Take care of all medical, dental, legal and any other appointments prior to entering treatment. This may mean postponing appointments or court appearances.

Frequently Asked Questions (FAQs) About the Day of Admission to Residential Programs

Congratulations on your decision to come to Crossroads for residential treatment. You're taking a positive step in your recovery! Following are some frequently asked questions about the admissions process that may help you prepare for your stay with us.

1. May I drive myself to treatment?

No. Please have someone drive you to your admission. Residential clients may not keep a car at the facility. Halfway House clients may have a vehicle on the premises once they are on treatment level 3 and it is approved by their clinician and the clinical team.

3. Where do I go?

Admissions to our residential programs are done at the Residential Intake/Admissions building located at 120 Main Street in Windham. Our Residential Rehab and CAMP programs are located at 114 Main Street in Windham, and our Halfway House is located at 575 Forest Avenue in Portland.

4. How do I get there?

You can find directions to all of our facilities on our website's Contact page at www.crossroadsme.org/contact

5. What if I'm going to be late? Who do I call?

It is extremely important that you are on time for your admission. Call 207.894.5733 immediately if you are going to be late for your scheduled admission. **If you are going to be more than an hour late, Crossroads may give your space to another client and reschedule your admission.**

6. I can't make it at all! Who do I tell?

Call Crossroads Residential Intake/Admissions Office at 207.894.5733 as soon as you realize you are unable to admit and ask to speak to someone in the Intake Department about your admission.

Please note: If you have a scheduled admission and do not show up for it or do not call to give notice that you will be late, your bed will be offered to the next client. We cannot guarantee that your bed will be held if you do not arrive or do not call on time.

7. If I am a private insurance or self pay client, how do I pay?

Please bring your payment with you when you admit. Crossroads will accept cash, money order or credit card (Visa, MasterCard or Discover).

Pre-Admission Information for Residential Programs

Congratulations on your decision to enter treatment. We realize that this is a courageous step and would like to take this opportunity to offer some guidelines to make transition into treatment smooth and comfortable.

1. Bring a 30-day supply of any prescribed medication or over the counter (OTC) medicine that you routinely take. All prescribed medication *must* be in the original, correctly labeled container, and OTCs *must be unopened* or they cannot be administered during treatment. If you need medications to be ordered while you are in treatment, we must collect the co-payment at the time of order. For Halfway House clients, if you can, have your prescriptions transferred to either of these 3 local pharmacies:

Rite Aid
701 Forest Avenue
Portland, ME 04103
207.780. 8144

CVS
449 Forest Avenue
Portland, ME 04101
207.772.1928

Walgreens
16 Forest Ave
Portland, ME 04101
207.761.9454

2. Take care of all medical, dental and legal appointments prior to entering treatment. This may mean postponing appointments or court appearances until after discharge. It is strongly recommended that you have a physical examination with your primary care provider within 30 days prior to entering treatment. Providers are often accommodating when they know you are preparing to come to Crossroads. Attorneys, for example, may be able to make scheduled court appearances in your absence, and we can verify your presence in treatment for the courts. The goal is to ensure that your treatment is as uninterrupted as possible.

3. Bring Insurance/MaineCare cards with you. If your MaineCare has recently been closed, apply/reapply before you come in for admission. Verify before coming to treatment that you are current with DHHS, have not missed a review date and are not due for a review.

4. Bring your food stamp card with you. If you do not have food stamps, and you are eligible for them, apply before you come to treatment. These are used by the facility during your treatment to assist with the cost of food. Verify before coming to treatment that you are current with DHHS, have not missed a review date and are not due for a review. Children And Mothers Program (CAMP) clients should apply for WIC and TANF before admission.

5. On the day of admission you will be assessed medically. *The person providing your transportation to admission will be asked to wait until you are cleared for admission.* This process usually takes about an hour. Once you are medically cleared, you will be transported to your admitting program. If you are transferring directly from Crossroads short-term residential program in Windham, this step will not be necessary. Depending on your situation and the substances you have been using, it may be necessary to send you to another facility for detoxification. This will not jeopardize your admission to the program. A negative urine drug screen is not a requirement for admission.

6. Our resources in the areas of housing and other basic needs are limited. Do not rely on Crossroads to find you housing after treatment. The staff is committed to helping women create comprehensive aftercare plans to ensure ongoing recovery, yet cannot guarantee housing.

7. Telephone Calls & Visits. Telephone usage varies by program. Guidelines will be explained upon arrival at the facility. For Halfway House clients, we provide a house phone with free phone service. You may have your cell phone while in treatment, however, there are restrictions about cell phone use in the house. Visitation schedules are as follows:

Residential Rehabilitation Family Education and Support

Sundays

Check-In 1:15 pm

Education and Support begins at 1:30 pm (for adult visitors)

Children & Mothers visit begins at 1:30 pm

Family and friends may come once a week at our short-term residential program. Clients may invite up to two adult guests. Adults listed will be approved by the treating clinician. Mothers may visit with their own children while family and friends attend the Education and Support portion of our program. Only children of clients are allowed to visit.

The purpose of Family Education and Support is to provide a venue to educate family and affected others on the spiral of addiction and the role of family and friends. Adults who attend will primarily participate in the education program. Visiting time is very limited after the education program.

Halfway House

Scheduled visitation for children at our halfway house takes place on Friday, Saturday and Sunday afternoons. Guests need to be approved by the staff in advance. Other scheduled on-site appointments or family visits can be arranged with your counselor.

We encourage women to include family and friends in their recovery.

8. Bring only what you need for treatment. Limit your belongings to one suitcase. (CAMP moms should pack 2 suitcases, one for your child and one for you. Also, please do not bring toys for your child as we have toys at the facility). Leave valuables at home, and limit your cash to what you will need for laundry, snacks, etc. We provide small lockers and combination locks. We are unable to cash checks. Crossroads assumes no liability for the loss of money or personal property. We provide linens, laundry baskets and laundry soap. There is a \$2.25 per load fee for washers and dryers.

9. Packages and letters can be mailed to you c/o Crossroads at the appropriate facility's address (see page 3 for addresses). We will forward mail for 7 days after discharge.

If you have other questions, contact Intake at 207.894.5733.

Suggested items to bring*

- Appropriate clothing for the season
- Personal care items: soap, toothpaste, toothbrush, shampoo & conditioner, deodorant, hygiene products (alcohol cannot be listed as one of the first 3 ingredients)
- Hair dryer, curling iron, etc.
- Alarm clock, radio, CD/MP3 player/iPod with earphones (no cameras allowed)
- Quarters for laundry (\$2.25 per load), snacks, sodas (\$.80 - \$1.25)
- Recovery materials, workbooks, journals or other books

Suggested items to bring for children (if applicable)*

- Record of immunization - required
- Appropriate clothing for the season
- Car seat
- Stroller
- Bottles and formula
- Diapers and wipes
- Medications, if needed

**Crossroads reserves the right to refuse any item at admission if it is inappropriate, or if there are too many belongings to fit in the room provided. We will send refused items back with your ride or store small items, which will be returned to you at discharge. Any and all drugs, alcohol and tobacco products brought into the facility will be confiscated and discarded.*

Items not allowed in our residential facilities

- Drugs, alcohol, paraphernalia
- Cell phones (limited use in the halfway house), pagers, cameras, DVDs, Computers
- Handheld gaming devices
- Perfume, aerosols, candles, incense, unnecessary valuables
- Hair dye, nail kits, nail polish or remover
- Products containing alcohol (e.g., Listerine)
- Food, coffee, tea, soda, gum or candy
- Clothing, pictures, materials that are alcohol/drug related or illustrate violence toward women.

Client Rights & Responsibilities

Client Rights

1. You have the right to receive effective and safe care, treatment and services provided with dignity, respect and based upon your identified needs, regardless of age, sexual orientation, race, color, national origin, religion, physical or mental disability or ability to pay.
2. You have the right to have your cultural, psychosocial, spiritual and personal values, beliefs and preferences respected, as required by law.
3. You have the right to be told what rights you have, to be told the truth and to be involved in decisions regarding your care, treatment, services and aftercare plan. You have a right to refuse a specific form of treatment if you do not agree that it would be in your best interest, in which case Crossroads may choose to cease to provide treatment to you. The only exception to client participation in these decisions would be if such decisions were legally made by another authority, such as a legal guardian. That information must be documented in your treatment chart.
4. You have the right to consult family members, as allowed by law, and/or to seek the opinion of a consultant at your expense.
5. Federal Law requires that treatment services provided by this agency are strictly confidential. Unless authorized by you, nobody has the right to ever know that you are a client now or have ever been a client of this agency. Your participation in treatment at Crossroads may not be revealed to any employer, police officer, relative or any other person without your prior written permission, except as limited by law and regulation. You have a right to report suspected violations of this law to the Privacy Officer of this agency, to the Maine Office of Addiction in Augusta, or to the Office of Civil Rights, U.S. Dept. of Health and Human Services. Law and regulation do not protect any information related to suspected child abuse or neglect, intention to harm oneself or others, suspected criminal activity on premises, or medical emergency. Crossroads is mandated by Maine law to report suspected cases of child abuse or neglect.
6. You have the right to be informed of agency policies and procedures pertaining to admission and continuing care criteria, which may influence decisions for transfer to another level of treatment or discharge for medical, behavioral or health reasons. You have a right to be informed of resources outside the agency to which you may transfer for the reasons above.
7. You have a right to know what records are maintained of your treatment, to have timely access to and/or copies of your case record, to request correction of any inaccurate information and to request an accounting of disclosures made of your protected health information, to the extent permitted by law.
8. You have a right to expect protection from physical, mental and sexual abuse, neglect and exploitation while in treatment at Crossroads.
9. You (or a designated advocate) have the right to complain, to initiate an in-house review of any aspect of your care, treatment or services, or to file a written grievance if you believe your rights have been violated, without being subject to coercion, discrimination, reprisal or unreasonable interruption of your care and treatment. The grievance process includes the use of a trained mediator to attempt to resolve the dispute prior to filing a complaint with state or federal authorities. In addition, you have the right to access the Consumer Bill of Rights and Responsibilities developed by the President's Advisory Commission on Consumer Protection and Quality in the Health Care Industry at www.hcqualitycommission.gov.

10. Clients enrolled in residential treatment have the right to be informed and involved in any medical treatment plan developed and supervised by the agency Medical Director and/or consulting psychiatrist as well as procedures and policies for handling medical emergencies. You have the right to refuse specific recommended treatment. You have the right to be informed of risks and benefits of any prescribed medications and/or medical or psychiatric treatment recommended.

Client Responsibilities

1. You have the responsibility to refrain from using alcohol, addictive drugs during your treatment.
2. You have the responsibility to provide accurate and complete information as it relates to your behavioral and physical health, to comply with and participate fully in treatment and to contribute toward the development of your treatment plan, updates and aftercare plan.
3. You have the responsibility to ask questions if you do not understand instructions for your care or treatment.
4. You have the responsibility to demonstrate respect for and consideration of other clients, staff, the organization and their property.
5. You have the responsibility to follow the rules of the program and organization.
6. You have the responsibility to keep appointments or to cancel them with at least 24 hours notice, unless exceptional circumstances make this impossible. This includes appointments with our consulting psychiatrist.
7. You have the responsibility to maintain all contracts you make with the program provider.
8. You have the responsibility to pay promptly for services.

Your failure to meet your client responsibilities may result in termination of your treatment by Crossroads.

Privacy Notice

This notice describes how your treatment records may be used and disclosed and how you can get access to this information. Please review it carefully.

General Information

Information regarding your health care, including payment for health care, is protected by two federal laws; the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”), 42 U.S.C. § 290dd-2, 42 C.F.R. Part 2. Under our policies, Crossroads may not say to a person outside Crossroads that you attend the program, nor may Crossroads disclose any information identifying you as an alcohol or drug abuser or consumer of behavioral health services, or disclose any other protected information except as permitted by federal law.

Crossroads must obtain your written consent before it can disclose information about you for payment purposes. For example, Crossroads must obtain your written consent before it can disclose information to your health insurer in order to be paid for services. Generally, you must also sign a written consent before Crossroads can share information for treatment purposes or for health care operations. However, federal law permits Crossroads to disclose information *without* your written permission:

1. Pursuant to an agreement with a business associate;
2. For research, audit or program evaluation;
3. To report a crime committed on Crossroads’ premises or against Crossroads personnel;
4. To medical personnel in a medical emergency;
5. To appropriate authorities to report suspected child abuse or neglect; or
6. As allowed by a court order.

For example, Crossroads can disclose information without your consent to obtain legal or financial services or to another medical facility to provide health care to you, as long as there is a business associate agreement in place.

Before Crossroads can use or disclose any information about your health in a manner that is not described above, it must first obtain your specific written authorization allowing it to make the disclosure. Any such written authorization is valid until it expires, which may be after you leave treatment. However any authorization may be revoked by you, except to the extent Crossroads has already taken action in reliance upon it.

Your Rights

Under HIPAA, you have the right to request restrictions on certain uses and disclosures of your health information. Crossroads is not required to agree to any restriction you request, but if it does agree, then it is bound by that agreement and may not disclose any information which you have restricted except as necessary in a medical emergency. You have the right to request that we communicate with you by alternative means or at an alternative location. Crossroads will accommodate such requests that are reasonable and will not request an explanation from you. Under HIPAA, you also have the right to inspect and copy your own health information maintained by Crossroads, except to the extent that the information contains psychotherapy notes or information compiled for use in a civil, criminal or administrative proceeding or in other limited circumstances. Under HIPAA you also have the right, with some exceptions and if done in writing with the reasons for the request, to amend health care information maintained in Crossroad’s records and to request and receive an accounting of disclosures of your health related information made by Crossroads after April 14, 2003, during the six years prior to your request. You also have the right to receive a paper copy of this notice.

The Duties of Crossroads

Crossroads is required by law to maintain the privacy of your health information and to provide you with notice of its legal duties and privacy practices with respect to your health information. Crossroads is required by law to abide by the terms of this notice. Crossroads reserves the right to change the terms of this notice and to make new notice provisions effective for all protected health information it maintains. Any changes will be posted on the website and a paper copy will be available to you on request.

Complaints and Reporting Violations

You may complain to Crossroads if you believe that your privacy rights have been violated under HIPAA by filing a complaint in writing with its Privacy Officer. You may also complain to the Office of Civil Rights, United States Department of Health and Human Services and/or the Office of Addiction, State of Maine. You will not be retaliated against for filing such a complaint.

Violation of the Confidentiality Law by a program is a crime. Suspected violations of the Confidentiality Law may be reported to the United States Attorney in the district where the violation occurs.

For further information, please contact:

Privacy Officer
Crossroads™
71 US Route One, Suite E
Scarborough, ME 04074
207.773.9931

Effective Date: 1/27/2012

Rights of Recipients of Adult Behavioral health Services

This is a summary of your rights as a recipient of services under the Rights of Recipients of Behavioral health Services. You have a right to obtain a full copy of the Rights from this agency or from the Department of Behavioral and Developmental Services, 40 State House Station, Augusta, Maine 04333, Tel: 207.287.4200 (V), 207.287.2000 (TTY). If you are deaf or do not understand English, a qualified interpreter will be made available at no charge so that you can understand your rights and understand your treatment.

Basic Rights

You have the same civil, human and legal rights that all Maine residents have. You have a right to be treated with courtesy and full respect for your individuality and dignity.

Confidentiality and Access to Records

No one else can see your record, unless you specifically authorize the person to see it, except in instances described in the complete Rights book. You may add written comments to your record to clarify information you believe is inaccurate or incomplete. You have the right to review your record at any reasonable time.

Individualized Treatment or Service Plan

You have the right to an individualized plan, developed by you and your worker, based upon your needs and goals. The plan must be in writing, and you have the right to a copy of it. The plan needs to specifically detail what everyone will do, the time frames in which the tasks and goals will be accomplished and how success will be determined. The plan must be based upon your actual needs and, if a needed service is not available, detail how your need will be met.

Informed Consent

No services or treatment can be provided to you against your will unless you have a guardian who has consented or an emergency or a special hearing about your treatment has occurred. You have the right to be informed (or if under guardianship, the guardian has the right to be informed) of the possible risks and anticipated benefits of all services and treatment, including medications, in a manner of which you understand. If you have any questions, you may ask your worker or anyone else you choose before making decisions about treatment or services.

Assistance in the Protection of Rights

You have the right to appoint a representative of your choice to help you understand your rights, protect your rights or help you work out a treatment or service plan. If you wish a representative, you must designate this person in writing. You can have access to the representative at any time you wish, and you can change or cancel the designation at any time.

Freedom from Seclusion and Restraint

You cannot be secluded or restrained in an outpatient setting.

Right to File a Grievance

You have the right to bring a grievance to challenge any possible violation of your rights or any questionable practices. You have the right to have your grievance answered in writing with reasons for the decisions. You may appeal any decision to the Division of Behavioral health. You may not be punished in any way for filing a grievance. For help with grievances, you may contact the Office of Advocacy, 60 State House Station, Augusta, Maine 04333, Tel: 207.287.4228 (V), 207.287.1798 (TTY) or Disability Rights Center, P.O. Box 2007, Augusta, Maine 04338-2007, Tel: 800.452.1948 (V/TTY).

Community Resources

At times, clients may need the assistance of other agencies in their community. Crossroads is committed to providing clients with the most up to date community resources possible, therefore we encourage clients to utilize 211maine.org or call 211 from your telephone to access resources in your community for assistance with:

- Childcare
- Employment opportunities
- Heating assistance
- Housing
- Interim treatment
- Legal assistance
- Medical services
- Recovery self help groups
- Transportation
- Veteran's resources

211 and 211maine.org are both available 24 hours per day

Immediate help for Family Crisis or Domestic Violence can be found by contacting:

- **911**
- **800-239-7298** *Caring Unlimited in York County*
- **800-537-6066** *Family Crisis Services in Cumberland County*

Immediate help for Medical Emergencies:

- **911**

Immediate help for behavioral health crisis can be found by going to your local emergency room or by calling:

- **888-568-1112** *York County - Crisis Response Services*
- **207-774-4357** *Cumberland County - Opportunity Alliance*

For peer support to all people in addiction recovery:

Portland Recovery Community Center
468 Forest Avenue
Portland, ME
207-458-4366