



MCLEOD CENTERS FOR WELLBEING

Steadfast support for your healing journey

Residential Services Patient Handbook



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TABLE OF CONTENTS

Introduction.....	4
Contact Information.....	5
Business Hours/After Hours Contact	5
Helpful Emergency Contacts.....	5
Admission	6
Ineligible for Admission	6
Fees	6
Insurance/Returned Checks	6
Early Discharge/External Services	6
Third Party Laboratories.....	6
Tobacco-Free Campus	7
Program Overview	7
Schedule	7
Patient Expectations/Patient Responsibilities	8
Patient Behavior	8
Treatment Contracts.....	9
Meals and Nutrition/Exercise Room.....	9
Cleaning and Laundry	9
Off Campus Expectations	9
Support System Communication	9
Phone Calls	9
Mail/Visitation	10
Search of Patients and Property	10
Patient Inspection	10
Personal and McLeod Centers Property	10
Storage of Patient Property	11
Contraband.....	11
Medical Services	11
Illness or Injury/External Appointments	11
Medication	12
Medication-Assisted Treatment	12
Nicotine Replacement Therapy/Narcan	12

Urine Drug Screening	12
Impairment Testing	12
Counseling and Support	13
Individual Counseling/Group Counseling	13
Group Counseling Guidelines.....	13
Residential Workbook/Support Network Engagement.....	14
Other Services.....	14
Supplemental Treatment Services/Crisis Response	14
Resources and Referrals.....	15
Unauthorized Interventions.....	15
Treatment Team Approach	15
Treatment Team Meetings/Supervision.....	15
Program Discharge.....	15
Voluntary Discharge – Against Medical Advice	16
Medical Discharge.....	16
Other McLeod Centers Treatment Programs.....	16
Continuing Care Program.....	16
Clinical Ethical Practices Policy	16
Ethical Statement/Ethical Standards	16
Service Animal Policy	18
Patient Feedback	18
Patient Representative/Your Opinion Counts	19
Grievance Process	20
Patient Grievance Form	22
Protection from Retaliation	23
Notice of Privacy Practices	23
General Information	23
Patient Rights under HIPAA	24
Patient Rights (NC General Statutes, Article 3)	24
Violations of NC General Statutes (122C-51 – 122C-67)	25
McLeod Centers’ Duties.....	25
Complaints and Reporting Violations	25
Confidentiality/Confidentiality Exceptions.....	25
Patient Record.....	25
Filing an Appeal	26

Introduction

McLeod Centers for Wellbeing would like to take this opportunity to welcome you to our programs, services, and treatment centers. McLeod Centers for Wellbeing is a private, not-for-profit agency that provides many levels of substance abuse services. Residential treatment is program of services provided 24-hours per day, 7 days per week in a structured setting to let a person completely focus on their recovery and health goals. We are honored to have the opportunity to assist you in your recovery journey. Your time in treatment may feel challenging and difficult but our dedicated team of professionals are excited to provide the support you need to make this experience rewarding and hopeful.

This handbook was designed to educate you about the Residential program including the federal, state, and local regulations and procedures required of McLeod Centers. This is not an all-inclusive handbook; if you have questions, you can reach out to your Clinician at any time.

IT IS IMPERATIVE THAT YOU READ AND UNDERSTAND YOUR PATIENT HANDBOOK PRIOR TO BEGINNING TREATMENT. YOU CAN REQUEST ASSISTANCE FROM ANY STAFF MEMBER WITH READING OR UNDERSTANDING THE CONTENT OF THIS HANDBOOK. YOU WILL BE ASKED TO SIGN A STATEMENT CONFIRMING YOU HAVE READ AND UNDERSTAND THE INFORMATION COVERED IN THIS HANDBOOK.

Contact Information

McLeod Centers for Wellbeing
500 Archdale Drive, Charlotte, NC 28217
Phone: (704) 332-9001
Fax: (704) 332-0124
www.mcleodcenters.org

Business Hours

Monday – Friday
8:00 am – 5:00 pm
Outpatient treatment hours differ by program. Upon admission to a program, you will receive orientation information specific to that program which will include an overview of the schedule.

After Hours

If you have a medical emergency at any time, do not call McLeod Centers, CALL 911. For general questions after business hours, you can call McLeod Centers for Wellbeing at 704-332-9001 extension 2277. If you need to speak with a member of your treatment team, please call your program during business hours.

Helpful Emergency Contacts

24/7	Mecklenburg County Mobile Crisis Team 704-566-3410 (Select Option 1)	Monarch Mobile Crisis Line 1-800-568-9689	Alliance Health Crisis Line 1-800-510-9132
	Suicide Prevention Lifeline 1-800-273-TALK (8255) or 1-800-SUICIDE (273-8255)	NAMI Text NAMI to 741-741	Veterans Crisis Line 1-800-273-8255 Press 1 or Chat Online
Other	NAMI Helpline 1-800-950-NAMI (6264) M - F 10am - 10pm	LGBT National Hotline 1-888-843-4564 M - F 4pm - 12am	Trans Lifeline 1-877-565-8860 M - F 1pm - 9pm

Admission

To ensure proper and appropriate care is provided, you will be assessed and evaluated by a team of professionals prior to admission to any program or service. Various assessment instruments are used to determine appropriate diagnoses and level of care recommendations. No person will be denied treatment due to race, color, religion, sex (including sexual orientation and gender identity), national origin, age (40 or older), disability, and genetic information (including family medical history).

Ineligible for Admission

If a person is ineligible for admission to a McLeod Center, appropriate resources will be provided and/or a referral will be made based on individual needs.

Fees

You are responsible for paying your fee balances prior to admittance. At the McLeod Centers Residential Program, you will receive individual and group counseling, family services, urine drug screening, and medical evaluation and management. Additionally, we provide a range of other services and activities, including case management with discharge planning, transportation to external appointments and activities (if applicable), nicotine replacement therapy (if applicable), food services including meals provided and nutrition education, and adjunct therapies such as physical exercise, meditation, and community supports education/speakers.

Service	Fee
Residential Treatment	\$325. ⁰⁰ per day

Insurance

McLeod Centers will assist in filing insurance claims. We are in-network with multiple commercial insurance providers. We will require direct and full payment regardless of whether a claim has been filed. In the event, insurance covers treatment, the patient will be reimbursed.

Returned Checks

If a check is returned, you will no longer be permitted to submit payment by check. Any returned checks must be picked up within one week of notification with a returned check fee of \$25.00.

Early Discharge

In the event you are discharged early after having paid for services, McLeod Centers will retain payment based on a per diem rate and refund the remaining balance to you.

External Services

If you receive medical services due to illness, injury, emergency, etc. from an external provider, you are responsible for all related medical costs (e.g., ambulance, emergency room fees, hospital fees, appointment fees/copays).

Third Party Laboratories

McLeod Centers use third party laboratories who may also bill your health insurance provider for services and accept reimbursement as determined by your coverage plan. Upon consenting to treatment at a McLeod Center, you agree to disclose information related to your treatment to third party laboratories

necessary to bill for charges related to lab services. This information includes, but is not limited to, demographics, admission assessment, diagnosis, person-centered plan, treatment recommendations, treatment progress, urine drug screen results, discharge summary, aftercare plan, history and physical, NC-TOPPS information, mental health and substance use treatment history, emergency contact, and ASAM criteria.

Tobacco-Free Campus

The negative health effects associated with tobacco use are the number one cause of preventable deaths in the United States.¹ Second-hand smoke increases the risk of heart disease and lung cancer up to 30%.² Additionally, litter associated with tobacco use makes up more than one-third (nearly 38%) of all collected litter. McLeod Centers recognize the importance of providing a tobacco and nicotine-free environment for those attempting to stop using tobacco/nicotine products as well as eliminating exposure to second-hand smoke and the litter caused by discarded tobacco products. Smoking, vaping, and the use of tobacco in any form is prohibited within all McLeod Centers facilities (owned or leased), McLeod Centers properties (owned or leased), McLeod Centers-owned vehicles, and any McLeod Centers-sponsored events. The following products are prohibited:

- Any tobacco or nicotine delivery system that can be smoked, inhaled, vaporized, or ingested through the mouth (examples include but are not limited to cigarettes, electronic cigarettes or electronic smoking devices, cigars, cigarillos, pipes, dip, snuff, chewing tobacco, heated tobacco (brand name: IQOS), and Snus)
- Vaping of any kind, even if it not tobacco

As part of every admission/intake, patients are assessed for tobacco use and education is provided by the physician regarding the negative effects of tobacco. Patients with a history of tobacco use will be provided with referrals and educational resources. For more information and resources, please visit the following websites:

- NC Tobacco Prevention and Control Branch
<http://tobaccopreventionandcontrol.ncdhhs.gov/smokefreenc/edmaterials.htm>
- NC Quitline <http://www.quitlinenc.com/>

¹ American Heart Association CEO Roundtable—Tobacco Control in the Workplace

² *The Health Consequences of Involuntary Exposure to Tobacco Smoke: A Report of the Surgeon General*, DHHS <http://ncbi.nlm.nih.gov/books/NBK44324/>. Accessed May 29, 2015

Program Overview

The best treatment approach is to account for the unique needs of each patient. Therefore, the Residential program is structured to provide you with a holistic treatment approach which means you have access to many services, resources, and professionals with diverse skills and expertise. We want the environment to be inviting and comfortable to best support you through the challenging work you will complete during your treatment experience. Additionally, the treatment team will provide program expectations and set boundaries to ensure structure and routine are possible for all patients. Understanding the program rules and following the staff's instruction help you create healthy habits in a safe environment.

Schedule

You will receive orientation at admission which will include an overview of the daily schedule as well as a physical copy. You are required to adhere to the established program schedule and curriculum unless

otherwise directed by a treatment team member. Establishing a healthy routine to follow can help you to not fall back into old habits. This time in treatment is the perfect opportunity to practice new skills including following a daily schedule which can help you develop self-control, improve your mental and physical health, and keep you engaged when times get tough.

Patient Expectations

Treatment requires a commitment from you to be an active participant in your recovery process. The following expectations are required of all patients and not complying with these guidelines may result in your discharge from the program.

- Treating all staff and other patients with dignity and respect including but not limited to:
 - Refraining from physical violence and/or threatening physical violence.
 - Respecting others' rights and property.
 - Maintaining others' confidentiality and privacy.
- Abstaining from the use of alcohol, non-prescribed drugs, and any other mind-altering medication/substance.
- Refraining from contraband possession.
- Collaborating with your Clinician to develop and actively work toward treatment goals.
- Attending and participating in the required individual and group sessions.
- Signing releases of information so your care can be coordinated with other providers.
- Participating in standard and random urine drug screens (UDS).
- Informing staff of any medical condition that is contagious.
- Taking all medications as prescribed for you.
- Following all general program rules including but not limited to:
 - Refraining from sharing personal hygiene items.
 - Consuming food and drinks only in the dining area.
 - Maintaining appropriate boundaries with staff and other patients.
 - Wearing appropriate clothing (e.g., not offensive or disruptive to the therapeutic environment).
 - Staying in the community area daily between 9:00 am and 9:00 pm unless otherwise approved by a staff member.
 - Keeping bedroom door open during the day and partially open after lights out.
 - Leaving blankets out of the dining and living room areas.

Patient Responsibilities

In addition to your rights as a recipient of services and the program expectations of all patients, you can help ensure the best outcomes for yourself by assuming the following responsibilities:

- Asking questions when you are confused and expressing concerns or suggestions for staff to help you resolve any issues.
- Inviting people in your support network to be involved in your treatment and recovery.
- Informing staff if you have concerns or problems with your treatment plan including but not limited to:
 - Side effects from medications.
 - Disagreeing with recommendations.
 - Wanting to end treatment.

Patient Behavior

McLeod Centers will provide you with a safe, caring environment to help in your recovery. Upon admission to treatment, you will be informed of the behavior expected from you while in treatment, including

specific program rules and consequences. If you have any questions on these rules, please contact your primary clinician.

Treatment Contracts

A treatment contract is a tool that may be instituted during a patient's treatment process to address problematic behaviors. The purpose of the contract is to best support the patient as well as set clear boundaries and expectations. A patient's refusal to sign a contract does not invalidate the requirements set forth in the contract. If you are given a treatment contract and have any questions, you can ask to speak to any treatment team member including the Program Manager.

Meals and Nutrition

You will receive three (3) meals per day at the designated mealtimes. Please provide your treatment team with any dietary restrictions you have. Snacks and drinks are also available at designated times, and water is available all hours of the day.

Exercise Room

Physical health is extremely important to a strong recovery. Engaging in exercise can help establish a healthy coping skill and improve your physical health. McLeod Centers Residential program offers access to the exercise room. Speak to a staff member to learn how to gain access to the exercise room.

Cleaning and Laundry

An integral component of the treatment program involves learning or enhancing daily life skills, such as cleaning, hygiene, and laundry. These essential skills are crucial for your independence and overall quality of life. To assist in mastering these skills and establishing a routine of productive and healthy behavior, you will be responsible for cleaning up after yourself, maintaining a neat and tidy room, keeping your bathroom clean, doing your personal laundry on your assigned day, and completing your daily chore assignment(s).

Off Campus Expectations

All program rules and expectations apply when you are off campus, including during transportation.

Support System Communication

McLeod Centers recognize the importance of communication with members of your support system during treatment. We encourage you to send letters, make phone calls, and schedule visits or meetings; however, certain rules and limits must be followed to make sure all patients' needs are met and the safety of all patients and staff is maintained.

Phone Calls

You can make or receive personal phone calls during daily designated free times unless otherwise approved by a treatment team member. You can also schedule phone call appointments by signing up on the phone call appointment sign-up sheet. Phone calls are made in the designated phone rooms on the residential floor to provide space for confidentiality. You may provide a list of approved and unapproved contacts to a member of their treatment team to help prevent unwanted communication.

Phone calls may be monitored by staff to assure that your progress in treatment is not negatively impacted. If needed, treatment team members may provide guidance and support about appropriate phone communication.

Mail

You are encouraged to send and receive mail while in the Residential program. Incoming mail will be delivered to you unopened but must be opened in front of a treatment team member. Your mail may be inspected for contraband. Speak to a treatment team member if you would like to send mail to members of your support network.

Visitation

Visitation is arranged per patient request. Speak with a member of your treatment team to arrange visitation of your friend or family members. Certain limitations or restrictions may apply as determined by the treatment team. Visitors may not bring in personal items including electronic devices, purses/handbags, and wallets (except for a form of identification); however, they may bring items for you. All items will undergo the search process; outside food or drinks are not permitted.

McLeod Centers reserves the right to refuse admittance of or request departure of visitors who:

- 1) Display behaviors inappropriate for the setting.
- 2) Are not compliant with all program rules, procedures, and expectations.
- 3) Appear to negatively impact a patient's progress in treatment.
- 4) Are unwilling to follow staff instruction and direction.

This list is not exhaustive; McLeod Centers staff reserves the right to refuse admittance of any visitors at the discretion of the treatment team.

Search of Patients and Property

To uphold the safety and security of all patients, staff, and visitors, while also respecting the rights and dignity of the patients, McLeod Centers reserves the right to conduct searches of any Residential program patient belongings and/or their Residential unit room while on McLeod Centers property. Any search of a patient, property, or belongings is carried out to preserve the dignity of the patient, demonstrating respect, courtesy, and sensitivity throughout the process while prioritizing both patient and staff safety. You are encouraged to ask questions throughout the process and talk to the admission or treatment team about your feelings and needs as well.

Patient Inspection

A treatment team member may need to search you at various times in treatment to ensure the safety of the Residential unit including the prevention of contraband. Staff may provide you with alternate clothing to allow for the search of your current clothing and may request you to perform movements or adjust your posture to detect potentially concealed items. Staff members will not make physical contact with you during this process. Physical contact will occur during a Nurse or Medical Provider examination. Please talk to any treatment team member about concerns or questions you have about this process to ensure you feel as comfortable as possible.

Personal and McLeod Centers Property

The treatment team will be able to search your personal property and your Residential unit room at various times throughout the treatment process; however, you will always be informed of the process

and allowed to be present unless otherwise determined by the Program Manager due to a safety concern. Your belongings will be treated with respect and returned to you in their original condition.

Storage of Patient Property

McLeod Centers offers secure storage for any items you bring with you to treatment but do not need or want to have in your room. McLeod Centers are not liable for damaged, lost, or stolen items. You are responsible for retrieving all of your belongings when you are discharged from treatment. Any unclaimed items are held for thirty (30) days before disposal. We will make significant efforts to arrange retrieval of your property prior to disposal.

Contraband

Contraband for the Residential program is defined as drugs (including any mind- or mood-altering substances) or alcohol; both visible and concealed weapons regardless of permits held by owner (including but not limited to firearms, knives, any explosive materials, or any other objects that could be used to harass, intimidate, or injure another individual); tobacco products (including but not limited to cigarettes, cigars, cigarillos, pipes, dip, snuff, snus, chewing tobacco, and heated tobacco products); electronic smoking devices (including but not limited to an electronic cigarette, electronic cigar, electronic cigarillo, electronic pipe, vape, and any cartridge or other component of the device or related product); controlled substances; prescription medication*; non-prescription medication*; any products containing alcohol (including but not limited to mouthwash, cologne, perfume, aftershave); and electronic devices (including but not limited to cell phones, MP3 players, handheld games, laptops).

If you are found to be in possession of contraband at any time while on McLeod Center property, the treatment team will determine the appropriate course of action including the possibility of involuntary discharge from treatment and law enforcement involvement.

* Patients are allowed to bring prescribed (excluding controlled substances) and over the counter medications onto McLeod Centers premises at admission. These medications are then stored and administered by McLeod Centers staff. Unless otherwise approved by a McLeod Centers Medical Provider, patients are not allowed to store prescribed or OTC medications on their person or property or in their room at any time.

Medical Services

The Residential program offers medical services to allow for whole-person care. You will meet with a Medical Provider during the intake process and at various other times as needed throughout treatment. You can speak with a member of the nursing team at any time. You may also request a Medical Provider appointment but may experience wait time due to scheduling and availability.

Illness or Injury

Any illnesses or injuries that require urgent care will be addressed immediately. You will be transported to the hospital emergency department if needed to ensure your safety and appropriate care provision. Any other issues may be discussed with the medical team including a scheduled appointment with the Medical Provider if warranted.

External Appointments

If you have an external appointment during your treatment stay, your treatment team will need to coordinate your care with your external provider. This will require your consent and cooperation and honesty with both providers.

Medication

At admission, your medications will be reviewed by the admission team. All medications must have been filled by a licensed pharmacist and will be stored in the locked medication room. All controlled medications will not be approved for use while in the Residential treatment program. All approved medications will be administered to you by the treatment team at the times ordered by the Medical Provider. The remainder of all medications will be returned to you at discharge.

McLeod Centers will provide any new medications prescribed for you as available. Should a non-standard stock medication be required for your safe admission, you are responsible for the prescription cost; however, a financial agreement can be developed to include repayment to McLeod Centers at discharge from the Residential program.

Medication-Assisted Treatment

Medication-Assisted Treatment (MAT) involves the use of medications, alongside counseling and behavioral therapies, to treat opioid use disorder. It is designed to alleviate withdrawal symptoms, reduce cravings, and support recovery. All patients are screened during the admission process for opioid use and those who meet criteria for opioid use disorder are recommended to begin MAT while in Residential treatment.

Nicotine Replacement Therapy

Nicotine Replacement Therapy (NRT) is medication that can help with the difficult withdrawal symptoms and cravings a person may experience when they quit using nicotine/tobacco products. The need for NR is assessed at admission by the Medical Provider. If you have questions about NRT, speak to a member of your treatment team.

Narcan

Naloxone, sold under the brand name Narcan, is a medication used to reverse the effects of opioids. You may receive a Narcan kit or prescription at discharge. Please speak to your treatment team if you have any questions or would like more information about Narcan.

Urine Drug Screening

Screening for substance use is required by McLeod Centers for all treatment services and also required per federal and state regulation. Typical testing is accomplished through urine drug screens (UDS). UDS are required randomly, and you may be asked to complete a UDS at any point during the treatment process. If you need special accommodations to provide a urine sample, request to speak with a member of your treatment team.

If needed, a staff member may be present in the room with you during the urine collection process. Tampering with or falsifying your urine may result in discharge from treatment. All urine drug screens (UDS) are observed via camera to minimize falsifications.

Impairment Testing

At various times throughout treatment, medical staff may need to assess you for stability and safety. The appearance of impairment is not always the result of substance use; other factors such as incorrect medication dosages and certain mental health disorders may cause a person to act in ways that mimic impairment. Impairment testing is conducted in a private room and will help the staff determine the best course of action to ensure your safety. If you refuse the impairment assessment, the treatment team will

proceed with the assumption that you are impaired. Persons deemed impaired are not allowed to operate a vehicle; if they attempt to do so, staff will contact law enforcement.

Counseling and Support

Counseling and support are particularly important in treatment as they provide the time for you to address your emotional, mental, social, and spiritual needs. This is where you can learn coping skills, address triggers, work toward your treatment goals, and practice new behaviors and skills in a safe environment. These services are individualized, and approaches and goals may need to be modified as you go through the treatment process.

Individual Counseling

After admission, you will be assigned a Clinician who will attend to individual treatment concerns, needs, and goals. You will work together to update your Person-Centered Plan, which will help track the progress you are making toward your goals. Being open and honest with your Clinician throughout your treatment will help you get the most out of this experience and will best support the development of your recovery foundation.

Group Counseling

Group counseling is essential during the Residential treatment process. All patients are required to attend group unless otherwise approved by the treatment team and should follow all requirements listed below.

Group Counseling Guidelines

The following requirements are expected of all patients because they create a structured and safe environment that fosters trust, respect, and open communication. These guidelines help maintain focus, ensure confidentiality, and promote a supportive atmosphere conducive to effective therapy and mutual support.

1	Confidentiality	What's said in group stays in group. Don't share others' personal info or what's discussed here outside of our sessions. Your privacy matters to us, and our leaders keep everything confidential. If you're worried about confidentiality, talk to your group leader.
2	Participation	Be involved and attentive. Give the speaker your full focus, avoid side conversations or expressions that might seem disrespectful. Your active participation is key to your progress, but if you're uncomfortable with a question, you can pass. Just let your group leaders know.
3	Honesty	Be truthful with yourself and others.
4	Respect	Treat everyone with dignity and respect, regardless of race, religion, gender, or orientation. Keep conversations positive and refrain from gossip, profanity, or disrespectful comments. McLeod Centers does not tolerate discrimination, intimidation, or violence. Acceptance and connection are important components to recovery.
5	Punctuality	Be on time and stay for the whole session to avoid disruptions and get the full benefit of the group.
6	First Person	Talk about your experiences and feelings using "I" statements, instead of generalizing or referring to others.

7	Rescuing	Let others speak for themselves and allow them to express their emotions without interruption. Don't defend or justify someone's actions when the group is addressing them.
8	Distraction	Put items on the floor beneath your chair if they are not treatment related. Use stress-relief tools discretely if needed.
9	Triggers	Avoid sharing details of drug or alcohol use that might trigger others. Don't glorify substance use in your stories.
10	Monopolizing	Give everyone a chance to participate and share their thoughts and feelings.
11	Food & Drinks	Leave food and drinks outside the group room to maintain focus and cleanliness. Water in closed containers is allowed.

Residential Workbook

You will receive a Residential Workbook during your admission process and will be given time during treatment to work in your workbook. The goal is to complete every exercise before you leave. Your treatment team is available to help you with questions and to talk about anything that comes up along the way. Feel free to bring your workbook to your individual and group sessions if you would like to share insights you are discovering with your treatment team or peers.

Support Network Engagement

Support network development and community engagement are essential parts of the recovery process. Residential program staff are available to help arrange and facilitate meetings or discussions between you and various members of your support network. If you would like to arrange such a meeting, speak to a member of your treatment team. Certain limitations or restrictions may apply as determined by the treatment team. All rules listed in the *Visitation* section apply.

Other Services

In addition to typical services like counseling, the Residential program also offers other services to help you achieve your goals. The services are designed to strengthen your recovery foundation and reduce the chance of relapse.

Supplemental Treatment Services

The following supplemental therapies, education, activities, and services are offered in the Residential program:

- Alternative/Complementary Therapies (e.g., art, music, spirituality)
- Psychoeducation (e.g., wellness, nutrition)
- Skill-Building Activities (e.g., activities of daily living, self-advocacy)
- Community Integration (e.g., self-help/12-step meetings, social activities)
- Aftercare Planning (e.g., case management, assistance services coordination)

Crisis Response

On-site crisis response will be available 24 hours a day, 7 days a week, 365 days a year. McLeod Centers Residential staff are available at any time if you believe you are experiencing a crisis.

Resources and Referrals

If a patient requires additional support during treatment, appropriate resources will be provided and/or a referral will be made based on individual needs.

Unauthorized Interventions

McLeod Centers do not use physical restraint, seclusion, or chemical interventions in the treatment of patients.

Treatment Team Approach

Your treatment team is made up of different professionals with various skills who work together to create the best plan for you based on your goals. They will meet with you individually or in group settings during your treatment to provide services based on your needs. To ensure they are all working together effectively, your team will review your case regularly to see what is and is not working and to adjust their support as your needs change.

Treatment Team Meetings

The review of a patient's case and treatment plan is called a treatment team meeting or case staffing. These meetings happen regularly and might not include every team member each time. The purpose is to discuss your progress, setbacks, concerns, and needs to identify issues, suggest solutions, and make recommendations for your treatment. Treatment team meeting outcomes will be discussed with you including all recommendations and updates to your treatment plan. At times, the treatment team may need to make changes or set boundaries that do not seem fair or evoke feelings of fear, anger, or frustration. We believe you are the expert in your own life and have the right and skills necessary to make decisions about your recovery. You can speak with a member of your treatment team at any time if you do not agree with a decision or recommendation. Please remember, however, that certain decisions cannot be changed for reasons including but not limited to program rules and capacity, regulatory and legal requirements, and/or safety concerns.

Supervision

Certain staff member roles require participation in supervision, which is a process where they receive guidance, support, and feedback to enhance their professional skills from more experienced staff members. This is required for many reasons including licensure requirements and state regulations but also to help ensure safe and superior patient care. If a staff member needs to discuss your case outside of McLeod Centers, they must maintain your confidentiality in accordance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

Program Discharge

Transition and discharge planning involves your treatment team working closely with you to create a plan that ensures you have the necessary support and services to continue your recovery successfully. This can include transitioning to another treatment program or sober living facility, employment or education needs, physical and mental health services, and social and spiritual development. Your team will include their recommendations and will help coordinate care and/or services for you before you leave treatment. You will receive many resources as well as a physical copy of both your transition and discharge plans before your discharge from the Residential program.

Voluntary Discharge – Against Medical Advice

McLeod Centers Residential treatment is a voluntary program; you are free to leave at any time. You will be asked to meet with members of your treatment team if you wish to leave treatment early to discuss the reasons, potential disadvantages or consequences, and any resources you may need. Once a patient decides to leave the program, reentry that same day is very unlikely, so it is important to think about this decision carefully. To be readmitted to the Residential program, you would need to complete the entire intake process again.

Medical Discharge

If a medical emergency occurs that requires you to be hospitalized for a significant period of time, you will be discharged from the Residential program until you can be released from the hospital. If you would like to return to treatment, ask your hospital providers to contact McLeod Centers to request your return. Your belongings will need to be retrieved by a friend or family member within thirty (30) days of your being admitted to the hospital. You will be asked to sign a release of information (ROI) during your intake process for someone we can contact for this purpose in case this happens. McLeod Centers will work with you and your support network to best support you in all circumstances and especially during unforeseen events such as hospitalization.

Other McLeod Centers Treatment Programs

McLeod Centers offers a range of treatment options for substance use disorders, including Substance Abuse Intensive Outpatient Program (SAIOP), Medication-Assisted Treatment (MAT), and outpatient counseling. You may be referred to another program by your treatment team but may also request assessment for other McLeod Centers programs. Admission to any other program is subject to clinical and medical evaluation.

Continuing Care Program

Upon successful completion of the Residential program, you can enroll in the Continuing Care program at McLeod Centers. This is comprised of weekly group sessions focused primarily on relapse prevention, community reintegration, social support development, and common struggles experienced in early recovery. Program attendance is suggested to be no less than six (6) sessions. Speak to your Clinician if you are interested in enrolling in the Continuing Care program.

Clinical Ethical Practices Policy

Ethical Statement

McLeod Centers respect the dignity and the value of patients and strives to protect each patient's fundamental human rights. McLeod Centers honors the integrity and welfare of all individuals served.

Ethical Standards

Non-Discrimination

McLeod Centers does not discriminate against any patients or professionals based upon race, religion, age, gender, disabilities, nationality, sexual orientation, and/or education-level.

Responsibility

McLeod Centers employees will uphold objectivity and integrity and while maintain the highest standards in all services offered. Staff should recognize that their primary obligation is to help others acquire awareness and ability to deal with the disease of addiction. Direct care staff should accept the professional

challenge and responsibility of providing professional services to the patient in need of substance use disorder services. McLeod Centers employees may not engage in activities that conflict financially or morally with the goals and the purposes of the organization and/or the best interests of the patient.

Competence

McLeod Centers recognizes that the substance abuse treatment profession is founded on competency standards which promote the best interest of society, the patient, and the profession. All staff will display and maintain competency and professionalism. McLeod Centers recognizes the need for ongoing education and training as a component of professional competency and provides training on an annual basis.

McLeod Centers will not allow the practice of substance abuse counseling by unqualified and unauthorized persons. McLeod Centers will employ experienced individuals who are trained to meet the specific needs of the population served. Clinicians have diverse backgrounds combining recovery and education, which provides a solid foundation of treatment experience and knowledge. McLeod Centers recognizes the boundaries and limitations of clinician's competencies and does not offer services or use techniques outside of these professional competencies.

McLeod Centers will report any cases of unethical conduct or of professional modes of practice to the appropriate authorities. McLeod Centers recognizes the effect of person impairment on professional performance and provides an EAP program to assist employees.

Legal and Moral Objectives

McLeod Centers will respect the integrity and protect the welfare of all patients served. McLeod Centers will follow all legal and accepted moral codes in relationship to professional conduct.

1. McLeod Centers will define for self and other the nature and direction of loyalties and responsibilities, and keep all parties concerned and informed of these commitments.
2. In the presence of professional conflict, the McLeod Centers' employee will be concerned primarily with the welfare of the patient.
3. When a patient is no longer benefiting from present treatment setting, an appropriate program or facility will be referred. In situations when a patient refuses treatment, referral, or recommendations, McLeod Centers will consider the welfare of the patient by weighing the benefits of continued treatment or termination and will act in the best interest of the patient.
4. McLeod Centers will not exploit any patient in a demonstration role where participation could potentially harm the patient.
5. McLeod Centers will provide an appropriate clinical setting to protect the patient's interest and welfare.
6. McLeod Centers will not place patients in isolated confinement nor use other forms of physical restraint.

Confidentiality

McLeod Centers will protect the privacy of patients and shall not disclose confidential information. McLeod Centers abides by state and federal confidentiality regulations which prohibit anyone from divulging any information which indicates a person is now or has ever been a patient at McLeod Centers for Wellbeing unless such permission has been granted by the patient in writing. In order to grant McLeod Center permission to disclose information, the patient must sign a completed Release of Information form. Exceptions to these laws are made only in life-threatening medical emergencies or as otherwise required by law (see the *Notice of Privacy Practices* section for more detail).

McLeod Centers will maintain patient records in a confidential manner. McLeod Centers employees will discuss the information obtained in clinical or consulting relationships only in appropriate settings and only for professional purposes clearly concerned with the case.

Subpoenas and Search Warrants

The agency will cooperate fully within the laws regarding outside investigations.

Patient Relationships

McLeod Centers employees will inform the prospective patient of the important aspects of the potential relationship. McLeod Centers will obtain the patient's agreement prior to the recording of an interview for training or marketing purposes. McLeod Centers prohibits non-professional contact with patients for a period of one-year following a patient leaving treatment. Staff members may not sponsor any active or inactive McLeod Centers patients as a part of the Alcoholics Anonymous or Narcotics Anonymous fellowship for a minimum of one year after discharge. McLeod Centers employees may not engage in any type of personal or sexual activities with patients.

Professional Relationships

McLeod Centers employees will treat colleagues with respect, courtesy, and fairness and will maintain that same professional courtesy to other professionals. McLeod Centers will not market its professional treatment services to a patient already under the care of a professional service without prior consultation with the other treatment provider. McLeod Centers will cooperate with any other professional ethics committee unless restricted by confidentiality laws.

Financial Arrangements

McLeod Centers will establish financial arrangements that serve the best interest of the patient, the organization, and the profession. McLeod Centers will establish a fee structure that considers the ability of the patient to meet the financial cost of professional treatment services. McLeod Centers will not send or receive any commission or any other form of compensation for referral of patients for professional services.

Marketing

McLeod Centers will represent honestly, ethically, and forthrightly the quality and availability of its treatment services. McLeod Centers will accurately illustrate its services to the public, referrals, and contractors. McLeod Centers will apply fair and ethical business standards in competition with other treatment providers.

Clinical Ethical Standards Violations

McLeod Centers will investigate any ethical violations on an individual basis. The employee's supervisor, the component director, and the President of McLeod Centers will review violations. If a McLeod Centers employee is determined to have violated set ethical standards, appropriate disciplinary action, including the reporting of the violation to the appropriate licensure/certification board(s) will be taken immediately.

Service Animal Policy

McLeod Centers welcomes individuals with disabilities who use service animals. We follow the Americans with Disabilities Act (ADA) to make sure our programs — including Residential Treatment, MAT, SAIOP, and Outpatient Services — are accessible and inclusive.

What Is a Service Animal?

A service animal is a dog that is trained to do specific work or tasks for a person with a disability.

Examples: guiding someone who is blind, alerting to seizures, calming someone with PTSD.

Emotional support animals, therapy animals, and pets are not considered service animals and are not permitted in our treatment areas.

Where Are Service Animals Allowed?

Service animals are allowed in:

- Group rooms, therapy offices, waiting areas
- Residential living areas (unless they pose a safety or clinical concern)
- Dosing areas in MAT clinics

Your Responsibilities as a Patient

If you bring a service animal:

- The animal must be under control at all times (leashed or harnessed)
- The animal must be housebroken and well-behaved
- You are responsible for feeding, cleaning up after, and caring for your animal
- You may be asked to provide proof of vaccinations (like rabies), especially in residential settings

When a Service Animal May Be Removed

We may ask you to remove your service animal if:

- It is out of control and you don't take action to manage it
- It is not housebroken
- It poses a health or safety risk to others
- You are unable to feed, walk, toilet, or otherwise care for the service animal while in the Residential program.

Even if the animal is removed, you will still be allowed to continue receiving services.

Residential Program Notes

- Service animals may stay with you in your assigned room
- If others have allergies or fear of dogs, we will try to accommodate everyone — but that's not a reason to deny access
- You are responsible for any damages caused by the animal

Need Help or Have a Concern?

If you believe your rights involving service animals have not been respected, please talk to staff or contact our Compliance Department to file a grievance.

Patient Feedback

Patient feedback is a vital component of how McLeod Centers can continue to improve. Your feedback helps us identify opportunities for change, identify program strengths and weaknesses, and create a more welcoming atmosphere all with the goal of providing the best care possible.

Patient Representative

A patient representative is chosen each week to represent the group in a consultation meeting with the treatment team staff. The purpose of this meeting is for the patient elected by their peers to provide their insights on the program including new ideas, solutions to problems, strengths and challenges identified, and any other observations the patient things are important. The patient representative also leads a community meeting with all other patients to provide them with a summary of the meeting.

Your Opinion Counts

Please provide us with your feedback through our *Your Opinion Counts* survey. A staff member can help you find it on the McLeod Centers website. McLeod Centers leaders review the survey results regularly throughout the year to identify opportunities for improvement and areas of strength.

Grievance Process

McLeod Centers take your concerns seriously. If you have a concern about the quality of your treatment, speak with a member of your treatment team or request to speak to a Program Manager or supervisor. We strive to take the appropriate steps needed to ensure a timely and thorough investigation occurs to resolve any of your concerns or issues. If you are not satisfied with the resolution of your problem, you can file an official grievance.

Grievances are managed by the Compliance Department and are submitted via the Ethix360 automated grievance system. You can ask any McLeod Centers staff member for the link or QR code to access Ethix360 at home or with McLeod Centers technology. If you have difficulty accessing the Ethix360 automated grievance system, you may request a *Grievance Form* from any employee; this form can also be found in this handbook.

If your grievance involves a Program Manager or supervisor and you complete it on paper, give your completed *Grievance Form* to any staff member who will send it directly to the Compliance Department. If your grievance involves the Compliance Department, your case will be managed by the People Operations Department. Any patient concern regarding a breach of confidentiality is considered a grievance and must follow the grievance process.

Grievances will be managed, assigned, tracked, and resolved using Ethix360 as outlined below:

- a. Grievance documentation is assigned to the appropriate investigator in Ethix360.
- b. Investigator adds the appropriate people needed to review the grievance via Ethix360¹.
- c. If a resolution is not obtained, the grievance will escalate as detailed in the chart below:

Level of Management	Timeline for Resolution/Response
Program Manager	2 days from receipt of grievance ²
Director	2 days from receipt of grievance ²
Executive Officer	2 days from receipt of grievance ²
President/CEO	2 days from receipt of grievance ²
Board of Directors	2 days from receipt of grievance ²

¹The investigator and/or investigative team will update the grievance status in Ethix360 as the grievance moves through the process.

² The staff member must contact the patient within 2 days of receipt of the grievance. The resolution for a grievance may take more time to accomplish.

The person reporting the grievance can see the status of their claim (including resolution) in Ethix360 anonymously at any time.

McLeod Centers will make every attempt to successfully resolve a patient grievance or complaint through the grievance procedure; however, complaints may also be directed to the following external agencies:

Alliance Health

Cumberland, Durham, Johnston, Mecklenburg, Orange, & Wake Counties
(800) 510-9132

Partners Health Management

Burke, Cabarrus, Catawba, Cleveland, Davie, Forsyth, Gaston, Iredell, Lincoln, Rutherford, Stanly, Surry, Union, & Yadkin Counties
(828) 484-2595

Trillium Health Resources

Brunswick, Carteret, Columbus, Nash, New Hanover, Onslow, Pender, Beaufort, Bertie, Camden, Chowan, Craven, Currituck, Dare, Gates, Halifax, Hertford, Hyde, Jones, Martin, Northampton, Pamlico, Pasquotank, Perquimans, Pitt, Tyrrell, & Washington Counties
(800) 849-6127

North Carolina Division of Mental Health, Development Disabilities, and Substance Abuse Services

(919) 420-7927

Eastpointe

Bladen, Duplin, Edgecombe, Greene, Lenoir, Robeson, Sampson, Scotland, Warren, Wayne, & Wilson Counties
(800) 913-6109

Sandhills Center

Anson, Davidson, Guilford, Harnett, Hoke, Lee, Montgomery, Moore, Randolph, Richmond, & Rockingham Counties
(800) 256-2452

Vaya Health

Alamance, Alexander, Alleghany, Ashe, Avery, Buncombe, Caldwell, Caswell, Chatham, Cherokee, Clay, Franklin, Graham, Granville, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Person, Polk, Rowan, Stokes, Swain, Transylvania, Vance, Watauga, Wilkes, & Yancey Counties
(800) 849-6127

North Carolina Division of Health Service Regulation

(800) 624-3004

Disability Rights of North Carolina

(877) 235-4210

[illegible]

Patient Signature			Date	
Step 1	Clinician		Date	
Step 2	Program Manager		Date	
Step 3	Director		Date	
Step 4	Executive Officer		Date	
Step 5	President/CEO		Date	
Step 6	Board Member		Date	

Protection from Retaliation

McLeod Centers ensures protection of patients from retaliation for reporting improper activities/behaviors of employees. McLeod Centers will address all complaints alleging acts of punishment or intimidation due to disclosure of improper activities/behaviors.

1. McLeod Centers employees may not directly or indirectly use or attempt to use the official authority or influence of their positions or offices for the purpose of interfering with the right of a patient to file a report against the company or any of its employees.
 2. McLeod Centers patients have a right to report any behavior or action of a McLeod Centers staff member, Manager, Director, and/or any Executive Leader which may be considered as unethical, illegal, harmful, or neglectful.
 3. McLeod Centers shall discipline employees up to and including termination for using retaliatory or intimidation practices against patients.
 4. Reports may be made to the Human Resources Department, Program Manager, Program Director, and/or an Executive Leader.
 5. Patients may submit any grievances/reports to Ethix360 with the option of submitting anonymously. Physical copies of the *Grievance Form* are also available and may be submitted to any staff member. The copy will be delivered to the Compliance Department.
 6. All reports or complaints will be investigated and will include confidentiality when appropriate.
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Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL AND DRUG AND ALCOHOL RELATED INFORMATION ABOUT YOU 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 healthcare, is protected by two federal laws: the Health Insurance Portability and Accountability Act of 1996 "HIPAA", 42 U.S.C. §1320d et seq., 45 C.F.R. Parts 160 & 164, and the Confidentiality Law, 42 U.S.C. § 290dd-2, 42 C.F.R. Part 2. Under these laws, McLeod Centers for Wellbeing (McLeod Centers) may not disclose to a person outside McLeod Centers that you attend the program, nor may McLeod Centers disclose any information identifying you as an alcohol or drug treatment patient or disclose any other protected information except as permitted by federal law.

McLeod Centers must obtain your written consent before it can disclose information about you for payment purposes. For example, McLeod Centers must obtain your written consent before it can disclose information to your health insurer to be paid for services. Generally, you must also sign a written consent before McLeod Centers can share information for treatment purposes or for health care operations. McLeod Centers will not sell or disclose information about you for marketing purposes. Federal law does permit McLeod Centers to disclose information without your written permission in the following circumstances:

1. Pursuant to an agreement with a qualified service organization/business associate.
2. For audit or evaluations including NC-TOPPS.
3. To report a crime committed on McLeod Centers' premises or against McLeod Centers personnel.
4. To medical personnel in a medical emergency.
5. To appropriate authorities to report suspected child, elder, or disabled adult abuse or neglect.
6. As allowed by a court order.

7. To support personnel if suicidal/homicidal ideation and/or intent is reported.

For example, McLeod Centers can disclose information without your consent to obtain legal or financial services, or to another medical facility to provide health care to you, if there is a qualified service organization/business associate agreement in place.

Before McLeod Centers can use or disclose any information about your health in a manner which is not described above, it must first obtain your specific written consent allowing it to make the disclosure. Any such written consent may be revoked by you in writing.

Patient Rights under HIPAA

Under HIPAA, you have the right to request restrictions on certain uses and disclosures of your health information. Under HIPAA you also have the right to inspect and receive a copy of your own health information maintained by McLeod Centers 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. You have the right to ask McLeod Centers to accommodate requests that are reasonable and without requiring an explanation from you.

Under HIPAA you also have the right, with some exceptions, to request amendment of health care information maintained in McLeod Centers' records, and to request and receive an accounting of disclosure of your health-related information made by McLeod Centers during the six years prior to your request. You also have the right to receive a paper copy of this notice.

Patient Rights

Summary of North Carolina General Statutes, Article 3

According to the North Carolina General Statutes GS 122C-51, 52, 57, 58, 59, 60-67, McLeod Centers will provide for the protection of your rights. The statutes state the following:

- McLeod Centers for Wellbeing believes that **you**, the patient, have the right to dignity, privacy, and human care. You have the right to freedom from mental and physical abuse, neglect, financial or other exploitation, humiliation, and retaliation while in treatment. Every effort will be made to assure you of these rights, as well as the right to live as normally as possible while providing you with a course of treatment that meets your individual needs.
- You have the right to age-appropriate treatment at McLeod Centers including access to medical care and habilitation, regardless of age or degree of mental illness, developmental disability, or substance abuse.
- Any information McLeod Centers gathers on you while in treatment is confidential and will not be released without your written permission or as authorized by law.
- You will participate with your primary clinician in developing a person-centered plan designed to meet your needs for recovery.
- You will have the right to consent to or refuse treatment at McLeod Centers at any time.
- As a patient at McLeod Centers, you will keep the same rights as any other North Carolina citizen, including the right to dispose of property, execute instruments, make purchases, enter contractual relationships, register and vote, bring civil actions, and marry and get a divorce, unless the exercise of a civil right has been precluded by an un-revoked adjudication of incompetence.
- McLeod Centers do not use physical restraints or seclusion as part of treatment. Corporal punishment will never be inflicted upon any McLeod Centers patient.

Violations of North Carolina General Statutes 122C-51 through 122C-67

Any violation of the Patients' Rights is subject to a range of fines depending on severity and can result in a Class I or Class III misdemeanor.

McLeod Centers' Duties

McLeod Centers are 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. McLeod Centers are required by law to abide by the terms of this notice. McLeod Centers reserve the right to change the terms of this notice and to make new notice provisions effective for all protected health information it maintains. Revisions will be posted in the lobby of each facility, will be available on the McLeod Centers website on the internet, and can be obtained from any employee.

Complaints and Reporting Violations

You may complain to a McLeod Center and the Secretary of the United States Department of Health and Human Services if you believe that your privacy rights have been violated under HIPAA. You have the right to present a complaint, file a grievance, or appeal a decision. You should not fear that doing so will result in retaliation or barriers to your treatment. Complaints can be made to any McLeod Centers staff member and grievance forms can be obtained from any employee.

Violation of the Confidentiality Law by a program is a crime. If a McLeod Center releases any unauthorized protected information, you will be notified of the date of the breach, the information released, and the steps McLeod Centers has taken to prevent future confidentiality violations. You can report any known or suspected violations to the United States Attorney in the district where the violation occurs.

For further information, contact the Director of Compliance.

Revised: 12/29/17, 3/28/19, 5/18/21, 09/2022

Confidentiality

Your right to confidentiality concerning your treatment or services received at McLeod Centers is protected by law. Your records at McLeod Centers are confidential and will not be released to anyone without your written consent, or as allowed by law. You can withdraw permission to release information at any time. You can request that only certain parts of your record be shared.

Confidentiality Exceptions

Your information may be disclosed without your written consent in the following circumstances:

- Medical emergency (including potential suicidal or homicidal thoughts, plans, or intent).
- Court order.
- Crime occurring at McLeod Centers or against McLeod Centers staff.
- Research.
- Audit and evaluation including NC-TOPPS.
- Child, elder, or disabled adult abuse.
- Qualified Service Organization/Business Associate Agreement.

Patient Record

You have the right to review your treatment record. You may request a copy of your treatment record including progress notes, consent to release information forms, the person-centered plan, aftercare plan, or discharge summary by contacting a staff member in medical records.

Filing an Appeal

You have the right to appeal your discharge or changes to the services you already receive or have requested to receive. The manner in which your services are funded determines the way you appeal:

- If Medicaid pays for your services, you may appeal any decision to change or deny services through the Division of Medical Assistance or Office of Administrative Hearing. You may obtain a hearing request form by calling the Division of Medical Assistance at 919-855-4260 or by calling the Office of Administrative Hearings at 919-431-3000. You have 30 days from the date on the notice of the decision to file the request for a hearing.
- If your services are paid for by state funds (sometimes called IPRS funds) or if you are paying for your services, you may appeal the decision to the appropriate Managed Care Organization (MCO). If you are not satisfied with their decision, you may appeal to the North Carolina Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (NC DMH/DD/SAS) to review the decision.
- If your private insurance pays for your services, you can appeal the decision through your insurance company.

For assistance with any questions or concerns about your rights as a patient of McLeod Centers, you may call the main McLeod Centers number (704) 332-9001 and request to speak with a member of the Compliance Department. You may also contact any of the entities indicated in the *Grievance* section within this handbook or any of the state advocates listed below.

Mental Health Association of North Carolina
(919) 981-0740

<http://www.mha-nc.org>

The ARC of North Carolina
(800) 662-8706

<http://www.arcnc.org>

National Alliance for Mentally Ill – (NAMI)
(800) 451-9682

<http://www.naminc.org>

Governor’s Advocacy Council for Persons w/Disabilities
(800) 821-6922

<http://www.gacpd.com>

NC Mental Health Consumers Organization, Inc.
(800) 326-3842

<http://www.naminc.org/consumer>

National Council on Alcoholism and Drug Dependence, Inc.

(800) 622-2255

<http://www.ncadd.org>