



RENAISSANCE
RECOVERY
resources

Client Handbook

Policies & Procedures

131 Menlo Dr. N.
Keizer, OR 97303
Phone: (503) 304-4358
Fax: (503) 304-4361

Thank you for choosing Renaissance Recovery Resources, Inc.!

PHILOSOPHY

Renaissance Recovery Resources is a full-service substance abuse treatment agency providing prevention, education, outpatient and intensive outpatient services. Our mission is to serve Salem's diverse community using diverse resources and we do not subscribe to a single treatment model. Renaissance Recovery Resources believes each individual's case is unique; therefore, we embrace and utilize a variety of treatment models.

We understand that recovery can sometimes be a long process; however, we do guarantee that each individual will be presented all the skills and tools necessary to achieve long-term sobriety, if these skills and tools are utilized effectively.

In order to deliver this promise, our treatment approach is unique. We embrace traditional treatment methods, but also integrate technology by using the internet as a treatment tool. The internet provides community support resources and can provide valuable education.

Our promise to you is that you will be receiving our services with respect, receive impeccable service from our seasoned professionals, and receive services in a clean, professional, and therapeutic environment.

GOALS

You will find our program goals themed throughout our services and your personalized care:

- Understand the disease of addiction
- Increase sobriety time
- Learn how to utilize community/family/social support
- Build a sober lifestyle
- Recognize potential dangers to your recovery

- Improve self-care

SERVICE DESCRIPTION

Renaissance Recovery Resources offers a DUII Education/Information Only Program, DUII Rehabilitation Program and a Standard Outpatient program that includes three levels of care: Education/Information Only, Outpatient (OP) and Intensive Outpatient (IOP). When determining your appropriate level of care, we use the guidelines set by the American Society of Addiction Medicine (ASAM). The Information/Education Only Program, consists of an assessment, drug screens, individual sessions, and group sessions (1 group per week for 8 week, each group is 2 hrs.) OP consists of an assessment, drug screens, individual sessions and group sessions, 2 groups per week for 90-days. IOP includes all of the services listed above; however, IOP consists of 16-weeks and 9-hours of treatment per week.

Each level of care consists of different treatment lengths. The length of treatment is determined by the outcome of your initial Assessment. If you are being referred by a 3rd party, Renaissance Recovery Resources may ask you to sign a Release of Information, so we may collect your previous treatment records.

Your initial service will include a comprehensive assessment and treatment plan formulation. Please note, please allow up to two hours for your initial appointment. Your treatment services will consist of individual sessions and group sessions. Outside participation in community-based recovery support groups may be required (may be internet-based). Also, we require all individuals receiving services to participate in random drug screens as a tool to measure sobriety. The level of care you are assigned influences your treatment length and frequency of services. In order to provide you optimum care, we require individual sessions be scheduled no less than every other week. More frequent individual sessions may occur, based on your level of care, and recommendation(s) made by your counselor.

Please be aware that these are revolving groups. This means as new members begin their program, they may be placed in this group. Group members' start dates and end dates may differ.

Also, payment for each service is expected at the time it is rendered. Please be prepared with full-payment or co-pay or you may not be allowed to participate in the sessions. Please speak with your counselor privately if personal finance issues are affecting your participation.

In an effort to extend courtesy to all group members, we ask that you attend all sessions. If you are expected to be late to a group session, please call your primary counselor. Also, please refer to our policy regarding absences.

Finally, we ask that you share our commitment of respect to the premises, as we share our office building with other businesses.

WHAT ARE THE STEPS OR WHERE DO I GO FROM HERE?

The first step is to call Renaissance Recovery Resources at (503) 304-4358 and speak with one of our professional staff members.

All clients will then be asked to complete an Application for Services, which can be found on our website. This is all completed and submitted electronically. When you first make contact with Renaissance Recovery Resources, you will be assigned a password and given further instructions on how to complete this step.

After you have submitted the Application for Services. Call Renaissance Recovery Resources to schedule a convenient time for a one-time assessment.

The following is a listing and description of each group service we provide:

INFORMATION/EDUCATION ONLY (ASAM Level of care 0.5)

The Information/Education Program consists of 1 group per week, for 8 weeks. The duration of this group is 2 hours. This group will be held every Tuesday evening. Individual sessions will also be scheduled throughout your time in this program.

GROUP TIMES

Tuesday: 4-6 p.m. (youth) & 6-8 p.m. (adult)

OUTPATIENT (ASAM Level of Care 1.0)

Our Outpatient program consists 2 groups per week, each two hours in length, for 12-weeks. Each client entering treatment, regardless of the level of care, will attend Education Group every Tuesday. If you are assigned level of care 1.0 or II.1, you will be assigned a new group on a different day of the week to replace the Tuesday night group. If you assigned level 1.0, this means that you will attend 2 different group for the last 4 weeks of treatment. Below is a detailed service description and schedule for all outpatient groups:

GROUP TIMES

MONDAY (Process Group): 4-6 p.m. (Youth) & 6-8 p.m. (Adult)

TUESDAY (Education Group): 4-6 p.m. (Youth) & 6-8 p.m. (Adult)

WEDNESDAY (CBT Group): 6-8 p.m. (Adult)

THURSDAY (Relapse Prev.): 4-6 p.m. (Youth) & 6-8 p.m. (Adult)

Please note: Level of care 1.0 requires 2 of these groups per week, which will be assigned by your primary counselor.

INTENSIVE OUTPATIENT (ASAM Level of Care II.1)

Our IOP program consists of 4 groups per week, for 16-weeks. IOP Groups will be held every Monday, Tuesday, Wednesday, & Thursday. On the next page you will find a detailed service description and schedule for all IOP Groups:

GROUP TIMES

MONDAY (Process Group): 6-8 p.m. (Adult)

TUESDAY (Education Group): 6-8 p.m. (Adult)

WEDNESDAY (CBT Group): 6-8 p.m. (Adult)

THURSDAY (Relapse Prev.): 6-8 p.m. (Adult)

Please note: 4 of these groups will be required per week, coupled with an individual session on Friday's.

DRUG & ALCOHOL USE POLICY

INCLUDING DRUG SCREEN MONITORING

Renaissance Recovery Resources promotes drug-free recovery and environment. In order to monitor sobriety, we conduct random drug screens throughout your treatment program. If you have used or think about using while receiving services, please contact your counselor, as we are here to help. A positive drug screen may affect your level of care and/or treatment length. We reserve the right to test for any substances. Also, if you are receiving any DUII services, a positive drug screen will result in automatic restart of your program. This is mandated by the State of Oregon.

Renaissance Recovery Resources makes no exceptions to this policy, including OMMP (Oregon Medical Marijuana Program). Continued use of any substance(s) may be a trigger to others and impede recovery efforts. Please keep in mind that recent evidence suggests that second-hand marijuana smoke may result in a positive drug screen.

If you are prescribed any form of medication prior to admission, or if you receive prescription medication while in treatment, please provide written verification from your prescriber. If we are unable to determine that a positive drug screen is the result prescribed use, then it will be considered as relapse/continued use.

Please check with a medical professional before consuming any over-the-counter medication, which includes cold medicines that sometimes contain alcohol.

If you are referred to our program because of prescription issues, we will closely examine your case, work with your prescriber, and provide referrals to medical professionals who may be able to offer non-habit forming alternatives.

It is also our policy that all drug screens are observed. We use a variety of drug screens including urine analysis, mouth swab, and hair follicle testing. Any refusal of testing may result in an automatic positive result.

We suggest to always be expecting a drug screen every time services are rendered. Drinking large quantities of liquid just before the screening may negatively affected the results. We consider any specimen to be dilute if the creatinine level is found to be below 20ng. Dilute drug screens will result in automatic retesting, and consistent dilute screens will be considered positive.

Per safety awareness/concerns, please notify your counselor if you knowingly or may have any infectious disease(s) before participating in a drug screen. Your confidentiality will be maintained.

All drug screens will be sent to a medical lab or tested by on-site using E-Screen technology, contracted with Renaissance Recovery Resources, for testing. All results will be validated.

Results are considered final by this agency, but each client has the right to request a re-test. If your specimen is testing using E-screen technology, you may request to have your specimen tested by Redwood Toxicology, which you will not assessed an additional charge. Please note: Any request for a re-test will result in an additional charge.

All clients will be required to participate in the chain-of-custody following the collection of a drug screen. You will be asked to sign the seal and date, if the specimen is being sent to the lab for testing.

By signing below, you are stating that you have read and understand the Drug Use Policy and Drug Screen Monitoring set forth by Renaissance Recovery Resources. You are also agreeing to comply with all articles stated in this policy.

SCHEDULE

Renaissance Recovery Resources is open Monday through Friday, with the exception of major holidays including New Year's Day, Easter, Fourth of July, Labor Day, Thanksgiving, and Christmas Day.

Our hours of operation for services are designed with you in mind. Our schedule reflects our attempt to provide convenience and to not interfere with your work or school schedule.

HOURS OF OPERATION

(Please note: These hours do not reflect group times that exceed 6 p.m. These hours only reflect the times we are available to serve administrative issues and clinical issues that are non-group related.)

Monday-Friday: 10:30 a.m. – 7 p.m.

Please Note: Assessments and individual sessions are conducted during normal operating hours and may be scheduled individually with counselor.

Please call (503) 990-3557 in the case of an after-hours emergency. This line is monitored 24 hours per day. Please leave message on phone number (503) 304-3557, if non-emergent.

CLIENT RIGHTS

- All clients have the right to be treated with dignity and respect.
- All clients have the right to confidentiality in treatment.
- All clients have the right to give written, informed consent to treatment.
- All clients have the right to be informed of all services available and the charges for those services.
- All clients have the right to be fully informed of the rules and regulations governing conduct of clients.
- All clients have the right to manage their own personal finances.
- All clients have the right to adequate treatment.
- All clients have the right to retain and use their own personal clothing and belongings, as permitted by the space, consistent with the program rules, and unless this infringes upon the rights and safety of others
- All clients have the right to refuse treatment and to accept the consequences of this right.
- Clients maintain the right to leave the program at any time, and if they decide to exercise this right, need to be aware of the legal or personal consequences of leaving the program.

CLIENT RESPONSIBILITIES

- Pursue healthy sober lifestyle
- Become knowledgeable about drugs & alcohol and their effects
- Actively participate in treatment and remain open-minded
- Cooperate on mutually accepted course of treatment
- Effectively utilize resources being offered

STAFF RESPONSIBILITIES

- Perform ASAM Assessments of chemical dependency using DSM-IV-TR and DSM-5
- Formulate client treatment plans based on strengths, goals, and needs
- Provide informed consent on all treatment services
- Facilitate individual and group sessions
- Reinforce positive change for recovery
- Provide case management services for clients that includes interacting with community partners
- Remain educated on drug and alcohol related issues and present recent research
- Maintain confidentiality, but be mindful of Mandatory Reporting

ATTENDANCE POLICY

Renaissance Recovery Resources understands that we are all busy, so our business hours are designed to minimize any impact on your school or work schedule. You are expected to participate in all sessions assigned/scheduled on time. Consistent tardiness and/or absences disrupt other clients' schedule, takes away time from others in need, and disrupts the continuity of therapy.

In an effort to minimize absences, a \$45.00 fee will be added to your account for every no-show. This includes scheduled individual and group sessions. A no-show is defined as a scheduled appointment that you miss without notifying your counselor prior to your absence.

If you are absent due to an emergency situation, please provide your counselor with documentation. Your primary counselor will evaluate each case and determine if the emergency warrants the absence to be excused.

If you know you are going to be absent, please notify your counselor at least 24 hours in advance to avoid any additional charges.

If you are running late to a scheduled session, please call us at (503) 304-4358. Please ask to speak directly to your primary counselor. If he/she is unavailable, please leave a message.

Any and all unexcused/excused absences must be made-up in order to receive treatment completion. Make-up sessions can be arranged with your primary counselor.

If Renaissance Recovery Resources is unable to contact you for more than 30 days, or you do not contact our agency, we will send you a written letter to the address we have on file. You will then have an additional 10 calendar days to respond to our request. If we still do not hear from you during this time, then we will be forced to close your chart.

ASSESSMENTS

If you miss more than two consecutive scheduled Assessment appointments, we require a \$100.00 non-refundable deposit before you are allowed to schedule a third appointment. For all Assessments, we require \$100.00 due at the time of your assessment. If you have insurance, this amount will be applied to any co-pays and/or deductible. If your insurance covers a greater amount that results in your balance being less than \$100.00, you will be refunded the difference once your treatment is complete and/or last treatment date. (This rule does not apply to OHP clients).

CONFIDENTIALITY POLICY

Protecting your identity and information is our top priority. Our Confidentiality Policy is governed by the Health Insurance Portability and Accounting Act and Federal Law 42 CFR PART 2 and Final Rule.

To ensure confidentiality, we ask all clients to sign a Release of Information to a specific individual and/or entity that you wish to have involved in your case. Renaissance Recovery Resources will not release any information to a 3rd party without a signed release of information by the client. We are also restricted from re-disclosing 3rd party information.

You may elect to revoke a signed Release of Information at any time either verbally or in writing.

These Federal Confidentiality Laws require:

- This agency from disclosing any identifiable information regarding a specific client, without their written consent.
- Releasing 3rd party information
- Identify all persons age 14 as adults, not requiring parental consent.
- Require parental consent for all clients aged 13 or younger.
- Confirm a former and/or current client's enrollment in treatment services and/or his/her treatment status
- An entity and/or agency must have either a signed Release of Information or Court Order in order for our agency to release records.

Exceptions to Federal Confidentiality Laws:

- Medical emergencies
- Imminent threats/acts of violence made against agency staff and/or property
- Imminent threats/acts made to self and/or others
- Court Order
- Suspicion of child and/or elderly abuse and/or neglect

Note: Client confidentiality not only pertains to the agency and staff maintaining privacy of all, but also clients are bound by these strict confidentiality laws. If a client's information and/or presence are disclosed, then he/she who disclosed the information will be terminated immediately from treatment and may be subject to prosecution, upon investigation.

By signing below, you are agreeing that you understand and agree to the above policy and you are agreeing to exercise additional requirements, which are stated below:

- I agree not to disclose any and all information about other clients and/or family members. These include all former, current and future clients.
- I understand that all information disclosed in group therapy is strictly confidential to the members of that group, including the each member's identify.
- Violators of this possible will be terminated from all services offered by Renaissance Recovery Resources and subject to possible prosecution.

I have presented and clearly explained the above policy and witness the consent of the above client agreeing to the Confidentiality Policy.

COMPLAINT/GREIVENCE POLICY

INFORMAL COMPLAINT

If you have an informal complaint, question, and/or concern, about your experience, atmosphere, and/or services, please address this issue with your primary counselor. Your counselor will attempt to resolve the issue and/or address it with management. Usually these complaints are verbal. An example of an informal complaint may be something similar to the following: "It's always cold in the group room, can you please adjust the temperature?"

FORMAL COMPLAINT

If you wish to file a formal complaint, please put your complaint in writing and request to present your complaint to the Clinical Supervisor and/or Director. Your written complaint requires an additional document that must be completed and accompany your written complaint. You can obtain this form from our Reception Staff. If it is an issue that requires immediate attention, please make any available staff member aware of your concern(s). The Clinical Supervisor will ultimately decide if the concern needs to be handled immediately. Once in writing, your formal complaint will be sent to the Director. The Director will have up to 30 calendar days to conduct an inquiry/investigation and you will be informed of his/her decision

in writing. If the issue warrants an expedited response, the Director will issue a decision within 48 hours.

GREIVENCE /APPEAL

If you have received a decision and/or response to your formal complaint in writing from the Director and you are still unsatisfied, you may appeal to the following State of Oregon Division:

Addictions and Mental Health Division
Oregon Health Authority
500 Summer Street N.E. E 86
Salem, OR 97301

Note: By exercising your right to file a complaint at any level, you are guaranteed to be protected from any recourse and/or repercussions by Renaissance Recovery Resources.

FINANCIAL AGREEMENT

Renaissance Recovery Resources is a private agency that accepts self-pay and private insurance. Our pricing is comparable with other treatment providers in the area. Full-payment/co-pays must be received when services are rendered. You will receive a monthly statement each month with a balance, if any. We accept the following forms of payment:

FORMS OF PAYMENT ACCEPTED

- Cash
- Personal check
- Money order/Cashier's check
- Major credit cards

FEE SCHEDULE FOR IN-HOUSE TREATMENT

- ASAM Assessment (2 hrs.) \$200.00

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- Individual Counseling (1 hr.) \$110.00
- Group Counseling (2 hrs.) \$90.00
- Family Counseling (1 hr.) \$ 200.00
- Drug Screen (per unit) \$35.00
- No Show \$45 per occurrence

PRIVATE INSURANCE

- It is each client's responsibility to provide Renaissance Recovery Resources with their complete insurance information.
- ID & Insurance card is required at the time of the assessment for photocopy
- We provide insurance billing as a courtesy to our clients. All claims are subject to the guidelines exercised by each carrier. In any case that your insurance provider does not cover your claim for treatment services, then the you are financially responsible for any/all remaining balance(s), which will be made payable to Renaissance Recovery Resources. If services are provided to a minor (under age 14), then the legal guardian/parent(s) will be financially responsible.
- Each client is responsible for paying their co-pay at the time services are rendered.
- Some insurance plans require you to meet your deductible before paying on claims.
- All claims submitted must meet its carrier's guidelines of "medical necessity" in order for the claim to be accepted/approved
- If the client is on an insurers plan, the insurer and/or guardian must be present and knowledgeable about claims submitted. We will ask for a signed Release of Information for financial purposes only

SELF-PAY

- Full payment is due when services are rendered
- A \$35.00 non-sufficient funds fee (NSF) charge will be assessed for any returned checks, including Electronic Fund Transfers (EFT) that default for non-sufficient funds. N.S.F. fees are not billable to any health insurance. Personal checks will no longer be accepted as a valid form of payment once an NSF fee has been assessed.

MISC. FEES

- Photocopy (per page) \$1.00
- N.S.F. Fee \$35
- No Show Fee \$45
- Client Records Request (per page) \$1.00

PAYMENT PLANS

- Full payment is expected at the time services are rendered. If you are unable to satisfy this request, please speak with a counselor regarding your financial situation and a possible payment structure. If a payment structure is established, and you fail to meet your financial obligation, then you may be charged full-fee for future services received. Also, income verification may be required if requesting payment plan option.

COMPLETION

- Successful DUII Completion means that the DUII program has documentation in its records that for the period of service deemed necessary by the program the client has:
 - (a) Met the discharge criteria approved by the Office of Mental Health and Addiction Services
 - (b) Paid off all fee services

COLLECTIONS, JUDGEMENTS, AND/OR GARNISHMENTS

- Each client understands that in the event the payment agreement or signed Promissory Note is not honored, their account becomes delinquent. If an account goes unpaid for more than 60 days, Renaissance Recovery Resources may refer their account to a collections agency of its choice; obtain judgments and or garnishments of wages.

ADDITIONAL INFORMATION

If treatment services are offered to a minor (under age 18), and these services are being billed to an insurance carrier, the policy holder of the insurance policy must sign the Financial Fee Agreement with our agency prior to the client receiving services. Note: This does not apply to OHP. We also ask the policy holder sign a Release of Information, in addition to the client, to the insurance carrier. In the case that the policy holder cannot be contacted/reached, then the

client's parent/legal guardian will be asked to sign the Release of Information and sign the Financial Fee Agreement. If the legal guardian is a foster parent, then we will require the referring agency to sign the Release of Information to the insurance carrier. The name and signature on the Financial Fee Agreements makes this individual ultimately responsible for any/all balance(s) on a client's account.

From the date of your last treatment contact, you have 60-days to pay your balance in-full, if any. If a balance remains unpaid for longer than 60-days, then Renaissance Recovery Resources may forward your balance to an outside collection agency. Remember, if you are unable to pay your balance in-full by the 60th day, you may call to establish a binding payment plan with our agency.

Renaissance Recovery Resources may also suspend services if an individual's co-pay balance exceeds \$300. Treatment would resume once balance is below \$300.

SMOKING

Smoking is not permitted in the building or on the premises. Renaissance Recovery Resources discusses Tobacco Education in Education Group; however, we do not offer a formal smoking cessation program on-site. If you are considering that you want to discontinue smoking, please call 1-800-QUIT-NOW (1-800-784-8669). You may also visit them through their web site, www.smokefree.gov. There, you will find additional information about the dangers of tobacco, alternative healthy life-style practices, and be given the option to participate in a free individualized and confidential smoking cessation program.

This program is offered by the U.S. Department of Health and Human Services. If you opt to participate in a free formal smoking cessation program, you will be asked to participate in a short assessment. These questions may include demographic information and use history. You will then be sent a resource guide, which includes coping skills and instructions on how to easily make the transition from being a smoker to a non-smoker. Finally, you will also have the option to be assigned a smoking cessation coach. This person helps facilitate your process and better explains how to fully utilize the resource guide. These services are also available in Spanish. In addition, specific youth and female programs are also offered.

Effective January 1, 1996 by Oregon Administrative Rule 415-51-065(3):

- All outpatient alcohol and drug treatment programs will not allow tobacco use in program facilities or on grounds
- No chewing gum in any treatment session
- No wearing hats or dark glasses in any treatment session

- No wearing “short shorts”, halter tops, or other brief attire to any treatment session
- No food or drink is allowed in the building
- No T-shirts, hats, etc. advertising alcohol, bars, taverns, or containing language offensive to others.
- Break between lecture and group is not to exceed 10 minutes though lecture length may vary

ADDITIONAL INFORMATION/POLICIES ON DUII REHABILITATION PROGRAM

REFERRAL

In order to qualify for the DUII Rehabilitation Program, you must be referred by an Alcohol and Drug Evaluation Specialist (ADES), who is assigned to you by the courts. You must either participate in an ADES Evaluation and be referred or participate in an ADES Evaluation within two weeks of entry into our program.

REPORTING

A monthly status report will be sent to your ADES (with a signed Release of Information). This report includes your treatment status, progress, motivation for change, drug screen results, compliance, attendance and fee payment status. Your ADES will be notified of any treatment changes within 30-days and any issues of non-compliance will be reported within 10-days. This information will include “Treatment Status.”

DRUG SCREENS

Oregon law requires a 90-day period of continued sobriety. Drug screens will be performed by Renaissance Recovery Resources. All drug screens will be observed and verified. Testing will also include testing for any drug, including alcohol. In the case Renaissance Recovery Resources receives lab confirmation that a DUII Rehabilitation client submits a positive UA, for any drug, he/she must restart the DUII Rehabilitation Program. A minimum of 5 UA’s will be given through the course of the program; however, your counselor may require additional UA’s at any time for any reason.

COMPLETION

After you meet all treatment completion requirement, your ADES will be notified of your completion status. If you are paying for treatment with cash, you will receive your Certificate of Completion once all balances are paid and we receive your final UA results. If you are paying for treatment by using private insurance, your Certificate of Completion will be available once final payment is received from your carrier and we receive final UA results. Renaissance Recovery Resources will also notify the Oregon Department of Motor Vehicles of your DUII Rehabilitation Completion. In the case that you have a remaining balance with Renaissance Recovery Resources at the time of your completion, you will not be issued a Certificate of Completion until your balance is paid in full. If this occurs, your ADES will be sent monthly status reports indicating that a balance is owed and treatment is not yet considered complete.

NON-DISCRIMINATION

Renaissance Recovery Resources, Inc. does not discriminate on the basis of, but not limited to: age, sex, race, religion, ethnicity, and/or sexual orientation, etc. Our agency remains in full compliance with Title VI of the Civil Rights Act of 1964. If you require special accommodation or need further assistance to accommodate a handicap, disability, reading/writing barrier, etc. please speak with a staff member and we will make every attempt to grant your request.

COMPLIANCE WITH OREGON ADMINISTRATIVE RULES GOVERNING OUTPATIENT TREATMENT

Renaissance Recovery Resources, Inc. complies with and adheres to all standards for operations for the program named below, with the purpose of treatment for alcohol and drug abuse, dependence, and information as set for in Oregon Administrative Rules:

DUII Information/Education: OAR 415-54-005
 DUII Rehabilitation/Treatment: OAR 415-51-130
 Alcohol & Drug Outpatient Programs: OAR 415-51-000 to 070
 Intensive Outpatient AOD Treatment: OAR 415-51-130
 Outpatient for Adolescents: OAR 415-51-100
 Audit Guidelines: OAR 309-043-0020
 Fraud & Embezzlement: OAR 309-013-0075/309-013-0105
 Administrative Standards: OAR 309-014-0000/309-014-0040
 DMAP General Rules: OAR 410-120-1120/410-120-1980
 OHP Administrative Rules: OAR 410-140-0000/410-141-0860
 Confidentiality: Federal Regulations- Title 42 CFR, Part 2
 Oregon Revised Statutes
 Title IV of Civil Rights Act of 1964
 Section V of the Rehabilitation Act of 1973
 Americans with Disability Act of 1990
 ORS 659-425

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QUALITY ASSURANCE

Renaissance Recovery Resources, Inc. conducts monthly QA meetings. The purpose of the QA meeting and our Utilization Review process is to ensure quality and timely care for all clients; as well as, monitoring compliance with the above mentioned Administrative Rules. Renaissance Recovery Resources, Inc. welcomes input/feedback from clients and community partners.

FULL DISCLOSURE

Renaissance Recovery Resources became fully licensed by the State of Oregon in 1999 to provide substance abuse counseling services. We operate a single location in Marion County, Oregon. We are fully licensed by the State of Oregon, Oregon Health Authority/Division of Addictions & Mental Health. Our counselors are licensed and are all State Certified as CADC I, CADC II, or CADC III. The Oregon Accreditation Board is the Addiction Counselor's Certification Board of Oregon (ACCBO). All of our clinical staff are required to remain in good standing. We contract with a Medical Director, M.D., who reviews all clinical information and disclosures made by incoming clients. We also contract with Redwood Toxicology and use on-site E-Screen technology, to provide all of our drug screen testing; however, all collections are conducted on-site. We operate clinical and administrative services using an Electronic Health Record system (EHR) and Electronic Medical Record (EMR) system. These state-of-the-art systems are fully compliant with the Health Insurance Portability and Accounting Act and 42 CFR Part 2 to ensure strict confidentiality.