



Roots to Recovery Collective, LLC

Substance Use Counseling & Peer-to-Peer Recovery Support

Planting Hope, Growing Recovery

Practice Policies

1. Mission and Scope of Services

Roots to Recovery Collective, LLC provides substance use counseling, ASAM assessments, and peer-to-peer support by individuals with lived experience in recovery. Our mission is to offer compassionate, stigma-free care that fosters healing, hope, and empowerment.

2. Appointments and Attendance

- Appointments are scheduled in advance. Please arrive on time.
- If you are unable to attend, contact us at least 24 hours in advance to cancel or reschedule.
- Missed appointments without notice may impact future scheduling or service eligibility.

3. Confidentiality- Your personal information and session content are confidential. We will only share information with others if you provide written consent, except when required by law. A full Notice of Privacy Practices is provided separately and available upon request.

4. Communication

- We may communicate with you by phone, voicemail, text, or email. Let us know your preferred method. Please allow up to 48 hours for non-urgent replies. We do not monitor messages outside of business hours.



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5. Crisis or Emergency Support

- Roots to Recovery does not provide 24-hour crisis intervention.
- If you are in crisis or need immediate help, please call 911, go to the nearest emergency room, or
- Your Life Iowa: 855-581-8111 or text 855-895-8398

6. Fees and Insurance

- We accept clients with or without insurance. If you have insurance, please let us know.
- We offer sliding scale or grant-funded services for those who qualify.
- You will not be denied support due to inability to pay.

7. You have the right to:

- Be treated with dignity and respect
- Participate actively in your recovery plan
- Receive services without discrimination

You are responsible for:

- Participating honestly and respectfully
- Keeping scheduled appointments
- Notifying staff of any concerns or changes

8. Termination of Services

- Services may be ended if:
- Attendance is repeatedly inconsistent
- Policies are not followed
- Safety becomes a concern
- We will make every effort to provide referrals