

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.

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 contact a crisis line: 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 bring your card to your first appointment. We offer sliding scale or grant-funded services for those who qualify.