

## **Outpatient Services Orientation**

### **Overall philosophy**

At Acceptance Recovery Counseling, our treatment philosophy is grounded in compassion, evidence-based practices, and a harm reduction approach. We believe in meeting clients where they are, empowering them to define their own goals for recovery while fostering self-compassion and resilience. Our interventions integrate Motivational Interviewing, the Community Reinforcement Approach, and Acceptance and Commitment Therapy to address both substance use and underlying mental health challenges. We recognize that relapse is a part of the recovery journey for many and offer non-judgmental support to help clients learn, grow, and rebuild. By incorporating trauma-informed care and innovative methods like EMDR for addiction, we provide a safe, healing environment that supports sustainable change and overall well-being.

### **Program services**

- Substance use evaluation/assessment
  - Assessment results will be shared and explained upon completion of the evaluation
  - Comprehensive, holistic treatment planning
- Mental health evaluation/assessment
- ASAM Level 1.0 Outpatient Services
  - If admitted to treatment, a copy of your treatment plan will be given to you
  - Extended Outpatient
  - Continuing Care
  - Relapse Prevention
  - Modalities
    - Psychoeducation
    - Community Reinforcement Approach
    - Acceptance and Commitment Therapy
    - Cognitive Behavioral Therapy
    - Eye Movement Desensitization and Reprocessing

### **Program hours and availability**

9am to 4pm, Monday through Thursday, and by appointment

Please note: We are generally not available outside of office hours. The best way to contact us is via email ([info@acceptancerecoverycounseling.com](mailto:info@acceptancerecoverycounseling.com)) or text (319-853-8015). We will respond as soon as we are able; this may be 24-48 hours, or even longer on a weekend or holiday. If you need immediate support, CommUnity Mobile Crisis (855-581-8111) provides 24-hour mental health crisis response. In an emergency, please contact 911 or your local hospital ER.

## **Attendance policies**

- You are always welcome to attend group therapy; we will do our best to accommodate varying schedules and work with clients to make treatment affordable if cost is a barrier
- Individual sessions are precious due to counselor availability and client need
- We require 24-hours' notice to cancel or reschedule any individual appointment; this includes switching from in-person to video
- Individual appointments missed or cancelled within 24 hours will result in late cancel/no show fees as listed under "Cost of services" below
- Repeated missed individual appointments may result in you being required to attend group to complete treatment

## **Cost of services**

- OWI assessment: \$125
- Substance use and mental health evaluation: \$275
- Individual treatment sessions: \$200/hour
- Group treatment sessions: \$80/group
- Late cancel/no-show policy: \$30 1<sup>st</sup> instance, \$75 2<sup>nd</sup> instance, full-session fee 3<sup>rd</sup> instance

## **Client Rights and Responsibilities at Acceptance Recovery Counseling**

### **Client Rights:**

1. **Respect and Dignity:** You have the right to be treated with compassion, respect, and consideration for your autonomy, dignity, and privacy, regardless of where you are in your recovery journey.
2. **Empowered Recovery:** You have the right to receive services in the least restrictive, most supportive, and feasible environment that prioritizes your well-being.
3. **Transparency:** You have the right to be informed about your condition in clear, compassionate, and non-judgmental terms.
4. **Awareness of Services:** You have the right to be informed about the full range of services and supports available to help you achieve your goals.
5. **Informed Choice:** You have the right to give consent to or decline any service, treatment, or therapy, and your choices will be honored without judgment.
6. **Active Participation:** You have the right to collaborate in the development, review, and revision of your personalized treatment plan and to receive a copy for your reference.
7. **Safety and Appropriateness:** You have the right to be free from unnecessary or excessive medication, physical restraints, or seclusion unless absolutely necessary to ensure safety.
8. **Understanding Risks:** You have the right to be informed of any unusual or hazardous treatment procedures and to refuse them without fear of reprisal.
9. **Privacy in Observation:** You have the right to be informed and to decline observation methods such as mirrors, recordings, or photographs unless explicitly agreed upon.

10. Independent Support: You have the right to consult with an independent specialist or legal counsel at your expense if desired.
11. Confidentiality: You have the right to the confidentiality of your personal information, in accordance with all applicable laws and regulations.
12. Access to Records: You have the right to access your own client record as outlined in our program procedures.
13. Clear Communication: You have the right to be informed about the reasons for any program termination or denial of service, with respect and clarity.
14. Non-Discrimination: You have the right to receive equitable treatment, free from discrimination based on race, ethnicity, age, religion, gender, disability, or any other factor.
15. Cost Transparency: You have the right to know the cost of services upfront.
16. Understanding Your Rights: You have the right to be informed of all client rights and to exercise them without fear of reprisal.
17. Feedback and Advocacy: You have the right to file a grievance or provide feedback about services in accordance with our procedures.

Client Responsibilities:

1. Engagement: Actively participate in your treatment process and collaborate with staff to support your recovery goals.
2. Respectful Communication: Treat staff, peers, and others with respect, and honor their right to confidentiality and safe treatment.
3. Honest Feedback: Share concerns, ask questions, and offer suggestions to improve your treatment experience and program operations.
4. Financial Responsibility: Pay for services on time and communicate openly if you encounter financial challenges.
5. Completion of Treatment Plan: Work collaboratively to complete your treatment plan and communicate with staff if barriers arise.
6. Open Dialogue: Speak with a counselor about challenges or consider alternatives before making decisions about ending treatment.
7. Education and Advocacy: Ask questions about any part of your treatment you don't understand and advocate for your needs without hesitation.