

Member Handbook



IMPORTANT CONTACTS

Treatment Team: _____

Psychiatrist/Nurse Practitioner/Medical Assistant ("BHMP"):

Other Provider: _____

Service Site: _____

Service Site Phone Number: _____

Service Site Fax Number: _____

Regular Business Hours

Monday—Friday

8:00 a.m.—5:00 p.m.

(Some programs are open additional hours)

Administrative Offices

1650 E. Ft. Lowell Rd.

Suite 202

Tucson, AZ 85719

Main Telephone Line:

(520) 327-4505

After-Hours Support

CODAC Safety Zone

(520) 202-1950

Community-Wide

Crisis Line

(520) 622-6000

1-800-796-6762

See page 12 for more
information on after-
hours support.

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SECTION 1

WELCOME

Welcome to CODAC Health, Recovery & Wellness.

CODAC is one of Arizona's oldest and most respected community-based providers of integrated care for your whole health. What began as a grass roots drug abuse prevention and treatment program has grown into a multi-faceted organization that provides services across a wide spectrum of health care serving more than 12,000 individuals and families each year. CODAC is a nonprofit 501(c)(3) organization.

We are here to help you meet your whole health goals, including your mental health, substance use, trauma, primary care and general wellness. A variety of treatment professionals will partner with you to develop a plan and take positive steps toward a healthy, productive, caring life.

This handbook will tell you about:

- programs and services available at CODAC,
- how you can participate in your treatment,
- your rights and responsibilities,
- what to do if you have a crisis, and
- how *you* can make a difference in your health and wellness.

If you have questions about your services at CODAC or need this handbook in another format, please talk with a member of your treatment team.

Our Professional Staff

CODAC's professional staff support members through many of life's challenges and joys. Our professional staff consists of:

- Doctors
- Nurse Practitioners
- Nurses
- Medical Assistants
- Clinical Social Workers
- Therapists, Licensed Independent Substance Abuse Counselors and Professional Counselors
- Recovery Coaches
- Employment Specialists
- Peer Support Specialists
- Residential Support Specialists
- ...And more

Vision

CODAC envisions a society where everyone lives healthy, productive, caring lives — positively contributing to their communities.

Mission

It is the mission of CODAC Health, Recovery & Wellness to provide tools, support and services to individuals, families and communities so they may live with dignity, free from the harmful effects of mental illness, substance use disorders and trauma.

Values

Recovery
Diversity
Acceptance
Respect
Integrity
Creativity
Commitment

Principles

In all we do, we will be guided by the following Principles:

- We will provide high quality, cost effective, outcome focused and linguistically and culturally relevant services.
- Our services will be easily accessible, engaging, recovery oriented, family friendly, and respectful of the strengths and assets of the individuals with whom we work and the communities in which we live.
- We will work in collaboration with funders and other community-based organizations and form mutually rewarding partnerships that build upon organizational capacities and strengths.
- We will treat our employees and volunteers in a respectful manner that acknowledges them as our most important resource and support them in being the best at their roles in their communities.
- Our financial, human resources, facilities, information management and quality management services will function in a manner that most effectively supports the delivery of services to members and participants, and will lead to ongoing organizational success.
- We will effectively communicate to the public the health and human service needs that exist in our community and our efforts to address those needs in a manner that attracts donors and other supporters.
- We will work to end the stigma of substance use disorders and mental illness, and advocate for just public policies that provide appropriate levels of public support to ensure that affordable treatment, health promotion and prevention services are available in a timely manner to all who need them.

SECTION 2

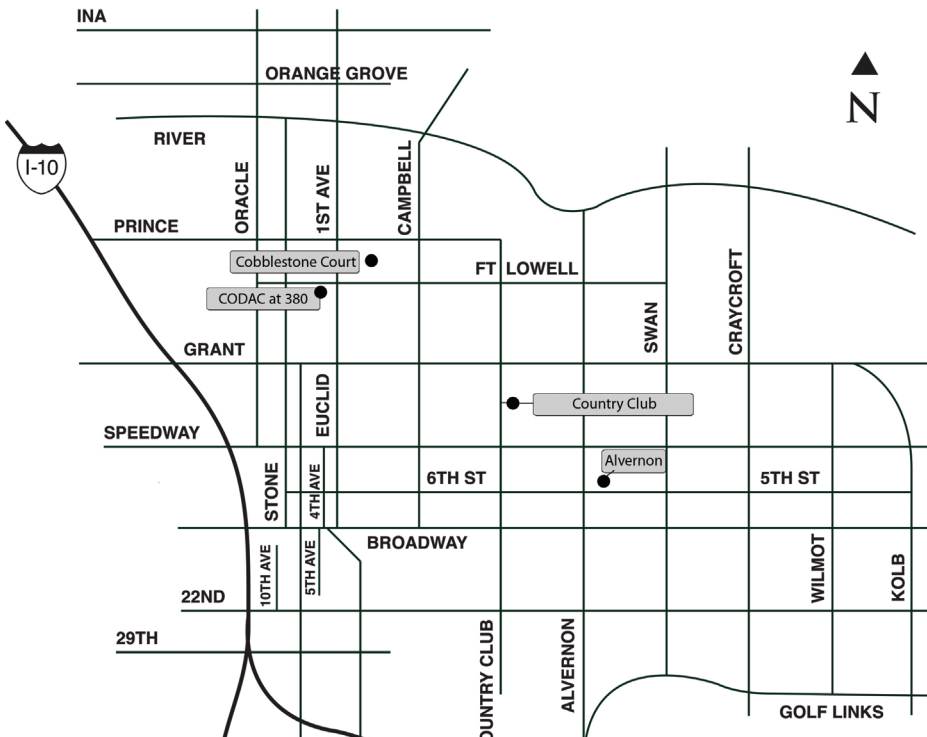
Programs & Services

CODAC has many treatment centers with varying programs and services. Some locations feature a wide range of services at one all-inclusive location; others offer more specialized services for specific populations.

CODAC's outpatient treatment centers are:

- CODAC at Alvernon | 630 N. Alvernon | 85711
- CODAC at Cobblestone Court | 1075 E. Ft. Lowell Road | 85719
- CODAC at Country Club | 1600 N. Country Club Road | 85716
- CODAC at 380 | 380 E. Ft. Lowell Road | 85705

Here is a map of CODAC's Outpatient Treatment Centers:



What to Expect at Your Treatment Center

The types and amount of care you receive depends on your individual needs and your insurance coverage or ability to pay. Your first appointment will usually be an assessment by one of our trained staff.

Assessment

During your initial assessment (at your first appointment), you will talk in a confidential setting about your primary concerns, treatment goals and how CODAC can be of assistance to you. You will be asked detailed questions about your background, treatment history and current symptoms. This appointment can take anywhere from 60 to 90 minutes. You may also meet other staff who you will be on your treatment team.

Service Planning and Case Management

During your assessment, you will work with our staff to develop a treatment plan, called an Individual Service Plan (ISP). Your ISP will consist of a list of your goals for treatment, your strengths, your identified needs, and what covered behavioral health services and informal supports will be used to help you meet your goals.

Services outlined in your Individual Service Plan may include:

- Psychiatric assessment
- Psychiatric care and medication management
- Group, family and individual therapy
- Referral and care management
- Interaction with a Recovery Coach, a peer in recovery
- ...and more.

Therapy

We offer a variety of therapy groups across all CODAC sites. CODAC members are welcome to participate in groups at any treatment center, as long as it is authorized by your Recovery Coach, Therapist and/or insurance. Individual, couples and family therapy is also available. To view current groups go to www.CODAC.org/calendar.

Medication Management

If you are in need of medication for your behavioral health issues, you will see a Behavioral Health Medical Professional (BHMP) located at

your service site. The Behavioral Health Medical Professional is the Psychiatrist, Nurse Practitioner or Physician's Assistant who oversees the prescribing of medications and makes sure the medications are working well for you and your recovery. They will also talk with you about more holistic treatment options such as sleep and nutrition.

Primary Care

Alongside our mental health services, CODAC will help with your common illnesses, injuries physical exams, screenings and wellness checkups. We will also help you monitor chronic health conditions such as diabetes, high blood pressure and make referrals to other specialists if necessary. We provide treatment for everything from day-to-day sickness and annual checkups to vaccinations and standard lab work.

Your physical health care is just as important as treating your mental health. By focusing on your whole health, CODAC provides you with the most complete care available. You'll have a team of experts working together to treat the *whole* you.

Wellness Support

CODAC offers many workshops and classes on a variety of wellness topics. Recovery Coaches will also work with you to make a personalized wellness plan.

What to Bring to Your Appointments

- Your insurance card. If you have AHCCCS insurance, please bring your AHCCCS Identification Card.
- If you are not on AHCCCS and/or do not have other insurance coverage, please bring pay check stubs for one month (if you are employed), proof of residence (such as a rent receipt), and anything else that shows that you have significant, regular monthly expenses.
- Picture Identification.
- List of current medications and dosage.
- Cash, check or credit card to cover co-pay or fee for service charges.
- Any concerns you have written down since your last appointment.

Specialized Services

CODAC also offers the following Specialized Services at convenient locations throughout the greater Tucson area.

Men's Recovery Services (primary concern: substance use)

Men's Recovery Services provides specialty care for men with drug or alcohol addiction, anger issues and trauma. The supportive treatment helps participants gain the tools to improve their quality of life.

Outpatient and Intensive Outpatient Programs (IOP) are available. Individual, couples and family therapy can provide participants and their loved ones with the tools to strengthen skills in the following areas:

- Healthy coping
- Relapse prevention
- Healthy relationships & sexuality
- Family relationships & parenting
- Recognizing triggers

Address: 380 E. Ft. Lowell Road | 85705

Bus Lines: 6 & 19

Men's Transitional Living Program

An sober transitional living program for men with substance abuse disorders. This sober living home houses five men for up to six months as they navigate intensive treatment each week consisting of individual and group therapy, meetings with a Recovery Coach and/or Peer Support Specialist and an Employment Specialist.

Women's Recovery Services (primary concern: substance use)

CODAC's Women's Recovery Services provides comprehensive specialty care for women living with substance use disorders.

Outpatient Address: 380 E. Ft. Lowell Road | 85705

Bus Line: 6 & 19

Outpatient Care

Outpatient therapy, case management and recovery support are available for women seeking recovery from substance use disorders,

and who may also be coping with anxiety and depression, trauma, and other mental and physical health concerns. As in other outpatient settings, the amount of treatment a woman receives in Women's Recovery Services' outpatient area depends on each woman's individual needs and goals.

Intensive Outpatient Treatment (IOP)

Mother's Caring About Self (MCAS) is an Intensive Outpatient Program (IOP) for women with substance use disorders. Members participate in at least nine hours of intensive treatment each week, consisting of a mixture of individual and group therapy, as well as meeting with a Care Manager and/or Recovery Coach. Childcare is available. This program works closely with the Department of Child Safety (DCS) and the Family Drug Court with the goal of reunifying families.

Transitional Living Programs for Pregnant & Parenting Women (and their children!)

A sober transitional living program for pregnant and parenting women with substance use disorders and their children. Residents are required to be enrolled with CODAC and actively engaged in substance use treatment at one or more of CODAC's programs.

Residential Treatment

Las Amigas is CODAC's 28-bed residential substance use disorder treatment facility for women. Las Amigas specializes in care for pregnant and postpartum women. Children are welcome to live on site up to the age of six. Older children visit and stay on weekends. This program includes intensive counseling, case management, education and referrals for medical services.

Medication Assisted Treatment for Opioid Use Disorders

Medication Assisted Treatment (MAT) may be helpful for individuals in recovery from use of opioids such as heroin, fentanyl, morphine, codeine, oxycodone and others. Medications such as methadone, suboxone and naltrexone may be prescribed by a specialist to assist in the recovery process. Additionally, individual, group and family

therapy as well as peer support and skills groups are recommended to promote long-term recovery success. Employment services are also available!

Open 24/7 for individuals looking to start treatment.

Address: 380 E. Ft. Lowell Rd. | 85705

24/7 Phone: (520) 202-1786

Bus Lines: 6 & 19

Criminal Justice Team

The Criminal Justice Team helps CODAC members who are involved in the criminal justice system, from the point of incarceration to final adjudication. The team supports CODAC staff and members by meeting members at the jail, attending court hearings as well as jail and/or probation staffings.

Members offered diversion programs participate in special individual and group treatment.

Address: 380 E. Ft. Lowell Rd. | 85705

Bus Lines: 6 & 19

Intensive Recovery Team/Court Ordered Treatment

This program is generally for adults who have acute mental health concerns and are mandated to participate in mental health treatment by the courts. Some members also remain a part of the Intensive Recovery Team after their Court Order is completed. Referral is required.

Transition-Age Youth

The Transition-Age Youth team provides specialized case management, skills building, support, therapy and medication management to youth and young adults ages 16-21.

Address: Various CODAC locations

Phone: (520) 327-4505

Adult Transitional Living Program

CODAC's Adult Transitional Living (ATL) program provides transitional and temporary housing with limited supervision for members ages 18 and older whose health status necessitates additional help and monitoring by CODAC staff. Housing at ATL requires a referral and Adult Recovery Team meeting prior to entering this program.

Behavioral Health Residential Facilities

CODAC has Behavioral Health Residential Facilities, which offer short-term, therapeutic residential interventions for adults. Residential Facilities are staffed by skilled professionals 24/7/365 to help stabilize people in crisis so they can live successfully and independently in the community. Referral is required.

Services for Survivors of Sexual Assault

The Southern Arizona Center Against Sexual Assault (SACASA) provides 24/7 crisis services, advocacy, support and education for individuals and families impacted by sexual trauma.

Address: 1600 N. Country Club Rd. | 85716

24/7 Crisis Hotline: (520) 327-7273 Business Phone: (520) 327-1171

Bus Line: 17 Website: www.SACASA.org

Housing Opportunities

There are many permanent housing programs available to CODAC members who meet the requirements for these programs. CODAC has coordinated with other agencies in Tucson to offer housing based on vulnerability.

In order to effectively manage referrals for housing, CODAC uses a form of assessment called the Vulnerability Index-Service Prioritization Decision Assistance Tool (VI-SPDAT). The VI-SPDAT helps to identify who has the greatest need for housing assistance.

To be considered for any housing program, you must complete the VI-SPDAT during a visit at CODAC. Housing opportunities are extended based your assessment and availability.

Your treatment team knows about other low cost housing opportunities in the Tucson community. They can help you apply to those other programs that meet your needs and that are taking applications.

Peer Support Specialists

A Peer Support Specialist is someone employed in the behavioral health field with first-hand knowledge of recovery from substance use, mental illness or trauma.

There are Peer Support Specialists at each of our treatment sites to provide support and help you meet your needs. Here are a few ways that your Peer Support Specialist may be able to support you!

- Provide peer support through your recovery journey.
- Help you navigate Tucson's transportation systems.
- Show you how to best use your CODAC treatment center.
- Support you in Adult Recovery Team (ART) meetings.
- Help you locate 12-step support groups & healthy activities.
- Help answer housing and other questions.
- Provide guidance on how you can stretch your food budget.
- Help you complete documents & paperwork.
- Connect you with help to gain recovery skills.

... And much more!

Support & Care After Business Hours

The Safety Zone is a safe phone number to call when you feel you are in need of additional support outside of CODAC's normal business hours, but are not in immediate danger to yourself or others. Staff who answer the phone line are CODAC employees.

Phone: (520) 202-1950

Hours: Call anytime between 5:00 p.m. and 8:00 a.m. and all day on weekends and holidays.

WHAT TO DO IF YOU'RE HAVING A BEHAVIORAL HEALTH CRISIS:

If you're having a behavioral health crisis, call Pima County's Community-Wide Crisis Line at (520) 622-6000 or 1-866-495-6735. It is available 24/7, including holidays. Staff there will help you figure out whether you need to go to the Crisis Response Center, or whether another resource would better meet your needs.

The Crisis Response Center (CRC) is for people who are experiencing a behavioral health crisis. You can walk in to the CRC, but it is always better to call the Community-Wide Crisis Line first. The CRC is located at 2802 E. District, Tucson, AZ 85714 (on the south side of Ajo Way, behind Banner University of Arizona Medical Center - South Campus).

What is a behavioral health crisis?

A behavioral health crisis refers to severe emotional distress that might be caused by mental illness or substance use. You might feel out of control and/or worried you might hurt yourself or someone else.

If you have an emergency medical problem in addition to your behavioral health crisis, you should call 911 or go to an Urgent Care or hospital emergency department.

For Languages Other Than English

If your primary language is not English and you need an interpreter, please let your Doctor, BHMP, Therapist, Recovery Coach, Peer Support Specialist or the front desk know. We want to meet your communication needs. There is no charge for an interpreter.

Transportation

Members of CODAC are encouraged to be as independent as possible, and this includes transportation. If you can drive your own vehicle, get a ride, or ride the city bus to an appointment, you are encouraged to do so.

You may qualify for a reduced rate bus pass or Van Tran assistance. To find out about the reduced rate bus pass or any other information concerning Tucson's bus system call (520) 792-9222 or visit Sun Tran's website at www.suntran.com. CODAC does not provide bus passes to members.

Some insurances can help coordinate transportation to medical appointments. Call the number on the back of your insurance card.

Self-Care

As with all illnesses, how we take care of ourselves is very important. What we eat, when we sleep and what activities we choose to participate in all impact our lives and our recovery. Part of taking care of ourselves is to learn about the choices we have available.

CODAC believes it is important that members are informed about the ways they can help themselves and the choices they have available. Therefore, we offer members a variety of services to learn about how they can help themselves.

Advance Directives

An Advance Directive is a legal document that enables a person to direct their health care preferences in the event that they are determined unable to communicate them.

If you would like more information on the Advance Directive, or want to create an Advance Directive, please speak with your treatment team.

Family Involvement

CODAC recognizes the importance of the family. When a person has health issues, it often impacts family relationships. CODAC offers education and support to families of CODAC members to help them understand your illness and help you through the recovery process.

Your “family” does not have to be related by blood. When it comes to your health, your family is whomever you consider to be supportive in your daily life. If you want your family members to participate in your service planning and to be a part of your recovery team please notify your treatment team.

Recovery Teams

CODAC uses the team approach to provide services and plan your health care. We call these teams Adult Recovery Teams. An Adult Recovery Team is a group of people who help you set goals and identify the supports needed to reach those goals.

At a minimum, a team will include you (the member) and your Recovery Coach or primary treatment provider. The size of the team can vary depending on your needs. Other team members may include family, friends, peers, clergy, a physician or other medical provider, a nurse, or anyone else you feel could assist you with your health care needs.

Communicating With Your Recovery Team

An important aspect of your treatment is how you communicate with your Recovery Team (often referred to as an Adult Recovery Team). The recovery team is a partnership where all people involved work on common goals to help you succeed.

For the recovery team to work, members have to follow guidelines, such as:

- Keep each other up to date
- Attend Recovery Team meetings
- Talk out disagreements
- Listen to each other
- Be considerate of each others' time
- Respect each other

If the team members do these things, the team will have greater success.

Medication & Pharmacy Information

You will find the complete list of approved pharmacies and their locations on your health insurance's Web site and in your health insurance's handbook.

Genoa Pharmacy

There is an on-site pharmacy at CODAC at Alvernon, located at 630 N. Alvernon, and at CODAC at Cobblestone Court, located at 1075 E. Ft. Lowell Road. This pharmacy, which is owned and operated by *Genoa*, can fill a full array of prescriptions including medications for behavioral health and physical health. This pharmacy is open to all members and their families. Members at other CODAC sites can request medications to be filled by Genoa and have them mailed/delivered to their homes free of charge.

Genoa Pharmacy Contact Information:

At CODAC at Alvernon

Phone: (520) 917-0129

Fax: (520) 202-1910

At CODAC at Cobblestone Court

Phone: (520) 257-1539

Fax: (520) 887-3001

Medication Needs

If you are in need of an emergency supply of medications to last until your next appointment with a Behavioral Health Medical Professional (BHMP), you may be able to get your medications “bridged” until your next appointment. You may hear us refer to this as “Med Bridge.”

Med Bridge is available during different times at each outpatient treatment center; you can only attend Med Bridge at the site where your BHMP (psychiatry provider) is located. For specific Med Bridge hours at your site, call us at (520) 327-4505.

CODAC’s Medication Bridge policy says:

1. Members may only have their medications bridged one time without being seen by their Behavioral Health Medical Professional (BHMP).
2. CODAC medical personnel may not arrange for medication refills or give injections to a member who has not seen their BHMP for 90 days or more, unless a BHMP provides an order to do so.
3. Medical personnel will make every effort to facilitate an urgent BHMP visit.

Reasons a Med Bridge MAY be provided:

- You have been out of medication(s) for two to five days.
- You will run out of medication(s) before your next scheduled appointment, and have consistently attended your scheduled appointments.
- You are a new member and will run out of medication(s) before your first appointment.
- Your medication(s) have been lost or stolen. If your medication(s) have been stolen, you **MUST** have a police report.

Reasons a Med Bridge will NOT be provided:

- You want to change a medication or the dose. You must schedule a BHMP appointment for this.
- You want a new medication. You must schedule a BHMP appointment for this.
- You want to talk to the nurse. You can ask to make an appointment with the nurse.

- You have missed your hospital discharge appointment. Instead, call and make a new appointment ASAP.
- You are having side effects. Instead, call the nurse ASAP.
- You have missed two or more appointments with a Behavioral Health Medical Professional, or it has been over three months (90 days) since you last saw a Behavioral Health Medical Professional.

Going out of Town

If you are going out of town and will need medication or assistance while you're gone, please speak with your treatment team to make the necessary arrangements.

Transition Planning

When you complete treatment in one of our Specialty Services like Women's Recovery Services, Men's Recovery Services, Medication Assisted Treatment, or Court Ordered Treatment, we will work with you to you transition to one of CODAC's other outpatient treatment centers or programs, if appropriate.

We will arrange for you to meet with your new treatment team. This may also include going to the new site to have a tour if you have not been there before.

Additionally, all other transitions will be carefully planned with your clinical treatment team using CODAC's Transition/Discharge Plan. This includes transferring to a different behavioral health provider or program/site within CODAC, and when you are moving to another city or state.

Discharge Planning

If you decide you no longer want or need services from CODAC, you may request to be discharged from CODAC. Your treatment team may ask you to put your request to be discharged in writing. Your treatment team will provide you with some information and assist

you if you want any referrals for other services, especially if you are moving out of state.

If it is alright with you, we will contact you thirty days after your discharge to check to see how you are doing or if you need anything.

Remember: You may request to be re-enrolled for services at anytime. Call CODAC's Enrollment Department at (520) 327-4505.

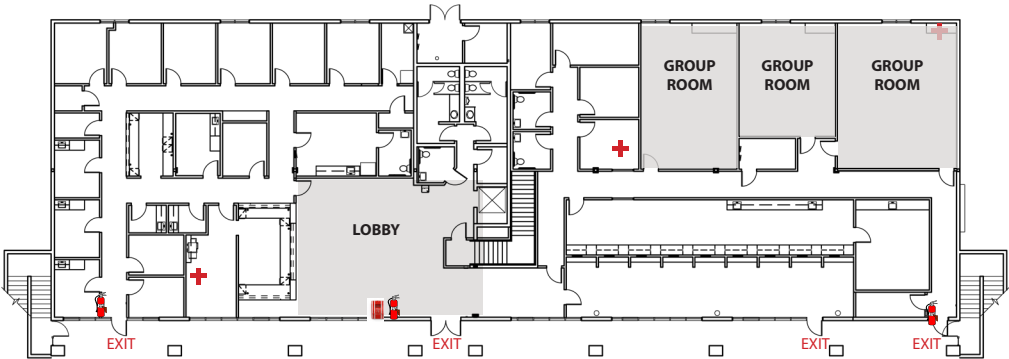
Floor Plans

CODAC at 380

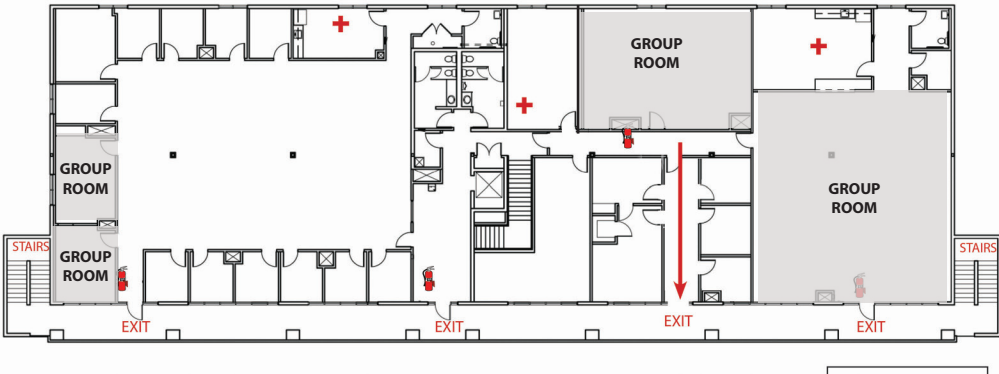
380 E. Ft. Lowell Rd. | 85705

Bus Lines: 6 & 19

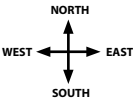
First Floor



Second Floor



- ALARM PULL
- FIRE EXTINGUISHER
- FIRST AID KIT

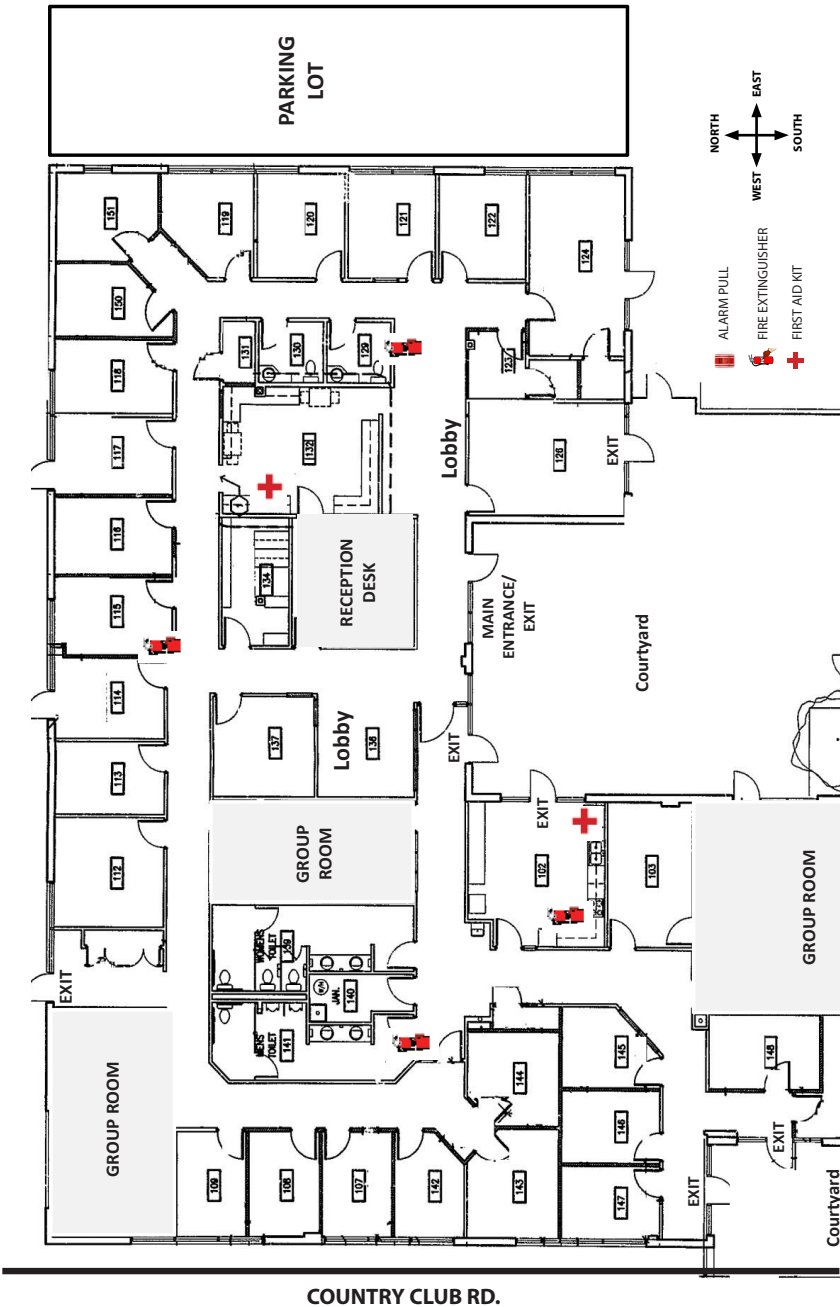


Floor Plans

COUNTRY CLUB

1600 N. Country Club Rd. | 85716

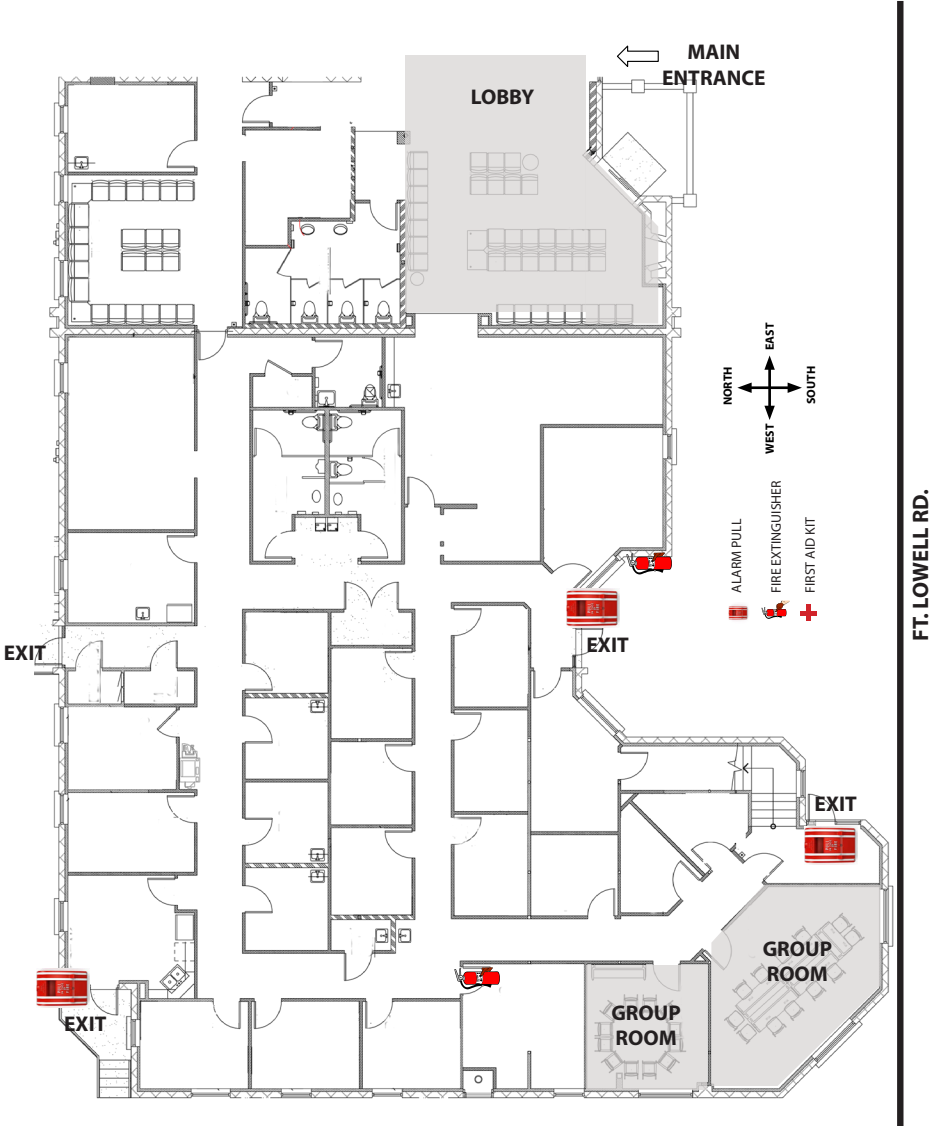
Bus Line: 17



Floor Plans

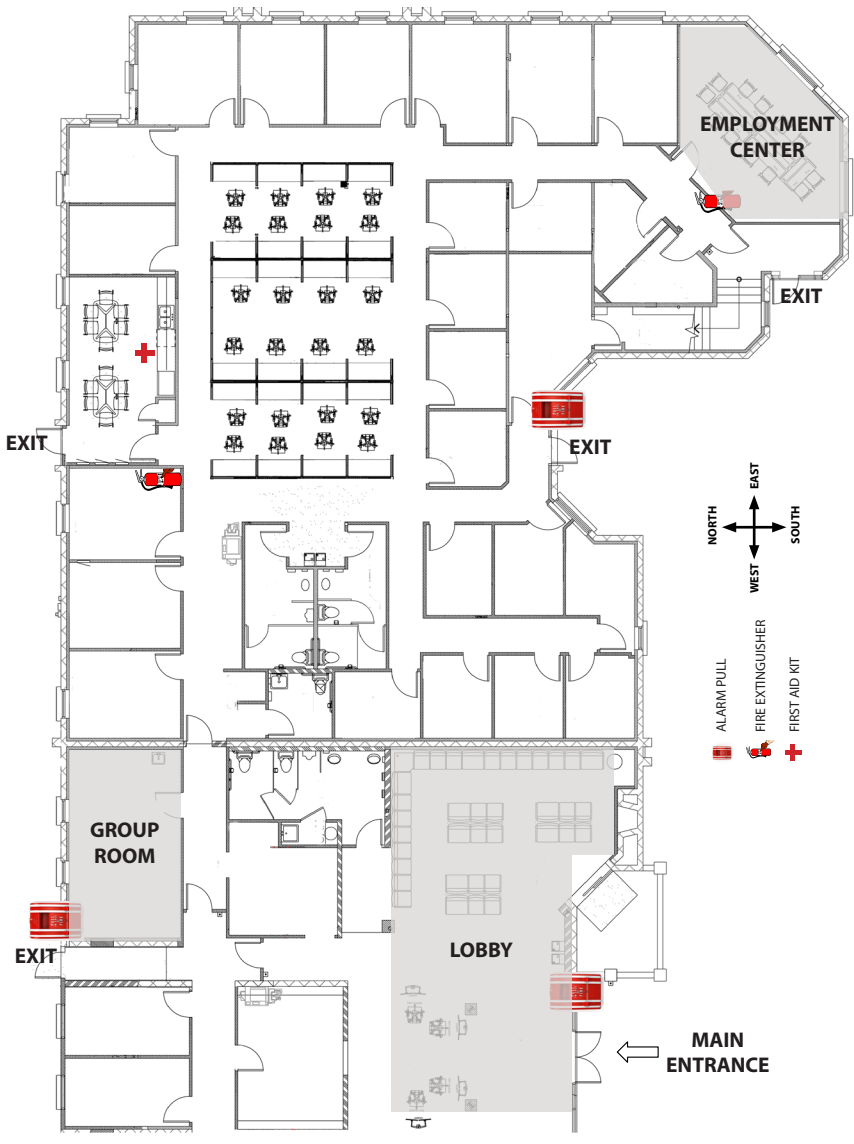
COBBLESTONE COURT, West Side
1075 E. Ft. Lowell Road | 85719

Bus Line: 34



Floor Plans

COBBLESTONE COURT, East Side



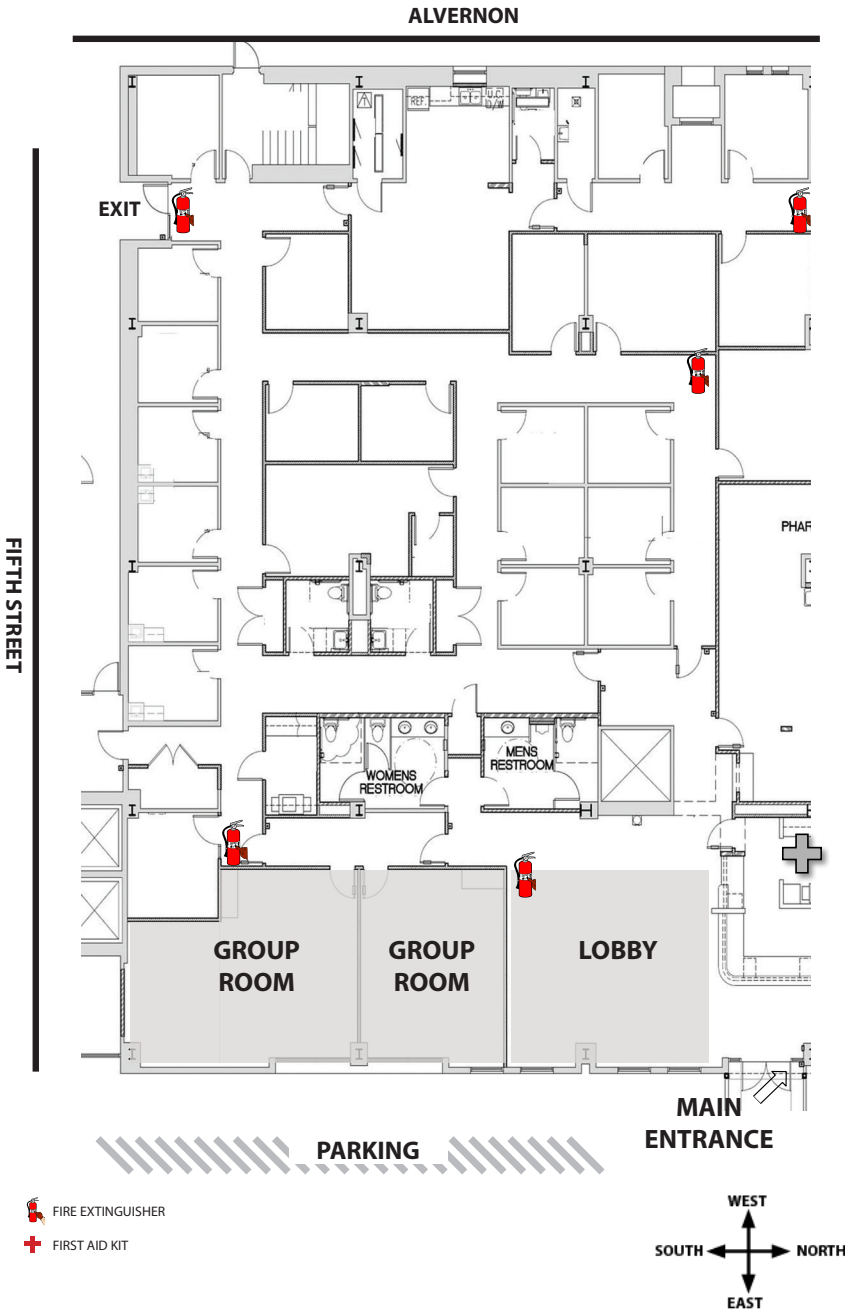
FT. LOWELL RD.

SECTION 2

Floor Plans

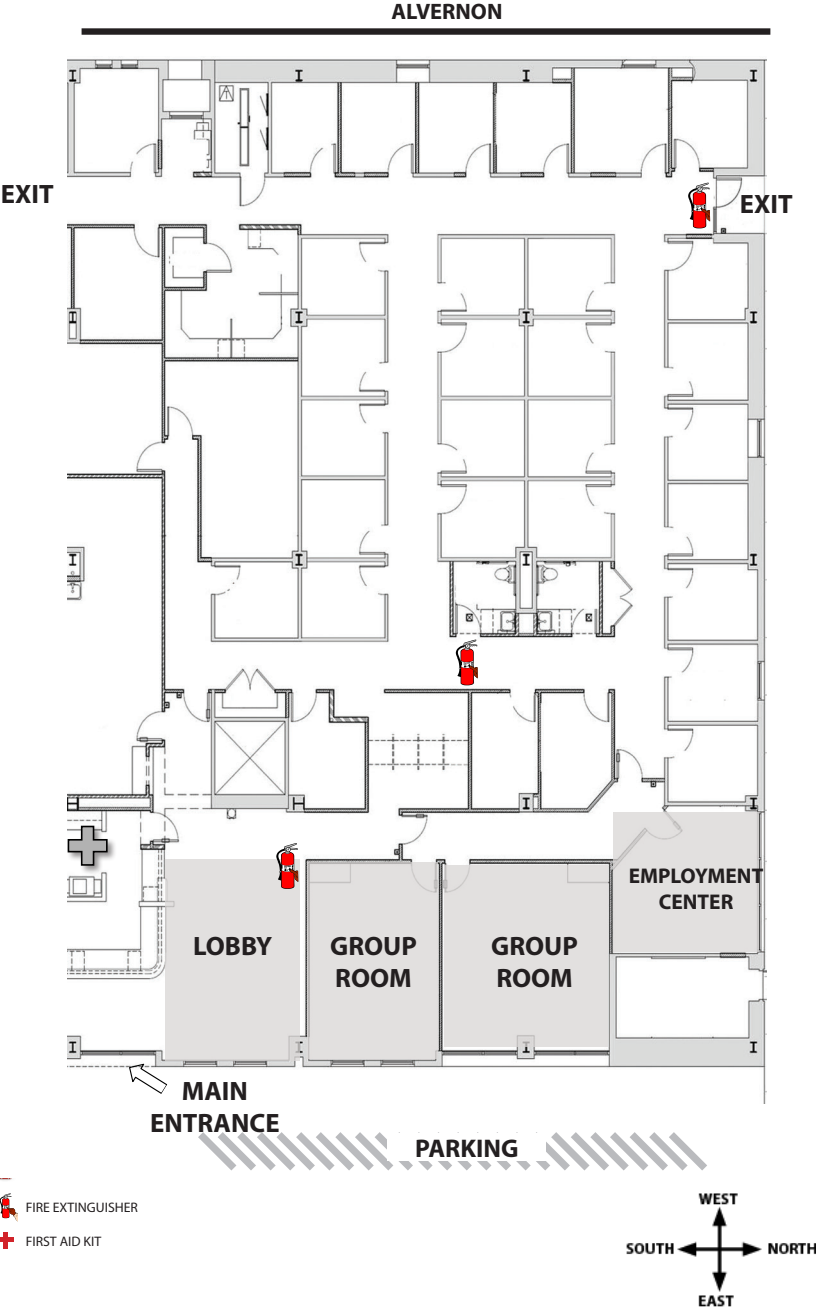
ALVERNON, South Side
630 N. Alvernon | 85711

Bus Lines: 3 & 11



Floor Plans

ALVERNON, North Side



SECTION 3

Member Responsibilities

As a CODAC member, it is important that you are an active participant in your health care. You have the responsibility to:

- Give information needed for your care to providers;
- Follow instructions and guidelines from your providers;
- Know the name(s) of staff on your treatment team;
- Schedule appointments during regular office hours when possible limiting the use of Urgent Care and Emergency Room facilities;
- Arrive on time for appointments;
- Tell providers if you have to cancel an appointment before the scheduled time;
- Participate in creating your Service Plan;
- Be aware of your rights;
- Assist in moving towards your recovery;
- Take care of yourself; and
- Treat others with respect and work cooperatively with others.

Title 19/21 eligible persons are responsible for:

- Protecting your identification (ID) card;
- Not misusing your ID card, including loaning, selling or giving your card to others, which may result in the loss of your eligibility or legal action; and
- Keeping (not discarding) your ID card.

To learn more about your health insurance — including your benefits and resources available to you — you can look for your health insurance's Web site on the back of your insurance card.

If you have any questions or would like a hard copy of your health insurance's member handbook, please ask the front desk.

Patient Rights

CODAC ensures confidentiality of information and privacy for its members through staff training and policies and procedures according to the ADHS licensure rules contained in A.A.C. R9-10-1008 & R9-10-711 as well as according to best practices in the field. CODAC's policy is that a member has the following rights:

A. An administrator shall ensure that:

1. A patient is treated with dignity, respect, and consideration;
2. A patient is not subjected to:
 - a. Abuse;
 - b. Neglect;
 - c. Exploitation;
 - d. Coercion;
 - e. Manipulation;
 - f. Sexual abuse;
 - g. Sexual assault;
 - h. Seclusion;
 - i. Restraint;
 - j. Retaliation for submitting a complaint to the Department or another entity; or
 - k. Misappropriation of personal and private property by an outpatient treatment center's personnel member, employee, volunteer, or student; and
3. A patient or the patient's representative:
 - a. Except in an emergency, either consents to or refuses treatment;
 - b. May refuse or withdraw consent for treatment before treatment is initiated;
 - c. Except in an emergency, is informed of alternatives to a proposed psychotropic medication or surgical procedure and associated risks and possible complications of a proposed psychotropic medication or surgical procedure;
 - d. Is informed of the following:
 - I. The outpatient treatment center's policy on health care directives, and
 - II. The member complaint process;

Patient Rights, *continued*

- e. Consents to photographs of the patient *before* a member is photographed, except that a member may be photographed when admitted to an outpatient treatment center for identification and administrative purposes; and
 - f. Except as otherwise permitted by law, provides written consent to the release of information in the member's
 - I. Medical record, or
 - II. Financial records
- B. A patient has the following rights:
- 1. Not to be discriminated against based on race, national origin, religion, gender, sexual orientation, age, disability, marital status, or diagnosis;
 - 2. To receive treatment that supports and respects the patient's individuality, choices, strengths, and abilities;
 - 3. To receive privacy in treatment and care for personal needs;
 - 4. To review, upon written request, the member's own medical record according to A.R.S. §§12-2293, 12-2294, and 12-2294.01;
 - 5. To receive a referral to another health care institution if the outpatient treatment center is not authorized or not able to provide physical health services or behavioral health services needed by the patient;
 - 6. To participate or have the patient's representative participate in the development of, or decisions concerning treatment;
 - 7. To participate or refuse to participate in research or experimental treatment; and
 - 8. To receive assistance from a family member, the member's representative, or other individual in understanding, protecting, or exercising the patient's rights.

Fees and Financial Obligations

Fees and financial obligations for services received at CODAC vary greatly depending on

- Types of services you receive
- Types of treatment and programs you participate in
- AHCCCS-eligibility and other insurance coverage
- Income level

During your first appointment — and as needed — you will meet with a Benefits Eligibility Specialist (BES) in the Member Services Department to review your health care benefits and any fees or financial obligations you may have at CODAC.

Types of services available to you are often dependent on what your health insurance will pay for. For example, “benefits” available to individuals on AHCCCS (Arizona’s Medicaid program) are different than those available to those with private insurance, those with no medical insurance or those whose medical insurance doesn’t cover behavioral health care.

Questions about your specific benefits can be easily answered by a BES.

If you have any health insurance, you should report it to CODAC so we can accurately determine your co-pay. Also, you need to notify CODAC if there are any changes in your health insurance.

SECTION 4

Code of Conduct

All of our staff must abide by a Code of Conduct. The Code of Conduct defines and guides the services we provide and the manner in which services are provided. CODAC's Code of Conduct is available for you to read in the lobby of all our sites.

CODAC does not discriminate based on race, color, national origin, sex, gender identity, sexual orientation, age or disability. If you feel like you have been discriminated against, call the Solution Zone at (520) 343-2225.

Confidentiality

The confidentiality of records maintained by CODAC are protected by Federal laws and regulations called the Health Insurance Portability and Accountability Act (HIPAA). At your first appointment at CODAC, you will review the HIPAA Notice of Privacy Practices. You can ask for a copy of your records at any time. Generally, CODAC may not tell a person outside of CODAC that an individual is a member/client of CODAC or disclose any information identifying a person as a member of CODAC.

These are some, but not all of the exceptions:

1. The member/client gives permission in writing.
2. The disclosure is allowed by a court order.
3. The disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation.

Violation of the Federal law and regulations by a program is a crime. Suspected violations may be reported to appropriate authorities in accordance with Federal regulations.

If you have any questions or concerns about confidentiality please call CODAC's HIPAA Privacy Officer at (520) 327-4505 x1019.

Policies

Seclusion and Restraint

No form of seclusion or restraint is used with any members at CODAC.

Smoking & Tobacco Use

To maintain good health and a healing environment, CODAC provides a smoke and tobacco-free campus for its members and staff. The use of cigars, cigarettes, E-cigarettes, chewing tobacco and snuff are not allowed in any of CODAC's outpatient or administrative buildings or adjacent to buildings, in parking lots or on the grounds. Smoking at CODAC's residential and transitional living programs is only allowed in designated areas.

Drugs and Alcohol on Site

CODAC provides a drug and alcohol-free environment to its members and staff, therefore no drugs or alcohol are allowed on CODAC property. CODAC allows legal and prescription medications on the premises as long as these medications are carried in their original containers and used as directed.

Weapons

No weapons of any kind are allowed on the premises. Carrying a weapon onto company property in violation of CODAC policy will be considered an act of criminal trespass and will be grounds for immediate removal from company property, and may result in prosecution.

Pets or Animals on the Premises:

CODAC welcomes Service Animals on its premises. Individuals with disabilities are allowed to bring their services animals to all areas where patrons are normally allowed to go. An animal in CODAC buildings or on CODAC property (including the parking lots) must meet the following requirements:

- The animal must be a Service Animal. Service Animals in training are permitted to the same extent as trained service animals under the Arizonans with Disabilities Act (AzDA).
- A Service Animal is a dog or miniature horse that is individually trained to do work or perform tasks for a person with a disability.
- The task(s) performed by the Service Animal must be directly

related to the person's disability. A Service Animal must be trained to do work or perform tasks for an individual with a disability, which may include, but are not limited to:

1. Assisting individuals who are blind or have low vision with navigation and other tasks,
 2. Alerting individuals who are deaf or hard of hearing to the presence of people or sounds,
 3. Providing nonviolent protection or rescue work,
 4. Pulling a wheelchair,
 5. Assisting an individual during a seizure,
 6. Alerting individuals to the presence of allergens,
 7. Retrieving items such as medicine or the telephone,
 8. Providing physical support and assistance with balance and stability to individuals with mobility disabilities
 9. Helping individuals with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors.
- Service animals must be harnessed, leashed or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents the use of these devices. In that case, the individual must be able to control the service animal through voice, signal or other effective controls.
 - In situations where it is not obvious that the animal is a Service Animal, staff may ask ONLY (1) Is the animal required because of a disability? and/or (2) What disability-related work or task has the animal been trained to perform?
 - Staff is PROHIBITED from:
 1. Asking about the individual's disability.
 2. Requiring the service animal to perform its work or tasks.
 3. Asking the individual for a special ID for the service animal.
 4. Asking for any proof that the animal has been certified, trained, or licensed as a Service Animal.
 5. Asking the individual to provide proof of vaccinations or license for the Service Animal.
 6. Requiring service animals to wear a vest or any other form of identification gear.
 - A Service Animal may only be excluded if the Service Animal is out of control and the handler does not take effective action to control it, or if the Service Animal is not housebroken.
 - All individuals bringing Service Animals on the premises must abide by the above requirements and will be asked to remove their Service Animal from the premises if they do not meet the specific criteria. However, the individual must be allowed to return to the premises without the Service Animal if they wish.

- A Service Animal handler is liable for any damage done to a public place by the Service Animal or Service Animal in training.

For more information, see Policy - Clinical Services No. 137.

SECTION 5

Quality of Care

CODAC aims to provide the highest quality of services to help you meet your goals and objectives as outlined in your service plan. If you feel your services from CODAC are not meeting your needs, please talk to your treatment team.

How to Be Heard

We would like to have your feedback on how we can improve the services we provide. Tell us what you think and how we can serve you better. Here are some ways you can let us know your concerns or problems.

- Talk openly with your treatment team.
- Respond to satisfaction surveys. If you get a survey please fill it out. You do not have to place your name on the survey. All answers are confidential.
- Give us feedback by filling out a comment card in our lobby. You may choose to add your name and information on how you can be contacted.
- Attend CODAC's Member Advisory Council on the third Tuesday of each month. Visit www.CODAC.org for more information.

If there is a **problem** or if you are **unhappy** with your services, here are some things you can do:

1. Attempt to solve the problem directly with that person.
2. Call CODAC's Solution Zone/ Internal Problem Resolution line. When you call the Solution Zone, you will talk with one of our staff who knows the system and can help you get the answers you want and need. Call (520) 343-2225.

3. Ask someone at the CODAC front desk for a **Problem Resolution Form**. You may ask anyone that you feel comfortable with to help you fill out this form.

For concerns about fraud and abuse, send a confidential fax to CODAC's Corporate Compliance Officer. Fax: (520) 202-1845.

Review the Grievance and Appeal process posted in all CODAC lobbies. You may also contact your health insurance.

Outcomes

CODAC is interested in helping you improve many areas of your life – these improvements are called positive outcomes. So, from time to time we will be gathering information to evaluate if your quality of life has improved. Gathering this information will help us improve the services we provide.

Here are some areas you might notice improvements in your life. Even the smallest of things is an improvement!

Through your hard work in treatment, you may start to notice that...

- You deal more effectively with daily problems
- You are better able to control your life
- You are better able to deal with crisis
- You are getting along better with your family and friends
- You do better in social situations
- Your housing situation has improved
- Your symptoms are not bothering you as much

Keep track of these positive accomplishments — no matter how big or small they might seem. Your commitment to recovery will pay off!

SECTION 6

Community Resources

Arizona Poison & Drug Information Center 1-800-222-1222

www.azpoison.com

Info and education on medications and preventing poisoning accidents.

Catholic Community Services 520-623-0344

www.ccs-soaz.org

DIRECT Center for Independence 520-624-6452

www.directilc.org

Offers information, referral, and support services for people with disabilities.

Gospel Rescue Mission 520-740-1501

www.grmtucson.org

Information & Referral/ 2-1-1 Arizona 2-1-1

www.211arizona.org

Offers information on community resources through a phone line and online.

Government Resources

AHCCCS-Arizona Health Cost Containment System 520-205-8600

www.ahcccs.gov

State's health insurance program for people with a low income.

Arizona Center for Disability Law 520-327-9547

www.acdl.com

Provides protection and advocacy for people with psychiatric, cognitive physical, mental and sensory disabilities.

City of Tucson Parks and Recreation 520-791-4873

www.tucson.gov/parks

Conducts recreational classes and special events throughout the city.

Social Security Administration 1-800-772-1213

www.socialsecurity.gov

Oversees the Social Security system.

Support Groups

Al-Anon Family Groups

520-323-2229

www.al-anon.alateen.org

Self support for the family and friends of alcoholics and adult children of alcoholics.

Alcoholics Anonymous

520-624-4183

840 S. Campbell Ave.

www.AAtucson.org

Fellowship of men and women who maintain sobriety through sharing experience, strength, and hope.

AZ Smoker's Helpline

520-889-1271

www.ashline.org

Provides free and confidential telephone-based counseling and information services for people who want to quit smoking.

CO-ANON

520-513-5028

www.co-anon.org

A fellowship for family and friends of someone who is chemically dependent on cocaine.

Narcotics Anonymous

520-881-8381

www.natucson.org

12-step program where people manage their addiction to narcotics.

Nicotine Anonymous

520-889-1271

www.nicotine-anonymous.org

12-step support group for people wishing to stop using nicotine.

Overeaters Anonymous

520-733-0880

www.oa.org

A 12-step group for people who wish to stop compulsive eating.

Sex Addicts Anonymous

1-800-477-8191

www.saa-recovery.org

12-step recovery program providing support for people with compulsive sexual behaviors.

Mental Health Resources

Cafe 54 520-622-1907
www.cafe54.org
Provides employment training and job coaching for individuals with mental illness.

Camp Wellness 520-621-7473 (RISE)
www.wellness.fcm.arizona.edu 877-535-6170
Peer support through engaging in health and wellness program for adults with serious mental illness.

Depression and Bi-Polar Support Alliance 520-531-2388
www.DBSAlliance.org
Offers education and support groups to people with depression and bi-polar disorder.

DKA 520-790-7677
1502 E. Broadway Blvd.
www.dkajobs.com
Provides employment-related training and skills development for self advocacy. Temporary paid internships are available.

Mental Health Association of AZ-MHAAZ 480-994-4407
www.mhaarizona.org
Provides information and advocacy concerning mental health resources.

National Alliance on Mental Illness of Southern AZ 520-622-5582
6122 E. 22nd Street
www.namisa.org
Offers support groups for people diagnosed with a mental illness and their families.

Our Place Clubhouse 520-884-5553
www.ourplaceclubhouse.org
Vocational rehabilitation for adults diagnosed with serious mental illness.

Community Wide Crisis Line
2502 N. Dodge Blvd., Suite 190

520-622-6000

Provides crisis intervention, mental health screening, referral and linkages to other mental health services. Also provides consultation for family members of people receiving services.

Survivors of Suicide

sostucson@aol.com

A support group for family and friends of people who have committed suicide.

Warm Line

520-770-9909

Peers provide a non-crisis talk line offering confidential peer support.

LGBTQIA+ Resources

PFLAG

520-360-3795

www.pflagtucson.com

A supportive network for families, allies and people who are LGBTQIA+.

Southern Arizona AIDS Foundation (SAAF)

520-628-7223

375 S. Euclid Ave.

www.saaf.org

Offers clinical, support and housing services for people living with HIV/AIDS.

Southern Arizona Gender Alliance (SAGA)

Transgender Community Support & Advocacy

www.sagatucson.org



Administrative Offices

1650 E. Ft. Lowell Rd., Suite 202 | Tucson, AZ 85719
(520) 327-4505 | www.CODAC.org



[instagram.com/CODACTucson](https://www.instagram.com/CODACTucson)



[facebook.com/CODACTucson](https://www.facebook.com/CODACTucson)



twitter.com/CODACTucson