

Member Handbook



IMPORTANT CONTACTS

Treatment Team

Primary Care Provider: _____

Psychiatrist/Psychiatric Nurse Practitioner (“BHMP”):

Medical Assistant: _____

Recovery Coach/Peer Support Specialist:

Other Provider: _____

Service Site: _____

Regular Business Hours

Monday—Friday

8:00 a.m.—5:00 p.m.

(Some programs are open additional
hours)

Administrative Offices

4585 E. Speedway Blvd
Tucson, AZ 85712

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 13 for more
information on after-
hours support.

Por favor dígame al personal si necesita este manual en
un idioma que no sea inglés.

Table of Contents	Page
Section 1	
Welcome	1
Our Professional Staff	1-2
Vision, Mission, Values Integrated Health & Wellness Philosophy and Principles	2-3
Section 2	
Programs & Services, Outpatient Treatment Center Map	4
What to Expect	5-7
What to Bring	7
Specialized Services	7-11
Housing Opportunities	11-12
Peer Support Specialists	12
Support and Care After Business Hours/Crisis Services	13
Interpreter Services	14
Transportation	14
Self-Care	14
Advance Directives	15
Family Involvement & Recovery Teams	15-16
Medication & Pharmacy Information	16-17
Going Out of Town	18
Transition & Discharge Planning	18
CODAC Treatment Center Floor Plans	19-24
Section 3	
Member Responsibilities	25
Patient Rights	26-27
Fees and Financial Obligations	28
Patient Portal	28
Section 4	
Code of Conduct & Confidentiality	29
Policies	30-32
Section 5	
Quality of Care & How to be Heard	33-34
Outcomes	34
Section 6	
Community Resources & Support Groups	35-38

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 nonprofit, 501(c)(3) organization that provides services across a wide spectrum of health care serving more than 10,000 individuals and families each year. While CODAC serves individuals with a range of mental, emotional, behavioral and physical health and wellness needs, CODAC has also been designated the 24/7 Center of Excellence for outpatient substance use treatment in southern Arizona.

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 and 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

- Doctors of Nursing Practice (DNPs) and Nurse Practitioners (NPs)
- 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
- Certified Personal Trainers
- Certified Health Coaches
- ...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

Integrated Health & Wellness Philosophy

CODAC's integrated health model is a comprehensive, holistic approach to care and wellbeing that focuses on the whole person and family/family of choice.

Our model is informed by evidence and makes use of best practices through a diverse mix of health and wellness professionals working together for unified care.

We believe it is important to address the full spectrum of physical, emotional, behavioral, social, spiritual, relational and

environmental factors that impact wellness. Because wellness is achieved over time, CODAC will strive to retain members beyond their short-term needs so we can help them meet their ongoing health and wellness needs and goals.

CODAC's integrated care model aims to improve health outcomes and achieve optimal wellness by providing exceptional integrated care, increasing health literacy, promoting disease prevention and management, and increasing health equity.

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

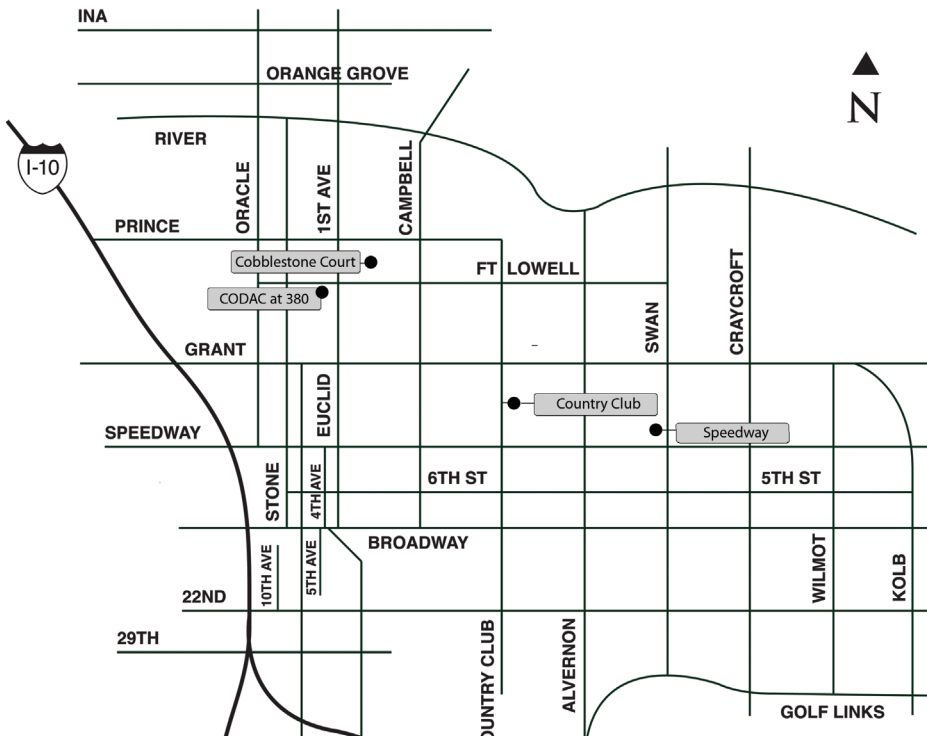
Programs & Services

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 380 | 380 E. Ft. Lowell Road | 85705
- CODAC at Cobblestone Court | 1075 E. Ft. Lowell Road | 85719
- CODAC at Country Club | 1600 N. Country Club Road | 85716
- CODAC at Speedway | 4585 E. Speedway Blvd. | 85712

SECTION 2



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, which we call an intake (your first appointment), you will talk in a confidential setting about your main 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 integrated 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
- Primary care
- Group, individual and family therapy
- Referral and care management
- Interaction with a peer support specialist, a peer in recovery
- Help finding a job with an employment specialist
- Working with the Wellness Team on nutrition, exercise and other components of wellness
- Family and/or family-of-choice involvement
- ...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 someone on your CODAC treatment team and/or insurance. Individual, couples and family therapy is also available. To view current groups go to www.CODAC.org/services/groups-classes.

Medication Management

If you are in need of medication for your physical health and/or behavioral health issues, you will see a behavioral health medical professional (BHMP) and/or primary care provider (PCP). The Behavioral Health Medical Professional is the psychiatrist, doctor of nursing practice or nurse practitioner 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. CODAC's certified personal trainers and health coach will also work with you to make a personalized wellness plan. See the Wellness Team section for more details.

Employment Services

CODAC is here to empower your recovery by helping you develop vital skills to find and keep a job. Employment specialists meet with members one-on-one and in group settings.

Virtual Visits

CODAC offers many virtual services, meaning that you can meet with staff via your smart phone, tablet or computer (a device with a camera and microphone). When you schedule a virtual appointment or are referred to a virtual group, you will be provided more information about how to access your virtual visit.

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.
- Photo 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

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. Primary physical health care is available on-site as a critical part of overall health. Additionally, individual, group and family therapy as well as peer support and skills groups are recommended to promote long-term recovery success. Employment, acupuncture and wellness services are also available!

Open 24/7 for individuals looking to start treatment.

24/7 Phone: (520) 202-1786

Bus Lines: 34 (Ft. Lowell), 6 (First Avenue) & 19 (Stone)

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: 34 (Ft. Lowell), 6 (First Avenue) & 19 (Stone)

Men's Transitional Living Program

The 20th Street House is a five-bed supported living home for men who are active in CODAC's substance use treatment programs. This supported living home is staffed seven days a week with peers in recovery. Men who live at the 20th Street House receive hands-on support finding jobs, enrolling in education, finding permanent housing and learning to live a sober lifestyle. Residents also participate in community support and skills groups at CODAC, in the home and out in the community. Admission into the 20th Street House requires a CODAC referral and an Adult Recovery Team meeting.

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: 34 (Ft. Lowell), 6 (First Avenue) & 19 (Stone)

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 CODAC's outpatient Women's Recovery Services depends on each woman's individual needs and goals.

Intensive Outpatient Treatment (IOP)

Women's Recovery Services offers 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 recovery coach and peer support specialist. 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!)

CODAC has two transitional living programs for pregnant and parenting women with substance use disorders and their children. In these supported living programs, residents are required to be enrolled with CODAC and actively engaged in substance use treatment at one or more of CODAC's programs. More information is available at www.CODAC.org/services/substance-use-treatment/transitional-living/.

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: 34 (Ft. Lowell), 6 (First Avenue) & 19 (Stone)

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.

Adult Transitional Living Program

CODAC's Adult Transitional Living (ATL) program provides transitional and temporary housing in a supported living environment with limited supervision for members ages 18 and older whose health status necessitates additional help and monitoring by CODAC staff. Residential support specialists are on-site seven days a week to assist members with daily skills of living, making sure they're taking their medications on schedule, staying active, managing health care appointments, shopping for groceries, maintaining their hygiene and more. Community activities keep members engaged and help them progress toward independent living. Referral is required.

Gila House Behavioral Health Residential Facility

CODAC has a Behavioral Health Residential Facility called the Gila House, which offers short-term, therapeutic residential interventions for adults. The Gila House is 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. No referral required.

Address: 1600 N. Country Club Rd. | 85716

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

Business Phone: (520) 327-1171

Bus Lines: 17 (Country Club), 4 (Pima), 5 (Speedway)

www.SACASA.org

Holistic Wellness

CODAC believes there are many ways to feel better, and offers you holistic wellness services to complement your behavioral health and primary care services. Services available include:

- **Health and Nutrition Coaching:** Make improvements in your lifestyle that will impact how you feel in mind and body. Reduce stress, get better sleep and improve your nutrition. With the help of a Health and Nutrition Coach, you can reduce your risk of high blood pressure, obesity, high cholesterol and more. And, you'll feel better!
- **Personal Training:** CODAC's certified personal trainers provide health education, resources and cardiovascular and strength training in one-on-one and group settings. They learn about your specific wellness needs and goals as well as your physical abilities and limitations, and develop a special and safe plan for you. They will help keep you motivated to exceed your goals, feel better and move better.
- **Acupuncture:** Through grant funding, CODAC is able to offer acupuncture to members with diagnoses of substance use disorder and pain. Acupuncture provides relief of stress, depression and anxiety and can be used to treat chronic or acute pain.

Housing Opportunities

There are many permanent housing programs in the community that are available to CODAC members who meet the requirements for these programs. CODAC can refer members to other agencies in Tucson who 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 community housing program, you must complete the VI-SPDAT during a visit at CODAC. Housing opportunities are extended based on 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 with first-hand knowledge of recovery from substance use, mental and/or physical 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 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.

Interpreter Services

For Languages Other Than English

If your primary language is not English and you need an interpreter, please tell anyone at CODAC. We want to meet your communication needs. There is no charge for an interpreter.

Si su idioma principal no es el inglés y necesita un intérprete, dígaselo a cualquier persona en CODAC. Queremos satisfacer sus necesidades de comunicación. No hay ningún cargo por un intérprete.

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, ride the city bus, walk or ride a bike to an appointment, you are encouraged to do so.

You may qualify for a no-cost or reduced rate bus pass or Sun Van assistance. To find out about the free/reduced rate bus pass or any other information concerning Tucson's bus system or Sun Van services 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, including biological family and the family we choose. 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 Adult 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 Speedway, located at 4585 E. Speedway Blvd., 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 Speedway
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 medical provider, you may be able to get your medications "bridged" until your next

appointment. You may hear us refer to this as “Med Bridge.”

CODAC’s Medication Bridge policy says:

1. Members may only have their medications bridged one time without being seen by medical provider.
2. CODAC medical personnel may not arrange for medication refills or give injections to a member who has not seen their medical provider for 90 days or more, unless a medical provider provides an order to do so.
3. Medical personnel will make every effort to facilitate an urgent medical provider 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 an appointment with a provider for this.
- You want a new medication. You must schedule an appointment with a provider 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 your provider, or it has been over three months (90 days) since you last saw a provider at CODAC.

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.

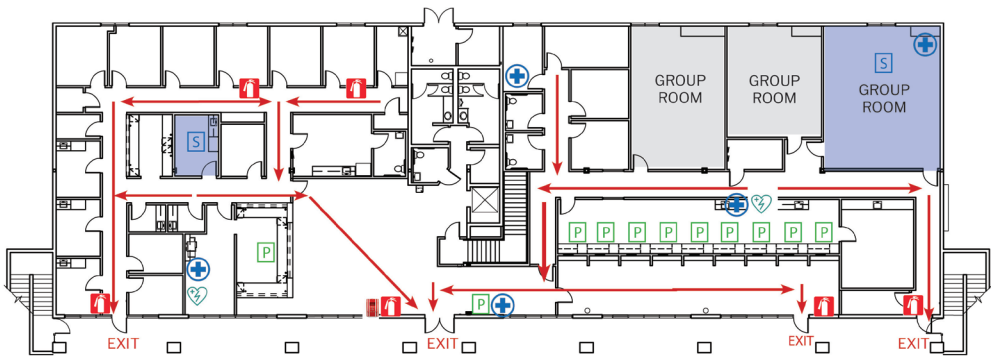
Remember: You may request to be re-enrolled for services at anytime. Call CODAC's Enrollment Department at (520) 327-4505.

Floor Plans

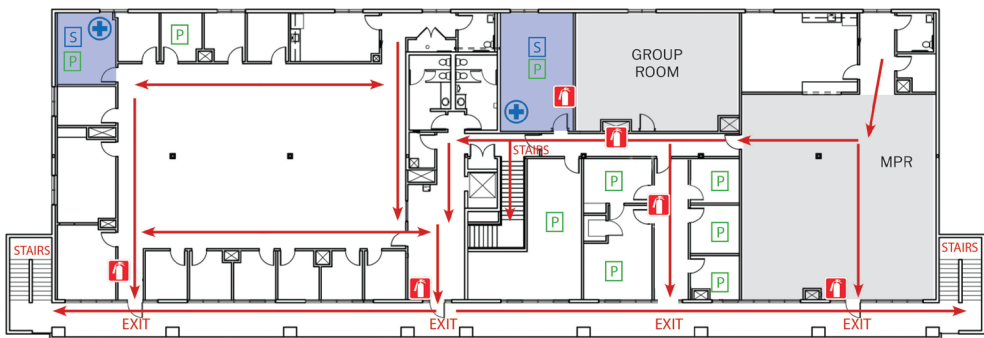
CODAC at 380
380 E. Ft. Lowell Rd. | 85705

Bus Lines: 34 (Ft. Lowell),
6 (First Avenue) & 19 (Stone)

First Floor



Second Floor



ALARM PULL	SAFE ROOM
FIRE EXTINGUISHER	PANIC BUTTON
FIRST AID KIT	AED

NORTH

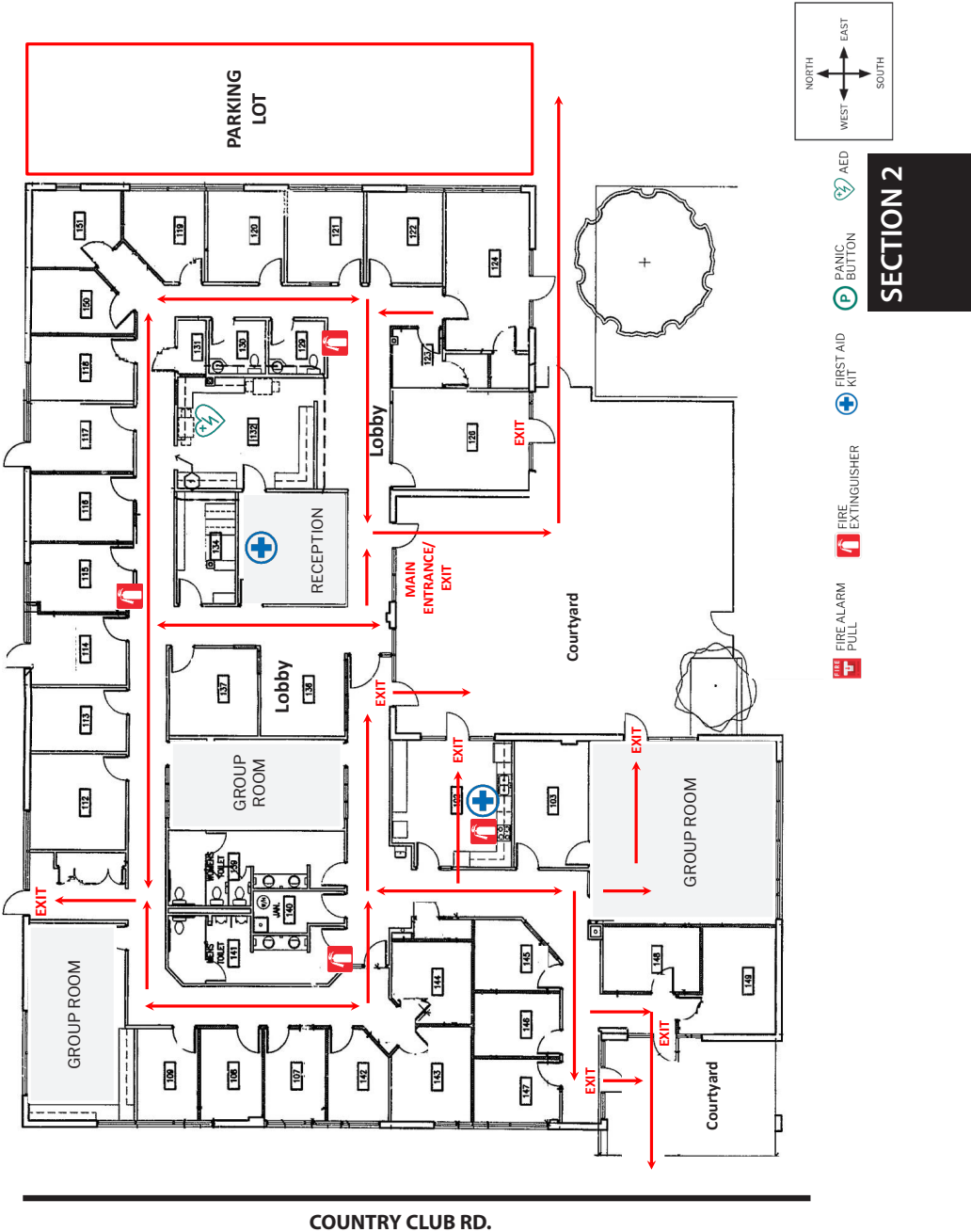
WEST ← → EAST

SOUTH

Floor Plans

COUNTRY CLUB
1600 N. Country Club Rd. | 85716

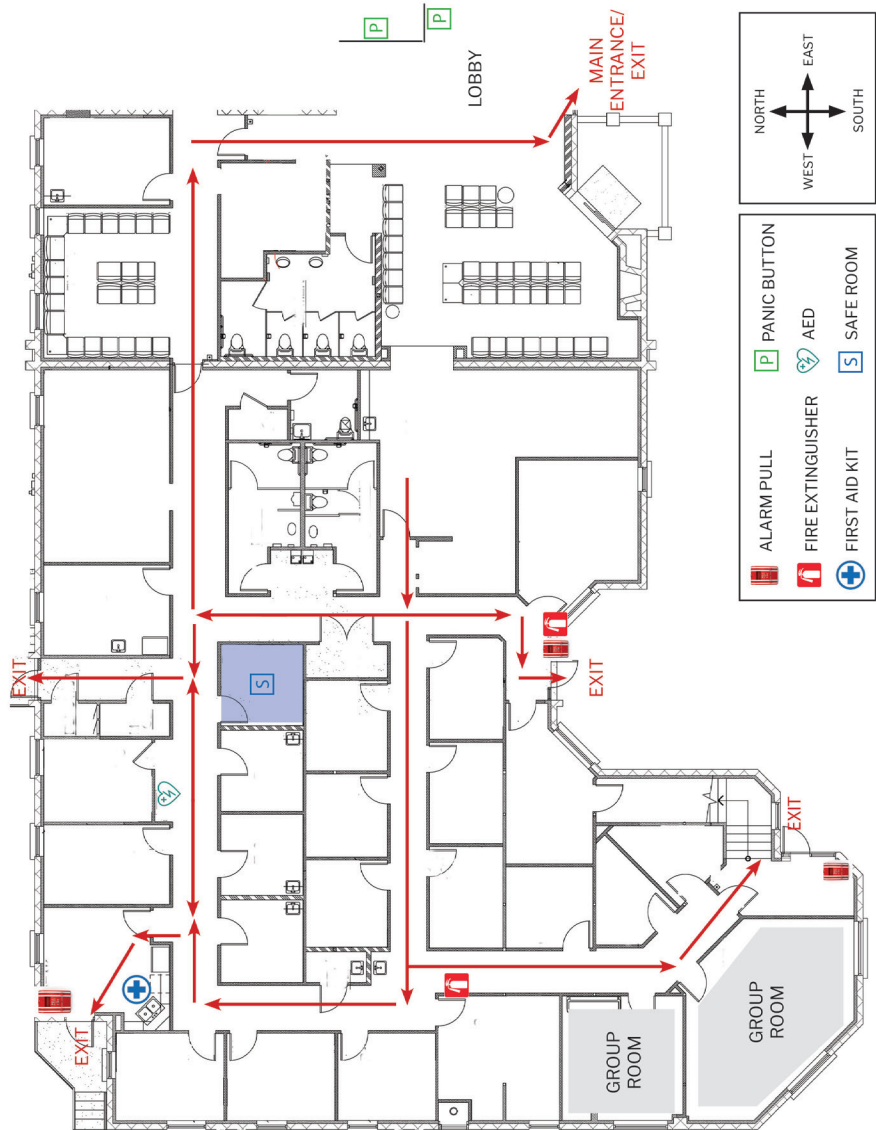
Bus Lines: 17 (Country Club),
4 (Pima), 5 (Speedway)



Floor Plans

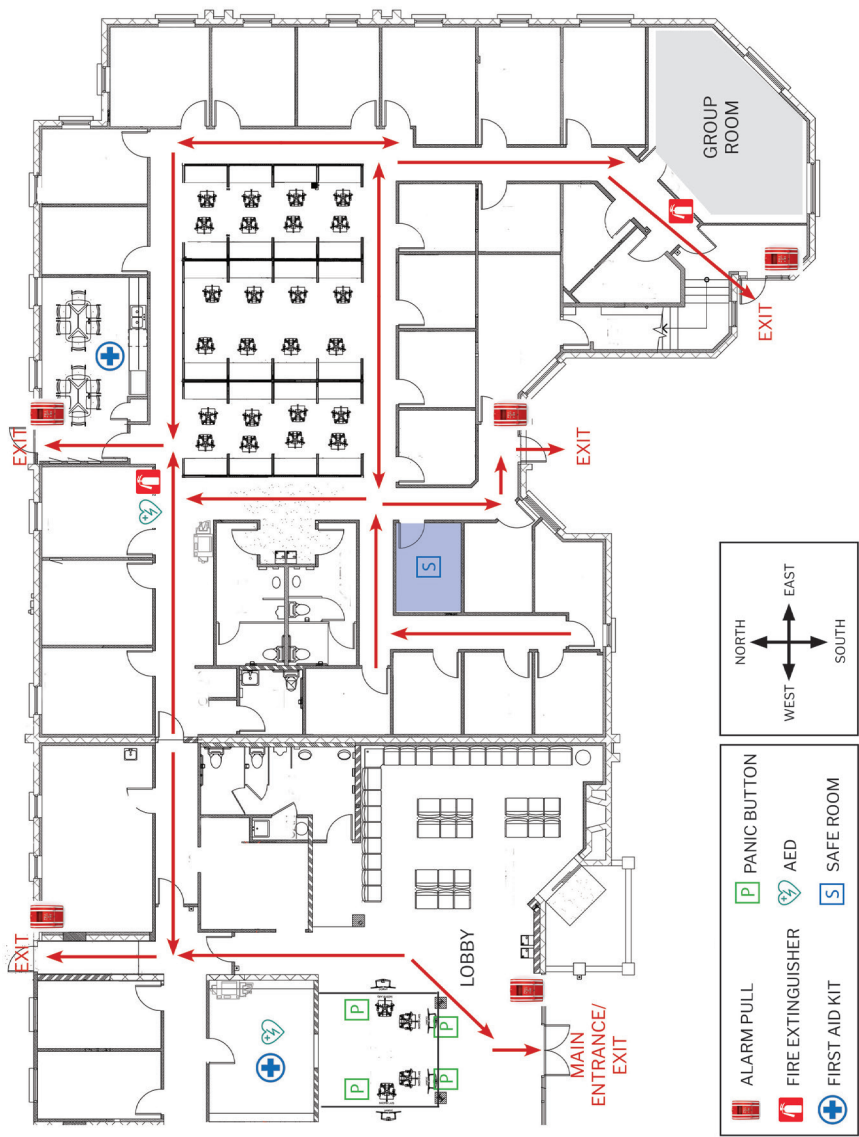
COBBLESTONE COURT, West Side
1075 E. Ft. Lowell Road | 85719

Bus Lines: 34 (Ft. Lowell),
6 (First Avenue)



Floor Plans

COBBLESTONE COURT, East Side



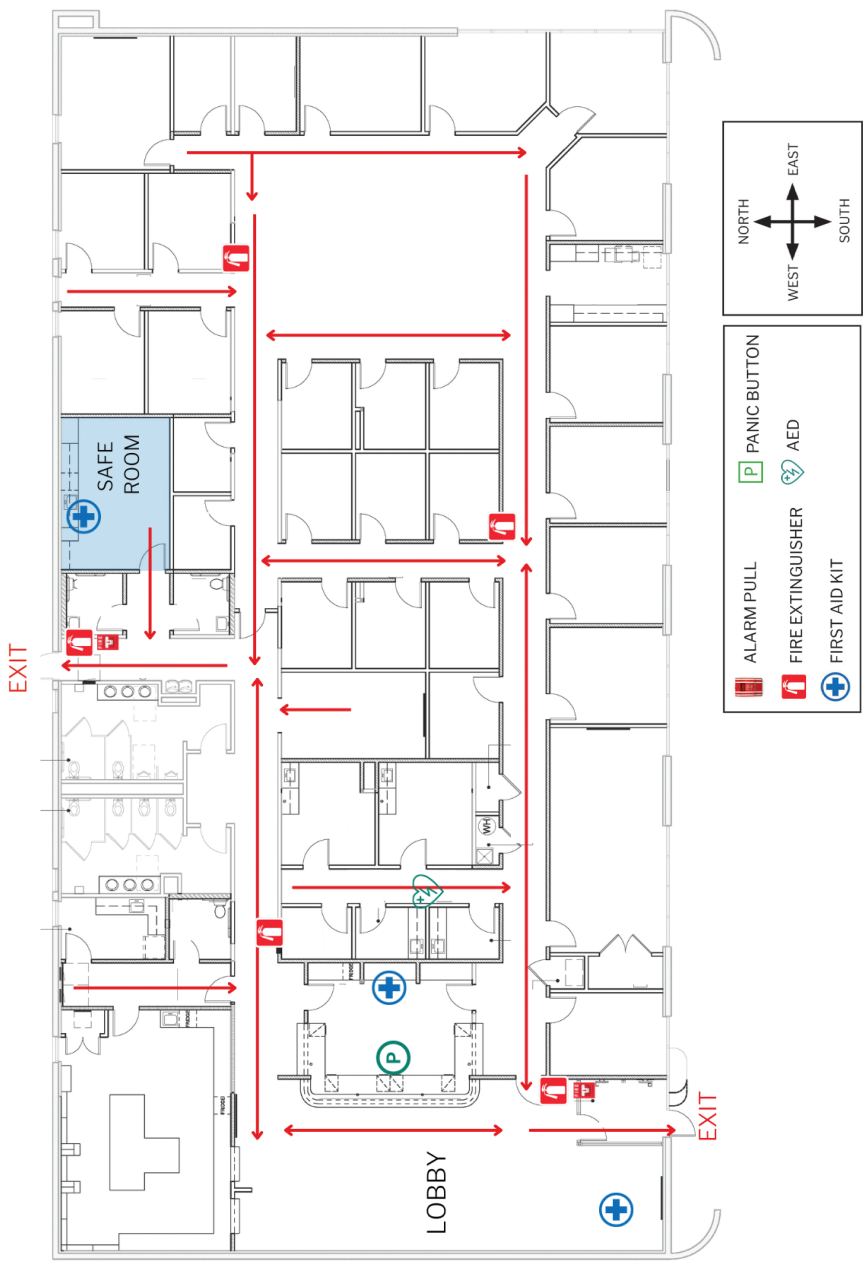
FT. LOWELL RD.

SECTION 2

Floor Plans

SPEEDWAY, Building 2
4585 E. Speedway Blvd. | 85712

Bus Lines: 4 (Speedway) &
1 (Swan)

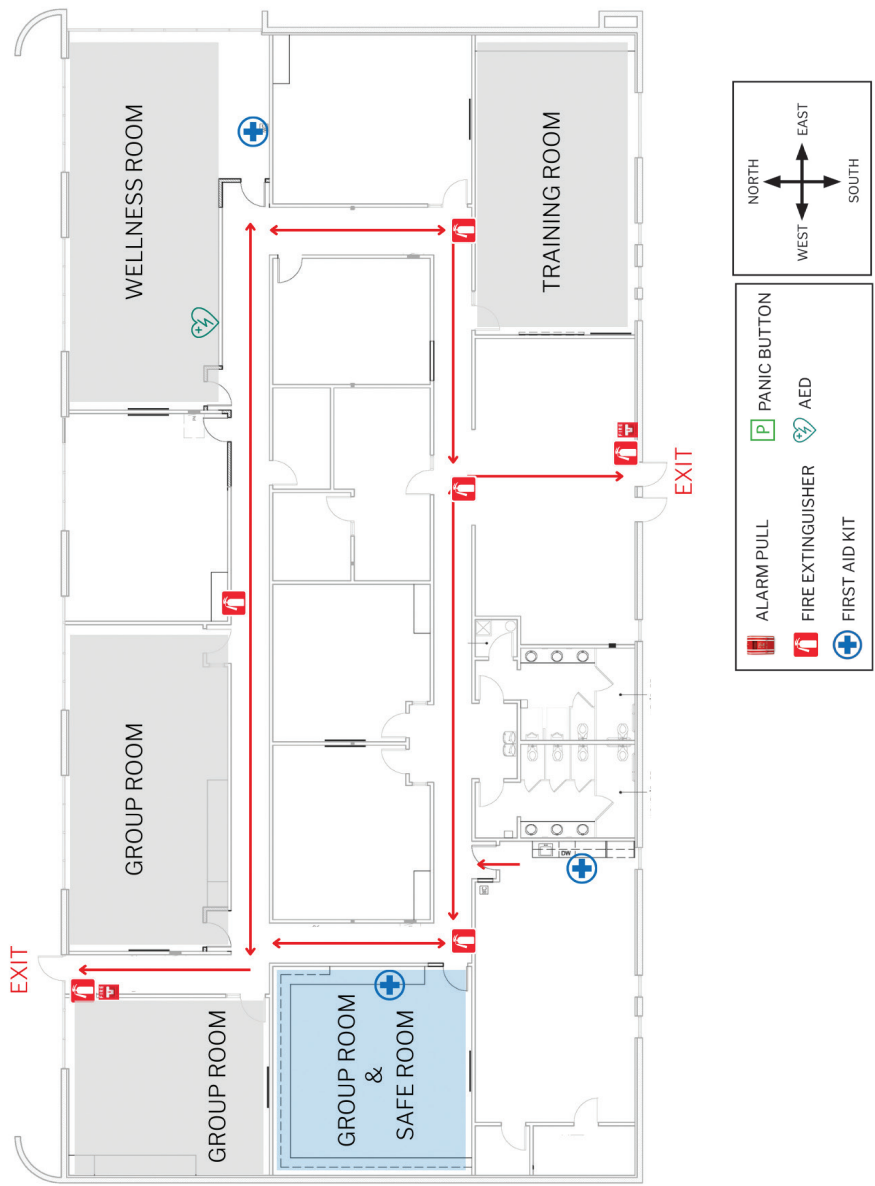


Floor Plans

SPEEDWAY, Building 3
4585 E. Speedway Blvd. | 85712

Bus Lines: 4 (Speedway) &
1 (Swan)

----- VENICE BLVD -----



SECTION 2

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.
- Follow program rules, understanding that failure to do so may result in consequences. Program restrictions and reinstatements will be reviewed on a case-by-case basis.

AHCCCS-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 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:
 - c. Abuse;
 - d. Neglect;
 - e. Financial or other exploitation;
 - f. Coercion;
 - g. Manipulation;
 - h. Sexual abuse;
 - i. Sexual assault;
 - j. Seclusion;
 - k. Humiliation;
 - l. Restraint, if not necessary to prevent imminent harm to self or others;
 - m. Retaliation for participation in an internal or external investigation submitting a complaint to the Department or another entity; or
 - n. Misappropriation of personal and private property by an outpatient treatment center's personnel member, employee, volunteer, or student; and
- B. A patient or the patient's legal representative:
 1. Except in an emergency, either consents to or refuses treatment;
 2. May refuse or withdraw consent for treatment before treatment is initiated;
 3. 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;
 4. Is informed of the following:
 - a. The outpatient treatment center's policy on health

- care directives, and
- b. The patient complaint process;
- 5. Consents to photographs of the patient before a patient is photographed, except that a patient may be photographed when admitted to an outpatient treatment center for identification and administrative purposes; and
- 6. Except as otherwise permitted by law, provides written consent to the release of information in the patient's
 - a. Medical record, or
 - b. Financial records.
- C. A patient has the following rights:
 - 1. Not to be discriminated against based on race, color, 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 patient'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 approve or rescind consent for release of information;
 - 8. To participate or refuse to participate in research or experimental treatment;
 - 9. To receive assistance from a family member, the patient's representative, or other individual in understanding, protecting, or exercising the patient's rights; and
 - 10. To file formal grievance or complaint and to be provided with timeframes associated with investigation/complaint resolution.

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 membership specialist to review your health care benefits and any fees or financial obligations you may have.

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.

SECTION 3

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

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.

Patient Portal

Using the NextGen HealthCare Patient Portal, you can connect with your CODAC provider in a convenient, safe and secure environment. The Patient Portal provides 24/7 access to online tools and resources to improve your health and wellness.

You can also use the patient portal to

- Learn about health care diagnoses.
- Access resources to improve your health.
- Request an appointment and prescription refills.

Visit www.codac.org/for-members/patient-portal/ for more information and links to login.

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, religion, 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, Michele Jiha, 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 service 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.
 7. Staff should take caution; do not pet the Service Animal without the member's consent.

- 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 member forums and advisory opportunities.

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 or discrimination, contact CODAC's Corporate Compliance Officer, Amy Muñoz, at (520) 202-1759. Members can also make an anonymous report of corporate compliance fraud or abuse online at www.lighthouse-services.com/codac, via email at reports@lighthouse-services.com, or by calling (800) 401-8004.

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

You can also file a discrimination complaint with (a) the Office for Civil Rights (OCR) by downloading the forms and submit the complaint in writing at <https://www.ojp.gov/program/civil-rights-office/filing-civil-rights-complaint> or (b) with the Arizona Department of Public Safety VOCA Administration at VOCACivilRights@azdps.gov.

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 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 via 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
4585 E. Speedway Blvd | Tucson, AZ 85712
(520) 327-4505 | www.CODAC.org



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



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