

Client Policies and Procedures

1. Responsibilities of AHSP/DAP to You

- A. To give you prompt and helpful service while helping you fulfill your court requirements.
- B. To keep information about your attendance here confidential.
- C. To provide you with information on Recipient Rights Procedures.
- D. To provide you with a special interview at any time during your attendance here, if you or we feel there is a need for one.
- E. To provide you with an education program to increase your awareness of potential harm in using alcohol and other drugs.
- F. To send prompt notification to the court or other referring agency when you complete all program requirements.
- G. To help with a referral for counseling when it appears necessary.

2. Rules and Regulations

A. Attendance

Attendance at all class sessions as scheduled and a final interview is mandatory.

B. Fees

- 1. The fee must be paid in full prior to attending classes. If you attend a class and have not paid the fee, you will not receive credit for the class and will be required to take the class again.
- 2. A penalty charge is assessed when any class or appointment is missed. If it is an emergency, written proof must be submitted within three business days and be approved by the Director before the class or appointment can be rescheduled.

C. Absences

All classes should be completed as originally scheduled. In the event of an emergency, please notify the AHSP/DAP office as soon as possible. The program is to be completed within 90 days. A missed class or appointment may add 2-4 weeks depending on how soon the class or appointment can be rescheduled.

D. Tardiness

Classes and your final interview will begin at the scheduled time. Please be punctual. If you are more than ten minutes late, you will be asked to leave, and you will be required to reschedule the class or appointment, and be charged the re-enrollment fee. You may not be late returning from any breaks between class sessions or lunch breaks.

E. Visitors

Due to the limited space, a "No Visitors" rule will apply. The only exception will be when it is necessary for an interpreter to be present, and this will have to be pre-approved at the time of enrollment.

F. Behavior

While you are attending AHSP/DAP, we expect you to be courteous, polite, and attentive. You can expect the same from our staff.

1. Unacceptable Behavior

- A. Alcohol or drug use before or during classes, final interview or appointments.
- B. Actions or comments which are disruptive to others.
- C. Actions which cause damage or injury.
- D. Cell phone use/texting during classes, final interview or appointments.
- E. Smoking during classes, final interview or appointments.
- F. Sleeping during classes, final interview or appointments.
- G. Inappropriate language.

G. Action Taken

Should any of the above occur, you can expect the following:

- 1. A staff person will attempt to work out any problems with you. If a solution is reached, no further action will be taken. The Director will be notified.
- 2. If a solution was not reached, you will be sent from the class, final interview or appointment and will be contacted by the Director. A special interview may be scheduled. It is hoped a resolution will occur at this meeting. If not:
 - A. You may follow the procedure in the "Know Your Rights" pamphlet.
 - B. You may be terminated from the program and the referral source will be notified.
 - C. You may be referred to another program and the referral source notified.

Client Notice of Confidentiality

The confidentiality of alcohol and drug abuse client records maintained by this program is protected by Federal law and regulation. Generally, the program may not say to a person outside the program that a client attends the program, or disclose any information identifying a client as an alcohol or drug abuser UNLESS:

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

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

Federal law and regulations do not protect any information about a crime committed by a client either at the program or against any person who works for the program or about any threat to commit such a crime.

Federal laws and regulations do not protect any information about suspected child abuse or neglect from being reported under State law to appropriate State or local authorities.