

LINK SUPPORT GROUP LISTING

- ALCOHOL ANONYMOUS 877-331-3394
- NARCOTICS ANONYMOUS 800-992-0441
- AL-ANON
800-344-2666
- NAR-ANON FAMILY 877-424-4491
- HIV/AIDS HOTLINE 800-232-4636
- GAMBLERS ANONYMOUS
800-426-2537
- DCPD (Formerly DYFS)
800-835-5510
- CO-DEPENDENCY (CODA) 888-444-2359
- EATING DISORDER 800-931-2237
- FOOD ADDICTS ANONYMOUS (FAA)
866-300-2331
- PARENTS ANONYMOUS 609-585-7666
- SUICIDE HOT-LINE 800-273-8255
- SEX ADDICTS ANONYMOUS
800-477-8191
- DOMESTIC VIOLENCE HOTLINE
800-799-7233
- NJ HELP-LINE DRUG/ ALCOHOL NJ211



**ENLIGHTENED
SOLUTIONS**

600 SOUTH ODESSA AVE., EGG HARBOR CITY, NJ, 08215
844-234-LIVE

In case of an emergency, please call 911!

CLIENT HANDBOOK

Welcome

Welcome to Enlightened Solutions. We appreciate the opportunity to help you take this important step toward achieving a healthier, more satisfying lifestyle free of alcohol and drugs. We realize the courage it takes to face your problem and make the changes necessary to overcome it. Our goal is to provide you with high-quality treatment in a holistic, supportive environment that helps you to achieve your personal goals. In order to assist in change, we have established certain program guidelines and expectations. We kindly ask for your cooperation in respecting and adhering to these during your participation in the program.

Thank you.

The Enlightened Solutions Team

INTRODUCTION

We respect your decision to seek treatment and are pleased that you have selected us to assist you in this process. We believe our program will be useful to you in beginning to understand the disease of drug and alcohol disorder. Our professional staff is dedicated to helping you in this process.

Enlightened Solutions is a Holistic Substance Abuse Treatment Provider. We adopt a 12-step philosophy combined with evidenced based clinical practices and Holistic Wellness Therapies, awaken the body, mind and spirit.

Every aspect of our treatment program has been designed to offer you the best opportunity for a new beginning. Together we treat one of the most progressive and destructive of diseases—substance use disorders. Although this is a challenge we will face together, the key to success of your treatment is your active participation in it. The information in this booklet will help you become acquainted with what you can expect and what is expected of you. Please feel free to ask any staff member any questions that you may have.

Enlightened Solutions is licensed by the New Jersey Department of Human Services, Office of Licensing

MISSION

The mission of Enlightened Solutions, LLC is to help individuals and families struggling with substance use disorder recover the mind, body and spirit through a holistic approach and 12 step philosophy. We believe in meeting the person where they are and forming an individualized program to work with their specific needs.

VISION

Enlightened Solutions vision is to provide individualized long standing evidenced based practice as well as provide holistic alternatives for individuals who struggle with substance use disorder.

OUR CORE VALUES

COURAGE

Understanding the value of courage in an effective treatment experience and continued recovery is an essential piece of recovery. Fear can paralyze a person and prevent them from abandoning harmful behaviors. Clients are supported and reinforced for their courage to seek treatment and move forward in their recovery process.

HONESTY

www.Enlightenedsolutions.com

We believe that honesty is essential for an optimal treatment experience and continued recovery. Dishonesty lies at the core of beliefs and behaviors related to addiction and substance abuse issues. Individuals are expected and encouraged to practice honesty in all their affairs, inside and outside of treatment.

OPEN MINDEDNESS

Relying on having an open mind will aid in the recovery process. It is hard to graft a new idea onto a closed mind, so we encourage individuals to try therapeutic approaches that may seem different or uncomfortable.

WILLINGNESS

Many individuals seeking help for addiction and substance abuse issues have become stubborn and are resistant to accepting help of any kind. Clients are expected and encouraged to step outside their comfort zones and engage, therefore demonstrating a willingness to recover and enhance their well-being.

COMPASSION

There are often many fresh wounds and hurt feelings for the individual and the family early in the recovery process. Clients and staff are asked and encouraged to practice compassion and its value for each other, their families, and themselves as well.

FORGIVENESS

Individuals and families who struggle with addiction and substance abuse issues often carry a significant amount of shame and guilt into treatment. Forgiveness is considered vital throughout the treatment process and recovery maintenance. Clients, families, and staff are asked and

encouraged to practice forgiveness whenever the opportunity arises in order to help them heal and remain focused on the task at hand.

PERSEVERANCE

We see perseverance as an integral characteristic for individuals in treatment and early recovery. Recovery is a gradual process and setbacks or challenges will emerge. Clients are encouraged and commended for persevering through adverse circumstances and continuing in their treatment and recovery journey.

WELL-BEING

We see well-being as one of the ultimate goals in continuing recovery. Addiction and substance abuse issues can take their toll on a person's quality of life and all those around them. All interventions and treatment goals at Enlightened Solutions are designed and implemented with the intention of enhancing well-being and quality of life

PHILOSOPHY

Our philosophy is that addiction is a disease. We will seek to provide client-centered, community based quality treatment services to those suffering from addictions in the least restrictive and most-cost effective level of care. We will adjust our approach to meet the needs present in each community we serve. In being part of the community, we advocate for the most operative, efficient, and economic treatment of each individual who is in need of our services. We will help individuals achieve recovery by creating hope and developing the skills necessary to move each individual through their unique process of change.

CLIENT CENTERED

At Enlightened Solutions, we assess each client's individual needs and provide customized interventions to allow each client to achieve a sober and healthy lifestyle. We will deliver programming that assures our clients the most appropriate array of recovery services available. We will achieve this by focusing on the individual needs of each client and continually re-evaluate our programs to meet the current trends of addiction treatment.

Our program is based on a goal-oriented approach which maintains that how one thinks largely determines how one feels and behaves. Together through counseling and education, the client and counselor work on developing more adaptive problem solving skills. The basic qualities of empathy, acceptance and personal regard are highly valued. The 12-steps of Alcoholics and Narcotics Anonymous are effective methods of recovery, and are incorporated into our treatment program. In addition, spiritual development is important in increasing self-awareness and learning to accept others without judgment.

We are invested in providing services which are sensitive to your ethnic, cultural, religious, and spiritual values and practices. In the assessment process we will explore any special needs related to these areas which may relate to your treatment.

COMMUNITY FOCUSED

In an effort to enhance our ability to reach and treat those who have a need for our services, our staff will focus on outreach through education and advocacy in the neighborhood. It is our objective to be an integral part of the community and present a sense of connectedness.

TREATMENT METHODOLOGY

The treatment methods practiced at Enlightened Solutions include the following for ASAM Level III.7D level of care:

- Group counseling sessions
- Didactic counseling sessions
- Individual counseling
- Family Group/Family Sessions
- Medical Services
- Introduction to twelve steps (Identification of sober supports)
- Holistic and therapeutic interventions offered (e.g. yoga, Reiki, massage therapy, expressive/creative arts, and acupuncture).

INDIVIDUAL COUNSELING

You will be scheduled for a minimum of two individual sessions per week. Additional sessions will be provided as needed, requested, or as deemed clinically appropriate. Individual counseling focuses on assisting you in identifying issues and responsibilities in your life and clarifying specific problem areas. Individual counseling also provides you an opportunity to talk about issues that may be too difficult to discuss in a group setting.

FAMILY GROUP/FAMILY SESSIONS

Enlightened Solutions is aware that both addiction and recovery affect both the individual and the family system. Our philosophical approach incorporates the importance of assisting the entire family to cope effectively with substance use and recovery processes. We are invested in promoting

your family's involvement in your care. We offer family education and support groups. Please inquire about the dates and times of these sessions. We will also schedule individual family meetings upon your request and/or identified as clinically appropriate.

GROUP COUNSELING

The group setting is a powerful and effective treatment tool. Groups are conducted each treatment day and provide a supportive environment for you to share personal issues and develop positive peer relationships. The purpose of these groups are to help you learn to communicate, connect to others, develop trust and allow others to get to know you in a safe and supportive environment. Improving your ability to express yourself through words will help you to better manage your feelings, teach stronger impulse control and help increase your coping skills.

GROUP GUIDELINES AND EXPECTATIONS

- *Confidentiality*- What happens in a group session is the private business of the people in the group. When in doubt, leave names out.
- *Show Respect*- Only one person talks at a time, don't start side conversations, be a good listener, make eye contact with others, remain attentive.
- *Be caring and empathetic*- Try to see things from the other person's point of view. Put yourself in their shoes.
- *Be honest*- Tell the truth and share your honest feelings
- *Ask for clarification*- If you're not sure what someone means, ask.
- *Avoid giving advice*- Provide feedback to others through the voice of your own experience using "I"

statements. Don't force your point of view on others and try to keep your remarks to the point.

DIDACTIC/EDUCATIONAL GROUPS

Educational groups and exercises are a fundamental part of your treatment and the Cognitive Behavioral approach.

Educational topics may include:

- The physical, emotional and social impact of addiction
- The essential components of recovery
- The identification and development of healthy life skills

MEDICAL SERVICES

The unit is staffed with physicians, nurse practitioners and nurses who are available 24 hours a day to provide ongoing support. Each client will be assessed and placed on a designated detox protocol specific to their current substance use. They also will be provided with appropriate comfort medications for symptoms as they arise. A typical stay at Enlightened Solutions on average is five to seven days or longer based on individual needs. Additional medical concerns will be addressed by physicians and nurse practitioners on site; and/or a referral to the appropriate medical or psychiatric provider will be made.

CLIENT ORIENTATION/CLIENT ASSIGNMENT

On a daily basis, an orientation will be provided to review your client rights, therapeutic agreement, and program expectations. You will be assigned a primary therapist and will work with a team of clinical professionals to enhance your treatment experience.

TREATMENT PLANNING

Your treatment begins on the day of admission with the implementation of an individualized treatment plan. The purpose of treatment planning is to therapeutically address your specific needs and to provide an appropriate set of interventions. Treatment goals are based upon information gathered from you, your family and all referral sources involved. Your involvement is critical at this time. The goals developed with you and your counselor shall serve as a guide for your treatment, and to accommodate your individual needs.

DETOXIFICATION PROGRAM

Our 24 hour a day, seven day a week detox offers a medically supervised withdrawal along with clinical services, and support from our behavioral health technicians. We recognize that withdrawing from substances is one of the most difficult aspects of achieving abstinence. Our team is here to make your stay as comfortable and successful as possible. During this time, you will begin to receive education about this disease. Prior to successful completion, you will work with our staff to plan and schedule your transition to your next level of care.

CONTINUING CARE

Enlightened Solutions is invested in providing continuity of treatment for your recovery journey. This is accomplished through expanding your network of supports and successful completion of the program. Our goal is to strengthen your process of recovery and discharge plan by becoming integrated into a sober support network of family, friends, and community resources. In an effort to improve your recovery outcomes, we are committed to link you with an appropriate placement to the next level of care.

PROGRAM RULES

DRUG FREE PROGRAM

Clients are not permitted to possess, use, or distribute alcohol and/or drugs on the premises or in the vicinity of any Enlightened Solutions' facility. In doing so, it may be grounds for immediate discharge and/or the local authorities may be contacted.

All visitors must comply with our drug free policy when on the premises. If violated, they will be removed from the grounds and local authorities may be contacted.

SMOKING POLICY

The use or carrying of any tobacco products or paraphernalia within or in the immediate vicinity of Enlightened Solutions is prohibited. Tobacco products are to only be used in outdoor designated areas during arranged times and will be distributed by the staff. We fully support your involvement in a smoking cessation program such as lozenges or patches. These resources will be provided to you at your request at the nurses' station.

DRESS

Clients agree to adhere to a standard dress code while attending treatment at Enlightened Solutions. This includes at a minimum: no bare feet, no bare mid-riffs, no low cut or revealing attire, no sunglasses, and no logos on clothing that are sexually suggestive, gang, drug and/or alcohol related.

Clients agree that Enlightened Solutions' employees will make a final determination regarding what is or is not appropriate.

WEAPONS

Clients are not permitted to possess any weapons within the facility, in any parking lot, or within the immediate vicinity of any facility. This constitutes grounds for immediate discharge. The local authorities will be contacted if anyone is in possession of a weapon.

REMOVAL OF COMPANY PROPERTY

Clients are prohibited from removing company property off of the premises at all times.

PERSONAL VALUABLES

Clients may not hold Enlightened Solutions liable for the loss or damage to any articles of value such as but not limited to: money, jewelry, eyeglasses, contact lenses, dentures, documents, cell phones, laptops.

TELEPHONE PRIVILEGES

Clients are not permitted to use cell phones. Client telephone usage is approved and monitored by staff.

SAFETY

Clients are prohibited from engaging in any acts of violence and/or threats of violence towards employees or peers. This will result in immediate discharge and local authorities may be contacted.

EMERGENCY EVACUATIONS

In the event of an emergency, evacuation/egress maps are located in the hallways around Enlightened Solutions, as well as in every suite. In the event that evacuation is needed, navigate the primary (or secondary if needed) evacuation route depicted on the map. Follow the directives of Enlightened Solutions' employees and remain calm. Fire doors are equipped with an alarm which will be deactivated in the event of a fire or other emergency. The outdoor assembly area for all evacuations is in the parking lot.

COMMUNICATION

Clients are prohibited from using profanity or verbal abuse towards employees or others. Clients are encouraged to express their wants and needs effectively to appropriate staff members throughout their stay.

CONFIDENTIALITY

Clients agree to protect the anonymity and confidentiality of his/her peers. Clients must not divulge the identity of another client or the content of any group sessions to persons outside of the group.

Clients agree to additional prohibitions which include the taking any pictures of other clients on cell phones, voice recording any group counseling sessions, individual counseling sessions, or medical appointments, or posting such content on any social media website. Any suspected violations of confidentiality may result in immediate discharge from program.

RELATIONSHIPS

Clients agree to refrain from becoming involved romantically, sexually, or financially with another peer while in treatment at Enlightened Solutions. Clients are strictly prohibited from

providing any professional (medical, legal, etc.) or business services to one another. Examples include: loaning or gifting money to one another, from entering into any employer-employee relationships, and from entering into any formal or informal business partnerships and/or investment transactions with one another.

Clients agree to not engage in any physical contact between peers. This includes kissing, hugging, sitting too close, massaging, etc. Violation of this policy may result in an administrative discharge.

ADMINISTRATIVE/ AMA DISCHARGES

Clients who are administratively discharged will be provided their personal belongings or items of personal value at time of discharge. Clients who chose to leave Against Medical Advice (AMA) will be provided with their personal belongings. Any items of personal value that have been secured can be retrieved from the office manager Monday through Friday 9 am to 5 pm.

FINANCIAL OBLIGATIONS

At the time of admission, your individual financial arrangements will be discussed with you with our Administrative Personnel.

CLIENT RIGHTS

Enlightened Solutions is dedicated to providing individualized, compassionate care that establishes realistic expectations for clients, while promoting interdependence to independence with a focus on the skills needed for healthy decision-making by the client throughout their course of treatment. Every client at Enlightened Solutions is guaranteed the following rights:

- Clients have the right to not be discriminated against because of age, race, religion, sex, nationality, sexual orientation, disability (including, but not limited to, blind, deaf, hard of hearing) or ability to pay; or be deprived of any constitutional civil and/or legal rights.
- Clients have the right to exercise civil and religious liberties, including the right to independent personal decisions. No religious beliefs or practices, or any attendance at religious services, shall be imposed upon any client.
- Clients have the right to be treated with courtesy, consideration, respect, and with recognition of his or her dignity, individuality, and right to privacy, including but not limited to, auditory and visual privacy.
- Clients have the right to be informed of his/her rights, evidenced by their written acknowledgement, as well as information regarding their complete medical/health condition
- Clients have the right to participate in experimental research only when the client gives informed, written consent to such participation, authorized representative gives such consent for an incompetent client.
- Clients have the right to voice grievances or recommend changes in policies and services to Enlightened Solutions' employees, governing authority, and/or outside representatives of his/her choice either individually, or as a group, free from restraint, interference, coercion, discrimination, or reprisal. Clients may contact the applicable state agencies to voice grievances at any time during the course of their treatment.
- Clients have the right to be free from mental, sexual, and physical abuse, exploitation, coercive acts by Enlightened Solutions' employees and other clients, and from the use of restraints.
- Clients have the right to expect that all treatment records or information will be kept confidential in compliance with agency policy, federal statute 42 CFR Part 2, the provisions of HIPAA, and other applicable state laws. No information/records will be released without written permission of the client or other appropriate designee, except to the physician, insurance company, or hospital/facility client is transferred to. Enlightened Solutions may release data about the client for studies containing aggregated statistics only when the client's identity is protected and de-identified.
- Clients have the right to exercise personal privacy by withholding consent of family's or significant other's participation and to be informed of the possible consequences of that action.
- Clients have the right to not be required to perform work for Enlightened Solutions, unless the work is part of the client's treatment, is performed voluntarily, the therapeutic benefit is documented in the treatment plan, and is otherwise in accordance with local, state, and federal laws and rules.
- Clients have the right to be informed of his/her rights, evidenced by their written acknowledgement, as well as information regarding their complete medical/health condition or diagnosis, recommended treatment, treatment options, including the option of no treatment, risks of treatment and expected results in a language and manner that he/she can understand, including those who have vision, speech, hearing, or cognitive impairments. If the information is detrimental to the client's health, or if the client has difficulty understanding, an explanation shall be

provided for the client's next of kin or guardian, pending an approved release of information and have this information documented in his/her record.

- Clients have the right to be notified of any program rules and agency policies governing client conduct.
- Clients have the right to be informed of services available in the facility, the names and professional status of personnel providing and/or responsible for client's care, fees, and related charges, including the payment, fees, deposits, refunds, and any other charges or limitations for services not covered by sources of third-party payment or the agency's basic rate. Clients shall be advised of the facility's fee policies, evidenced by their written acknowledgment.
- Clients have the right to be informed if Enlightened Solutions authorized other health care and educational institutions to participate in his or her treatment, the identity and function of these institutions, and the right to refuse to allow the participation of other institutions in his or her treatment.
- Clients have the right to make decisions regarding the withholding of resuscitative measures with these decisions respected per agency policy.
- Clients have the right to participate in the planning of his or her care and treatment, and to refuse medication and treatment, as evidenced in their clinical record. Every client will have an individualized treatment plan which is reviewed periodically and as needed.
- Clients in residential facilities, will have the right to be informed about policies and procedures regarding the handling of medical emergencies.

PRIVACY OF YOUR HEALTH INFORMATION

Enlightened Solutions is required to collect "protected health information" (PHI) and reserves the right to use PHI to decide on what treatment is best. This information may also be shared with others to arrange payment for the client's treatment, to help carry out certain business or government functions, or to help provide other treatment to the client. Enlightened Solutions is required to comply with NJAC 13:34-6.2(c) which states that services may be provided to him/her by a therapist who is receiving clinical supervision from a licensed and certified professional. The client's therapist is required to disclose and review services rendered with his/her clinical supervisor. The therapist's clinical supervisor may also directly observe the therapist in a group setting if his/her license is pending.

If you are concerned about their PHI, you ask us, in writing, not to use or share some of it for treatment, payment, or administrative purposes writing. However, clients understand that we are not required to accept these limitations. If the agency does agree, we will do what you ask.

Clients agree that Enlightened Solutions may take a client's picture for the sole specific purpose of having it as a means of identifying the client within his/her electronic medical record. This picture will not be distributed or used in any other fashion.

The New Jersey Division of Mental Health and Addiction Services (DMHAS) requires us to comply with NJAC 10:161A-3.4 and 10:161B-3.4 which states that the agency "shall submit to DMHAS any identifying clients shall be kept confidential at all times by DMHAS as required by Federal confidentiality regulations at 42 CFR Part 2 and Federal HIPAA requirements at 45 CFR Part 160."

Additionally, Enlightened Solutions "shall report monthly to DMHAS (Division of Mental Health and Addiction

Services) all client admissions to, and discharges from the facility, and such additional client and service data as DMHAS may require, on the NJSAMS (New Jersey Substance Abuse Monitoring System) or other DMHAS-designated reporting systems.”

GRIEVANCES

Clients are to follow these procedures when he/she wishes to file a grievance:

- Complete a “Client Grievance Form” and place it in the appropriate mailbox or give the completed form to any employee. Employee(s) on duty at that time will try and resolve the grievance at this level.
 - Complaints can be filed with:
The Joint Commission
Office of Quality and Client Safety
1 Renaissance Blvd
Oakbrook Terrace, IL 60181
Phone: 630-792-5000
Email: compliant@jointcommission.org
- “In addition to the compliant hotlines listed above, any Enlightened Solutions’ client, at any time, can phone in any health or safety concerns to the Director of Corporate Compliance’s Client Safety Hotline. All reporting is confidential. This telephone number is also posted at Enlightened Solutions.”
- If the client is dissatisfied with the solution, or if the employee(s) cannot resolve the matter, the client will meet with his/her primary therapist within three days to evaluate the problem and discuss the resolution.
- If the client is dissatisfied with the solution, or if the therapist cannot resolve the matter, the client will

meet with the Clinical Director. The Clinical Director will then discuss the situation with the therapist.

- If the client is dissatisfied with the solution, or if the Clinical Director cannot resolve the matter, the client will meet with the Executive Director. The Executive Director will then discuss the situation with the Clinical Director.
- If the client is dissatisfied with the solution, or if the Executive Director cannot resolve the matter, the client will meet with the Chief Executive Officer. The Chief Executive Officer will then discuss the situation with the Executive Director. A resolution will be completed by the Chief Executive Officer and considered final.
- Clients maintain the right to refuse to perform work for Enlightened Solutions even in instances in which work activities are a part of the client’s treatment and identified as such in their treatment plan.
- Clients have the right to be transferred or discharged only for medical reason, for the client’s welfare, that of other clients or personnel upon the written order of a physician or other licensed clinician or for failure to pay required fees as agreed at the time of admission, except as prohibited by sources of third-party payment.
- Clients have the right to request a referral for services which the organization does not provide, to be involved in the discharge planning process, and be aware of any aftercare needs.
- Clients have the right to be notified in writing, and to have the opportunity to appeal, an involuntary discharge.
- Clients have the right to access their complete health care records in accordance with agency policies and applicable federal and state laws. In addition, when

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applicable, the right to submit rebuttal data or memoranda to his/her records.

- Clients have the right to retain and use personal clothing and possessions, unless to do so would be unsafe or would infringe on the rights of other clients. Clients shall be provided access to any belongings deposited at Enlightened Solutions in accordance with agency rules.
- Clients in residential facilities, will have the right to be allowed visiting time at reasonable hours in accordance with the client's treatment plan, and if critically ill, to be allowed visits from his or her family, legally authorized representative, or members of the clergy, at any time, unless medically contradicted and documented by a physician in the client's record. Within its capabilities, Enlightened Solutions will accommodate the right of the client to pastoral and other spiritual services.
- If the client is dissatisfied with the solution, the client has the right to contact the following agencies:

New Jersey Department of Human Services
Office of Program Integrity and Accountability
Office of Licensing
PO Box 700
Trenton, NJ 08625-0700
Telephone: (877) 712-1868

New Jersey Department of Health and Senior Services
Division of Health Facilities Evaluation and Licensing Assessment and Survey
Program/Complaint Unit
PO Box 367
Trenton, NJ 08625-0367