



**Welcome!**  
***Drug and Alcohol Services***  
***Client Handbook***



# Drug and Alcohol Services Client Handbook

**Welcome** to Drug and Alcohol Services! Our primary goal is to promote safe, healthy, responsible, and informed choices concerning alcohol, and other drugs. We have many programs that range from prevention of drug and alcohol use to treatment of chemical dependency. We hope to provide a program that fits your unique and specific needs.

You will have the opportunity to meet with a specialist (counselor) to discuss your goals, needs, and requirements. You are provided this Client Handbook that will also answer some of your questions.

All programs at Drug and Alcohol Services are **confidential**. Confidentiality means the information you share is protected by law and will only be shared with the parties you have requested. *It is absolutely imperative and a legal necessity that all client names and information are kept private.*

<p><b>San Luis Obispo Clinic</b>  <b>2180 Johnson Avenue</b>  <b>SLO, CA 93401</b>  <b>805-781-4275</b></p> <p>Drug Testing Color Code          SLO: 805-788-2902          Testing Hours 3:00-6:00 PM</p>	<p><b>Grover Beach Clinic</b>  <b>1523 Longbranch Avenue</b>  <b>GB, CA 93433</b>  <b>805-473-7080</b></p> <p>Drug Testing Color Code          GB: 805-788-2902          Testing Hours 3:00-6:00 PM</p>	<p><b>Atascadero Clinic</b>  <b>3556 El Camino Real,</b>  <b>AT, CA 93422</b>  <b>805-461-6080</b></p> <p>Drug Testing Color Code          Atas: 805-788-2902          Testing Hours 3:00-6:00 PM</p>
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My primary Counselor is: \_\_\_\_\_ Phone \_\_\_\_\_.

My Color for Testing is: \_\_\_\_\_ at clinic:    SLO    GB    ATAS

My first Appointment is: \_\_\_\_\_.

**Drug and Alcohol Free Zone:**

San Luis Obispo County Drug and Alcohol Services is a **Drug and Alcohol Free Zone**.

- Alcohol or other drug use is not permitted. This includes all tobacco products (cigarettes, cigars or chewing tobacco).
- Smoking or chewing tobacco is not permitted in the immediate area of the building, but is permitted, *by adults*, in private vehicles and on public sidewalks.



**No weapons policy:** San Luis Obispo County Drug and Alcohol Services has a no weapons policy. This includes knives, guns, or other weapons (except for law enforcement officers or security guards acting in the line of duty) at the program site.

## Client's Rights & Grievance Procedure

Services are offered without discrimination by race, religion, color, national origin, ancestry, physical or mental disabilities, medical condition, marital status, age, sex, sexual preference or ability to pay. All treatment procedures will be discussed with clients and clients are free to withdraw from services at any time. Federal Law (CFR42) protects confidentiality of services at this facility and no information that will identify a client will be released without client's specific written consent. *Exceptions to this confidentiality are: medical emergencies, a judge's order to release the information, suspected abuse of a child, dependent adult or elder, or in the event that a client is of danger to self or someone else.*

***Each Medi-Cal beneficiary has the right to a fair hearing related to denial, termination or reduction of Drug Medi-Cal services. Procedures outlined in Title 22, California Code of Regulations, Sections 50951 and 51014.1; Welfare and Institutions Code, Sections 10951 through 10965; and the Department of Social Services (DSS) Manual of Policy and Procedures, this organization, the Utilization Review Committee, and the beneficiary will follow Chapter 22.***

Access to treatment files is in accordance with Executive Order #B-22/76. The drug treatment program will comply with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, and California Government Code Section 11135, et seq.

**Client Rights:** During participation in the program, the client has the right to the following:

1. Be provided with a clean environment free from health and safety hazards.
2. Be free from humiliation, intimidation, ridicule, coercion, threats, verbal, emotional, physical abuse and/or inappropriate sexual behavior from program staff or other program participants.
3. Have program rules, requirements, fees and payment schedules explained.
4. File a written grievance with the Program Supervisor pursuant to the following procedures.

**Grievance Procedures:** the Specialist assigned to your case can handle most questions, comments or complaints. **However, in the case where satisfactory resolution is not obtained:**

1. **Written Grievance:** A client has the right to appeal any program decision by expressing his/her concerns in writing within five (5) working days of that decision. This written request for consideration must contain a statement of the program decision being appealed, the name of the participant, the date of the decision, and the participant's basis of appeal.
2. **Submission of Grievance to the Program Supervisor:** The client must submit the above-described written appeal within five (5) days of the decision in question to the Program Supervisor. The Program Supervisor, or his/her designee if the Program Supervisor is on leave during this period, shall respond in writing to the client within fifteen (15) working days of receipt of complaint.
3. **Submission of Grievance to the Division Manager:** If the client is not satisfied with the response received from the Program Supervisor, the participant may send the written grievance to the Division Manager or within five (5) working days of the receipt of the response from the Program Supervisor. The Division Manager or his/her designee in turn must respond in writing to the client within fifteen (15) working days.

**Address: Division Manager at 2180 Johnson Avenue, San Luis Obispo, CA 93401**

**Grievances regarding any action, complaints or appeals may also be addressed to the State Department of Alcohol and Drug Programs, Residential and Outpatient Programs Compliance Branch, 1700 K Street, Second Floor, Sacramento, CA 95814. Phone: (916) 322-2911 or call 1-800-743-8525 or T.D. 1-800-952-8349.** Program rules and regulations are in compliance with State of California Alcohol and other Drug Programs Certification Standards.

# Notice of Privacy Practices

**THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.**

*This Notice is effective October 1, 2009 (revising and replacing all previous Notices).*

Your health information and records are personal and private. We take our responsibility to protect your health information seriously. This Notice tells you how we may use and share your health information, what your rights are concerning your health information, and who to call if you have questions. The County is legally obligated to make sure your medical information is protected to the full extent of the law, to give you this Notice of our legal duties and privacy practices with respect to medical information about you, and to follow the terms of the Notice that is currently in effect.

## HOW WE MAY USE OR SHARE YOUR HEALTH INFORMATION:

The following categories describe different ways that we may use and disclose medical information. **Some information such as certain drug and alcohol information, HIV information, and mental health information may be subject to special additional restrictions related to its use and disclosure.** The County abides by all applicable state and federal laws related to the protection of this information. Generally, the County may use and disclose medical information about you in the following circumstances:

***Disclosure at Your Request:*** when requested by you or by someone who has a legal right to act for you. This disclosure may require a written authorization.

***For Treatment:*** to help ensure you receive the care you need. We will only use your health information in ways that are appropriate for your health care needs.

***For Payment:*** as needed to bill, collect, and/or pay for your health care and as the law requires.

***For Health Care Operations:*** for certain health care operations to assure that all of our clients receive quality care and customer service (for example, to contact you about new or changed benefits).

***To Avert a Serious Threat to Health or Safety:*** when necessary to address a serious threat to the health and safety of you, another, or the public. Any disclosure would be only to help prevent or reduce the threat.

***For Public Health and Research:*** for public health purposes, including, but not limited to the following: to prevent or control disease, injury, or disability; to report vital events such as births and deaths; to report abuse or neglect of children, elders, and dependent adults; to report adverse events or surveillance related to food, medications, or products; to notify a person who may have been exposed to a disease or may be at risk of contracting or spreading a disease or condition; to report to an employer findings concerning a work-related illness or injury or workplace-related medical surveillance; and for research studies as authorized by law.

***For Health Oversight Activities:*** to governmental, licensing, auditing, and accrediting agencies. For example, a federal agency evaluating the County's billing of Medi-Cal or the County's own investigation into Medi-Cal fraud or abuse.

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**For Law Enforcement:** in certain circumstances, to a law enforcement official in response to a warrant or similar process, to identify or locate a suspect, and to provide information about the victim of a crime, or about a death which we believe may be a result of criminal conduct, or about criminal conduct at the County.

**For Legal Proceedings and Lawsuits:** to courts, attorneys, and court employees in the course of conservatorship and certain other proceedings. The County may also disclose medical information in response to a court or administrative order, a subpoena, warrant, summons, or other lawful process.

As Otherwise Required by Law: ***when required to do so by federal, state, or local law or regulation (for example, to Worker's Compensation or similar programs as authorized by law).***

**YOUR RIGHTS REGARDING MEDICAL INFORMATION ABOUT YOU.**

***You have the right to:***

- Inspect and copy your personal medical information.
- Request an amendment to your medical information if you believe that it is incorrect or incomplete. If the County denies your request, a statement of your position may be added to your record.
- Receive a list of the disclosures we have made of your medical information. This accounting of disclosures must be requested in writing to the Privacy Official. Your request must state a time period that may not be longer than the six previous years.
- Ask the County to communicate with you by a particular method or location.
- Ask the County to limit how your personal medical information is used. Please note that the County may not be able to agree to your request.
- Get a copy of this Notice at any time.

**CHANGES TO THIS NOTICE**

The County reserves the right to change its privacy practices and this Notice and to make the new Notice effective for medical information we already have about you. The new notice will contain the effective date on the first page and be posted in prominent Health Agency locations.

**QUESTIONS OR COMPLAINTS**

If you have questions or would like more information about this Notice, please call:

**Behavioral Health (Mental Health and Drug & Alcohol Services) . . . (805) 781-4738**  
**All other Health Agency queries . . . . . (805) 781-5500**

Written questions may be addressed to: **Privacy Official, 2180 Johnson Ave., San Luis Obispo, CA 93401**

If you believe your privacy rights have been violated, you may file a complaint with the County or with the Secretary of the Department of Health and Human Services. To file a written complaint with the County, contact the **Privacy Official** at the above address. *You will not be penalized for filing a complaint.*

**OTHER USES OF YOUR MEDICAL INFORMATION**

Any uses not covered by this Notice or applicable laws will be made only with your written permission. You may revoke that permission in writing at any time, which will apply to future use or disclosure. The County would be unable to take back any disclosures already made with your permission and would still be required to maintain our records of the care provided to you as required by law.

# HIV, Hep C and TB Information & Referrals

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## What is AIDS?

*Acquired Immune Deficiency Syndrome* is caused by a virus called HIV (Human Immunodeficiency Virus). The virus can destroy the body's ability to fight off infection. The person may then get sick and not be able to get well again.

## How do you get HIV?

Participating in high risk behaviors such as: unprotected sex—vaginal/anal/oral, needle sharing—tattoo needles included; having sex with someone who does the above; exchanging sex for money or drugs. Having a sexually transmitted disease may put you at increased risk for contracting HIV. The virus can pass from mother to baby during pregnancy.

## How can you find out if you have HIV?

There is a special test called the HIV antibody test. If the test result is "Positive," it shows that you are infected with HIV. It does not tell you if you have AIDS. You need to see a doctor to find that out. If the test is "Negative," it means you either have not been infected or not enough time has passed to show the infection (6 months).

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## What is Hepatitis C?

Hepatitis C is a liver disease cause by the Hepatitis C virus, which is found in the blood of persons who have this disease. Hepatitis C is serious for some persons, but not for others. Most people who get Hepatitis C carry the virus for the rest of their lives.

## How Do You Get Hepatitis C?

Hepatitis C is spread by contact with an infected person's blood. Examples of this include: sharing drug injection equipment (including things other than the syringe); having received a blood transfusion prior to 1992; having multiple sexual partners; and possibly sharing razors, toothbrushes, tattoo and piercing equipment.

## How Do Know if You Have Hepatitis C?

Many persons with long-term Hepatitis C have no symptoms and feel well. For some persons, the most common symptom is extreme tiredness. The only way to know if you've been infected is to have a blood test that looks specifically for the Hepatitis C virus.

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## What is TB?

"TB" is short for a disease called *Tuberculosis*. The TB germ is spread from person to person through the air. If someone coughs, sneezes, laughs, or shouts the germs are put into the air and people nearby may breathe the TB germs into their lungs. A person can become infected by the TB germ if breathed in.

## Who gets TB?

Anyone can get TB, but substance users and people who have AIDS are at higher risk. Living in an environment with a lot of other people or being homeless also increases the chances of being exposed and/or infected by the TB Germ.

## How do you know if you have TB?

A skin test is the only way to tell if you have been exposed to TB. A chest X-ray can tell if you have the infection or if there is damage to your lungs from TB disease. Having the disease can cause symptoms such as weakness, weight and/or appetite loss, high fever, or sweating a lot at night. If you have ever had any of these symptoms please tell your doctor.

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## Resources

There are options in SLO County for HIV, Hep C, and TB testing. If you have a primary physician, you may want to discuss options with them. Below are a few of the community resources:

- Public Health Department for HIV testing, TB testing, family planning
  - San Luis Obispo 805-781-4896      Paso Robles 805-237-3050
- EOC Clinical Services (testing, pregnancy, contraception, & other)    805-544-2478
- Community Health Centers (most medical needs)

**South County:** 805-481-7220      **San Luis:** 805-269-1500      **North County:** 805-792-1400

## What Over- the-Counter medications are OKAY to take

### For a Cold/Allergies

Afrin Nasal Spray Benadryl Chloraceptic Chlortrimeton tablets Claritin (NOT Claritin D) Diphenhydramine Delsym Liquid Dextromethorphan Fenesin	Genahist Guaifenesin Hall's Metho-Lyptus Humibid Med quell Squares Mucinex Naldecon Senior DX Naldecon Senior EX Nasal Saline	Neo-Syneprhine Nasal Spray Organidin Propylene Glycol/Polythylene Spray Rhinaris Robitussin Salinex Spec-T	Sucrets Tavist (NOT D) Triaminic Uni-Hist Vicks Cough Disks Vicks Cough Silencers Vicks Lozenges Teldrin Tablets Zyrtec
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### For Pain and Sleep

Acetaminophen Actron Advil Alka Seltzer Aleve Anacin Anaprox	Ascriptin Aspirin Bufferin Datril Ecotrin Empirin Excedrin	Ibuprofen Medipren Melatonin Midol Motrin Naproxen Naprelan	Non-aspirin pain reliever Orudis Pamprin Premsyn Sominex Tylenol Valerian Root
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### For Gastrointestinal Problems

Alophen Tablets Altemagel Amphogel Benefiber Camalox Citromag Correctol Tablets Colace Diasorb Dialose Plus Digel Donnagel Doxidan	Docusate/Ducolax Dramimine Fleets Enema Dulcolax Emetrol Ex-Lax Gas-X Gaviscon Gelusil Fiber-Con Fibermed Fleets Enema Imodium Kaopectate	Loperamine Lopex Maalox Metamucil Milk of Magnesia Mitrolan Mylanta Mylicon Modane Neoloid Metamucil Peccil Pepto Bismal Peri-Colace Perdiem Granules	Prilosec Riopan Roloids Senna Senokot Surfak Emetrol Mylicon Diar-Aid Tablets Tums Omeprazole Pepto Bismol Rheban Tagemet Zegerid
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### For Toothache/Cold Sore/Topical

Ambesol Amosan Aveeno Balmex Bentoquam Benzodent Blistex Boudreaux Butt Paste Burows Soluntion	Campho-Phenique Carmex Cortaid Desitin Domeboro Duofilm Gold Bond Gly Oxide Gyne-Lotrimin	Gynezol Femstat Hepeccin-L Hydrocortisone Ivy block Monistat Orajel Orasept Pramoxine	Numzident Polaris Poultice Sarna Lotion Salicyclic Acid Tanac Vagistat Zinc oxide
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### Herbal Supplements

**There are many herbal supplements on the market, so if it is not listed here check with your counselor before you start using it.**

Aloe Andrographis	Echinacea Garlic	Ginko Biloba Ginseng Kava	Saw Palmetto St. John's Wort Valerian
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### Nicotine Replacements are all OKAY to take (gum, patch, oral, etc)

**IMPORTANT: Before you take any mind or mood altering medications, discuss with your primary counselor (except in emergency situations). Please bring in a copy of your current prescription(s) to keep on file.**

What's not okay	Do not use
Use of any medication that has not been prescribed to you Exceeding the recommended dosages of either prescribed or over-the-counter medications Use of any illicit drug	Any medication containing alcohol;Tinctures Any medication/supplement containing ephedrine Any tea or herbal supplement containing mah juang Over-the-counter diet pills

**If you are unsure about a medication, consult your primary counselor before taking it!**

***Remember, When in doubt.....don't take it!***