



ZION Recovery Services, Inc. Orientation to Services

ZION Recovery Services, Inc. has been in operation and licensed by the Iowa Department of Public Health since the 1970's. Zion Recovery Services is a person-centred organization that instills vital life skills in those we serve by maximizing the ability to develop and maintain healthy alternatives through prevention and treatment services. We strive to provide services designed to empower those we serve by utilizing a recovery-oriented system of care and evidence-based practices. We value collaboration and partnerships that allow us to effectively meet the needs of those we serve.

Hours/Office Locations: **Atlantic/Administrative Office:** Mon.-Thurs. 7-5, Fri. 8-2; **Adel:** Mon.8-5, Tues. 8-6, Wed. 7-6, Thur.7-5; **Greenfield** Tues.&Thurs. 8-4:30, Wed 10-7, Fri. 8-2; **Perry** Mon 7:30-6, Tues. 7:30-6:30 Wed. 8:00-2:00, Thurs.7:30-6, Fri 2-4p;**Red Oak** Mon. 7:30-5:30, Tues-Thurs. 7:30-4, Fri. 8-1; **Clarinda** Mon.&Tues.9-6:30,Wed. 9-5, Thurs. 9-5:30, Fri. 9-1:30; **Shenandoah** Mon-Thurs 9-6, Fri.8-12. **Adult/Male only Residential located in Clarinda** 24 hour 7 days a week facility.

Guidelines for Participation

- Participation, cooperation, motivation, and purpose toward achieving treatment goals.
- Please be prompt to all scheduled programming and call to reschedule in times of emergencies.
- Respectful, non-threatening, non-violent behavior toward staff, other individuals and to the property of ZION or others.
- It prohibited for anyone under the age of 18 years of age shall not sell, give, or otherwise supply any tobacco product to any person; and any person under the age of 18 shall not smoke, sell, purchase, or attempt to purchase tobacco products.
- Payment is expected at the time that you receive services. There are various means for payment.
- Urine testing (at your cost) may be part of your evaluation and treatment. Urine collection is supervised by staff when available. It is automatically considered positive for use if you refuse to provide a urine specimen upon request.

Evaluation Results:

The results of your evaluation will be discussed with you. The final decision to follow recommendations is yours alone unless you are court-ordered.

Admission to Treatment:

If continued participation is recommended, you and your counselor will discuss your treatment plan. Progress and completion of your treatment determines discharge.

Weapons or Illegal Substances:

Any weapon or illegal substances are prohibited on all ZION Recovery Services premises.

Types of Discharge:

- Completed Treatment: has met treatment goals and received maximum program benefits.
- Referred Outside: has needs which cannot be met within current programming.
- Program Decision due to lack of progress or compliance: demonstrates a lack of motivation, displays disregard for guidelines for participation.
- Left Treatment: leaves programming for any reason.

Sexual Harassment:

Sexual Harassment is prohibited by federal, state and local law, and applies equally to men and women. Federal law defines sexual harassment as unwelcome sexual advances, requests for sexual favor(s), or other verbal or physical conduct of a sexual nature when submission to the conduct is made wither explicitly or implicitly, or creating an intimidating, hostile or offensive environment. ZION Recovery Services prohibits Sexual Harassment. If you believe you have been a victim of Sexual Harassment, please follow the Grievance Policy below:

Grievances:

If you have any questions at ZION, please discuss them with staff. If you believe that you have a valid complaint/grievance against any ZION staff member/agency procedure use the Patient Compliant Form found in the Intake or Welcome Packet and should be submitted to Clinical Oversight addressed to the administrative office at 1500 East 10th Street, Atlantic, Iowa 50022 within five (5) days of the event. Supervisory staff will contact you within 48 hrs. of receipt. A preliminary discussion may occur by telephoning the administrative office:712-243-5091 or directly speak to designate supervisory staff or the Director.

Confidentiality:

ZION strictly adheres to Federal and State Confidentiality Regulations protecting alcohol and drug abuse patient records. Violation is a crime, which may be reported to appropriate authorities in accordance with Federal Regulations. No staff may disclose any information regarding your participation in our program except:

- If you consent in writing;
- by a court order;
- if the disclosure is made to medical personnel in a medical emergency or
- by qualified personnel for research, audit, or program evaluation.

Without your written permission we can disclose a crime committed by an individual either at the program or against any person working for the program or any threat to commit such a crime. *We are mandatory reporters of suspected child or dependent adult abuse or neglect.*

Follow-up:

Following your discharge, staff will contact you within seven (7) calendar days of your progress and discuss how you are doing including whether you followed recommendations to another resource.



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