



SYNERGY

COUNSELING CENTER

Client Handbook

Program Structure

- **Intensive Outpatient:** This program requires a client to attend a total of 3 hours -- a 1.5 hour educational class and a 1.5 hour process group -- 3-5 days per week. In addition to the groups, 1 hour of individual therapy will be offered each week.
- **Outpatient:** This program requires a minimum of a 1 hour process group twice a week and 1 hour of individual therapy twice a month. These services may increase based on the client's individual needs.
- **Education Classes:** Clients may participate in a single education class of any topic based on their needs and interests. They may choose to participate in a portion or the full curriculum offered on that topic.
- **Process Groups:** Process groups are group counseling sessions designed to promote healthy living and recovery through discussion, personal disclosure, and interpersonal interaction within the group to explore problems and seek solutions for healthier decision-making and emotional wellness.
- **Individual Therapy:** Individual therapy consists of a 1 hour counseling session focusing on the client's individualized experiences and needs. These sessions may be offered in conjunction with a treatment program or as a separate service. All counseling services are open to anyone in the community that has a mental health need.
- **Family/Couples Therapy:** Family and couples therapy are 1 hour counseling sessions focusing on the improvement of communication and resolving conflict within the family unit or the relationship.

Process groups, educational classes, and therapy sessions are facilitated by licensed or provisionally licensed and credentialed professional counselors on a daily basis. The educational classes focus on such issues as recovery maintenance and relapse prevention, healthy relationships, boundaries, emotion regulation, self-esteem, health issues, anger management, trauma, grief and loss, codependency, and life skills. The offering of topics and curriculum change regularly and the current offerings are available on the group schedule located in our lobby as well as website. Process groups are designed to share strength, hope, and experience by focusing on interpersonal issues.

Completion of Services

The length of your program participation shall be individualized, based on your needs and progress in achieving treatment goals. You and your team will be actively involved in assessing and planning for program completion and aftercare. The participation of family and other collateral parties (e.g., referral source, employer, school, other community agencies) in such planning is encouraged as appropriate for you. An aftercare plan shall be completed prior to outpatient completion. The plan shall identify services, designated provider(s), or other planned activities designed to promote further recovery.

After Hours Crisis

We are concerned about your safety and stability around the clock. If you have an after hours emergency and need to speak to someone immediately, here is a list of crisis help line phone numbers.

- **Cox South ER:** (417) 269-6000
- **Mercy Hospital ER:** (417)820-2115
- **Burrell Crisis Stabilization Unit:** (800) 494-7355
- **National Suicide Prevention Lifeline:** (800) 273-8255 (also has an online chat feature)
- **Crisis Text Line:** text "Home" to 741741
- **National Alliance on Mental Illness (NAMI) Peer Support Warm Line:** (417) 864-3676 or toll free at (877) 535-4357
- **Synergy Counseling Center:** (417) 351-4282 or after hours (417) 812-4440

Find these Help Lines
and more here:



Your Rights

As a recipient of therapeutic services from Synergy Counseling Center you are guaranteed certain basic rights. It is important that you are aware of and understand these rights. Clients' rights are also posted throughout our buildings. They are as follows:

- To be treated with respect and dignity at all times.
- To have the same legal rights and responsibilities as any citizen, unless you have a guardian or your rights are legally restricted.
- To have the right to access or receive a referral to legal counsel.
- To receive services no matter what race, religious belief, marital status, national origin, sexual orientation, disability, age, genetic information or veteran status or previous relapse.

- To be free from abuse, neglect, humiliation or any type of exploitation or retaliation.
- To receive the services and supports that makes sense for you. You have the right to consent to or refuse Synergy Counseling Center's services or concurrent services, unless you have a guardian.
- To know the rules, services and supports of Synergy Counseling Center.
- To have the information about the services we provide explained to you in a way you can easily understand.
- To have access to records we create about you and to determine who will have access to those records.
- To have the records and information about the services we provide to you be confidential and private.
- To have your questions or complaints answered fairly without punishment or retaliation for asking.
- To have access or referral to self-help and advocacy support services.
- To have input in regard to the staff/service team who will be working with you.
- To be provided a copy of the Request for Change form and to receive assistance in filling out that form if you need or want it.
- To request investigation and resolution if you believe your rights are not being honored.
- To receive appropriate medical care and treatment as outlined by Synergy Counseling Center policy and procedure.
- To be an active member of your treatment team and treatment planning and to have access to pertinent information in sufficient time to make decisions.

Office Policies

- Missed Appointments: We request that all clients notify our office at least 24 hours prior to an appointment in the case of need to cancel or reschedule the appointment. In the case of a no show, the scheduled client will be subject to a cancellation fee in the amount of \$50 for each appointment. If the appointment is able to be rescheduled within the week the fee will be waived, however, failure to cancel the rescheduled appointment with a 24 hours notice will result in a \$100.00 fee.
- Repeated cancellations: Our therapists are happy to accommodate your schedule as much as they can. Many clients enjoy a standing appointment time with their therapist for weekly and biweekly sessions. However, after 2 missed appointments, the standing appointment time may be given to another client and you will be expected to speak directly to your assigned therapist before an appointment can be rescheduled. If a client does not follow up directly with their therapist, services will be terminated and the client will be provided with a list of referrals for an alternative provider.
- Late Arrivals: A client's session time promptly begins at the scheduled appointment time. If a client is late to their session, the session will not be extended and the client will not be reimbursed for any portion of the session fee. If a client is more than 15 minutes late and no prior contact has been made, the session will automatically be canceled and the client will be subject to a cancellation fee of \$50.
- Lobby: We strive to maintain a quiet and professional setting in all areas of our building. Please maintain a minimal volume while talking and keep all phone conversations outside of the lobby. Children under 12 years of age should be supervised at all times.
- Insurance: Clients must provide correct or updated insurance information to our office promptly. Failure to do so will result in full responsibility for the full amount of the cost of services. Please provide any new insurance cards and ALL secondary insurance information.

Program Policies

- Use or possession of alcohol, weapons, illicit drugs, over-the-counter drugs, pharmaceutical drugs not prescribed to you, or paraphernalia on the premises will not be tolerated. This will result in consequences up to and including the possibility of being dismissed from services. Synergy Counseling Center will report to external sources any such indiscretions as we are legally obligated to report. The use or possession of weapons will result in the Springfield Police Department being called.
- Presenting under the influence of a substance, including alcohol, cannabis, or other illegal drugs, may result in dismissal from services for the day and/or requirement that the participant secure alternate means of transportation to leave the premises. Refusal to do so may also result in a well-person check report being issued with the Springfield Police Department.
- Appropriate attire and grooming habits shall be maintained when presenting for services.
- Sexual misconduct is defined as consensual or non-consensual kissing, inappropriate touching, hugging, fondling, and or sexual involvement with person of the same or opposite sex. Any sexual misconduct or public displays of affection are not acceptable on campus.
- Destruction of Synergy Counseling Center's property or stealing may lead to a police report being filed or dismissal from services.
- Active participation in any Synergy Counseling Center emergency drills is required for all staff and recipients of services.
- Violence or threats of violence will NOT be tolerated. This will result in immediate termination. In addition, staff has the option to call the police.

Privacy Policy and Confidentiality Statement

Synergy Counseling Center (SCC) is committed and legally bound to guard and protect the integrity and confidentiality of information pertaining to any person served by SRC. This includes compliance with Code of Federal Regulation 45, Part 2 and HIPAA/HITECH Act and Code of Federal Regulation 45 Part 164. SRC personnel will collect and use your protected health information only for the purposes of providing services, supporting the delivery of services, payment for services and the integrity and quality of services. As a client, you are held under the same standard and law not to share information. No cameras, phone cameras, voice and video recording devices are allowed. Clients' names or any other information that would give evidence of presence in treatment will not be allowed. Proper and prior authorization and consent forms must be signed before any treatment related information can be shared.

Drug Testing Policy

You may be asked to submit to random drug testing (UA). Any diluted, altered, missed, or refused UA will be documented as a "positive result" and may also lead to consequences to include possibly being asked to leave the program. If you disagree with a positive result on your on site UA test, you have the ability to send the sample out to the lab for further testing, please note there is a \$25.00 send out fee for all UA's that are sent to the lab.

Smoking Policy

Synergy Counseling Center is committed to providing a safe and healthy environment for clients and employees. As such, smoking and the use of vape products is allowed only outside the back entrance near the cigarette receptacle. Smokers are asked to help us maintain a clean office and parking lot by disposing of cigarettes in the designated receptacle only. Violations of this policy may result in being required to leave the premises for smoking breaks.

Group Guidelines

Synergy Counseling Center implements the following guidelines in order to each attendee focus on their own recovery and well-being and receive the most benefit from classes and groups:

- Respect Confidentiality -- What is said in group stays in group unless there is reference of harm to self or others. Talk about what you learned but not the other participants, what others have said, or their experiences.
- Respectful Attendance -- Be on time and respectful by not interrupting the group by leaving except for previous arrangements, medical conditions, or appointments with other staff. Take care of personal business, restroom breaks, etc. prior to the start of group.
- Respectful Behavior -- Stay awake and participate attentively (with eye contact, verbal and non-verbals). Eliminate distractions including cell phones, interrupting, side conversations, talking over others, cross-talk, etc. No food or drinks in group except water unless otherwise approved by the group facilitator. Keep cursing to a minimum.
- Respectful Participation -- Respect all group members including the facilitator. Be as open and honest as you can while being sensitive to the needs of others. Listen attentively to everyone who shares. Discuss topics that are relevant and important to recovery. Glorify sobriety and healthy coping skills and behaviors rather than unhealthy ones. Be mindful of the time and allowing all members of the group to share and receive feedback and support. Focus on the "here & now." Focus on yourself and use personal pronouns when speaking (I, Me, My, Mine). Let others talk for themselves and decide/discover how they think or feel. Support others without judgement, focus on solutions, strengths, and abilities versus blame and failures. Confront when necessary, with support and without pointing or name-calling.

Filing a Grievance/Request for Change

Synergy Recovery Center, LLC. offers all clients the opportunity to discuss incidents in which the client believes a violation of their civil rights has occurred. In the event of a grievance of this type or if a client wishes to submit a suggestion to improve program functioning, the client should contact the Clinical Director through a "Filing a Grievance/Request for Change" form. The Clinical Director must respond within 48 hours to confirm receipt of the request. The Clinical Director will determine an appropriate resolution and present the response to the client within 7 days.

To appeal your request, please contact the Executive Director, Paige Tuck. She can be reached at (417) 838-0894 or ptuck@synergyrecoverycenter.com. You have the right to file separately with an external investigative agency for review.

- The Greene County Circuit Court, 1010 North Boonville, Springfield, Missouri 65802, phone (417) 868-4000.
- Missouri Department of Mental Health Office of Constituent Services, P.O. Box 687, Jefferson City, Missouri 65102, phone (800) 364-9687, email constituentsvcs@dmh.mo.gov.

Synergy Counseling Center is committed to protecting your rights at all times.



The Request for Change is a tool designed to enable person's served, family members, employees, and other stakeholders to express their concerns in a constructive fashion and receive a timely, written response. We encourage you to ask for changes and there will be no retaliation for using this process. You will receive a written response within two weeks of submitting this form.

Please describe the requested change(s):

Printed Name of Person Requesting Change:
_____ First Name MI Last Name

Printed Name of Person Completing Form:
(If different than person completing the form) First Name MI Last Name

Signature of Person Requesting Change: _____ Date: ___/___/___

Response to request:

Signature of supervisor responding to this request: _____ Date: ___/___/___

Clinical Director _____ Date: ___/___/___

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I have received the response to my request:
Signature of person making request _____ Date: ___/___/___

*If you are not satisfied with the response to your Request for Change, you may appeal your request to:
Paige Tuck, Executive Director - ptuck@synergyrecoverycenter.com*

This form, along with most of our forms, is now in our electronic health record system called OPUS. You can request a link to this form or request a paper copy to fill out anytime you want to request a change to the services you are receiving from Synergy by scanning this QR or calling Darla at the front desk!



Synergy Client Resources – Let's get QRazy!!!

Visit our WEBSITE here:



Find a E-COPY OF THIS HANDBOOK
on our website here:



Find an updated IOP CLASS
SCHEDULE here:



Find info on our OTHER CLASSES
here (relationship skills, connections,
QPR suicide prevention, etc):



Find info on our SMART RECOVERY
SUPPORT GROUPS here:



Find PHONE NUMBERS to call for
additional support here:



Stay up to date with news and events
at Synergy by visiting
our BLOG here:



And find our staff directory here:



Or our FACEBOOK
page here:

