# ARC-ip**Addiction’s Resource Center, INC** Policy & Procedure Manual 2018

# **Executive Program Director/ Services Supervisor:W.L. Houser-Thomas PsyD, LICDC-CS 937-727-1040PO Box 807Yellow Springs, OH 45501** **Office Phone/ Text: (937) 767-0178/ 937-767-0135Fax: 937-767-0199/ 937-688-1550**

DIP Program Locations:

1. **DIP Provider 377 C-**Franklin Co.: Dublin (Columbus) Drury Inn
6170 Parkcenter Ci Columbus, OH 43017 Ph: **614-798-8802**

 Remedial 1335-2540

1. DIP Provider 51 D-Montgomery Co: Dayton Drury Inn
6616 Miller Ln Dayton, OH 45414 Ph: **937-454-5200**Remedial 1335-2539
2. DIP Provider 262 -FB-Fairborn Baymont Inn
730 E. Xenia Dr. Fairborn, OH 45324 Ph: 937-754-9109
Remedial 1335-2197
3. DIP Provider 61 H -Sharonville Drury Inn
2265 Sharon Rd Sharonville, OH 45241 Ph:513-771-5601
Remedial 1335-2112
4. DIP Provider 101M-Middletown Drury Inn
3320 Village Dr. Middletown, OH 45505 Ph:937425-6650
Remedial 1335-1958
5. DIP Provider 36 SCS-Springfield Comfort Suites
121 Raydo Circle Springfield, OH 45506 ph: 937-322-0707 Remedial 1335-1954
6. DIP Provider 10/ W-Wilmington Inn
909 Fife Ave Wilmington, OH 45177 Ph: 937-382-6000
Remedial 1335-1956

ARC-ip will comply with all OhioMHAS DIP Standards at all sites per the specifics of the
Policy & Procedure Manual; Instructional Manual; Certification and Professional Disclosure Manual (including Scope of Practice); Program Cases, Copies, and Supplies

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**Table of Contents****5122-29-12 Driver intervention program.**

Acknowledgement A-H/ Attachment List 3
(E) 1-2 Program Administration
(E) Qualifications for the position(s) of Program Site Director 4
(F) Qualifications for the position(s) of Program Services Supervisor 5
(G) Each driver intervention program shall maintain the following 6
(H) Establish DIP locations are handicap accessible 6
(I)1a-c Establish an Emergency Medical Plan and first aid supplies location 6
(I)1d-2 Client Illness, Unusual Incidents, Emergency Medical Plan 7
(J)1a-c Client records 8
(J)1d  Client records 9
(J)1e-h Client records 10
(J)1j Screening Tools 11
(J) k Screening Tool Documentation 11
(J) l Criteria for Assessment Recommendation 11
(J) m Assessment Protocol 12
(J) 2-3Client File and Components of ROI 13
(J) 4 Client Completion Report 14
(J) 5 Tracking Clients and Care of Client Information 14
(J)5-7 Tracking Clients, Digital Records and Continuity Client Records 15
(K)1-3Intake Report, Baggage Search 16
(L-M) Screening Interview & Recommendations 17
(M)2(O) Assessment Criteria, Completion Report, Assessment Protocol, Meals 18
(P)2 Pharmaceudical Services 19
(Q) Non-Residential Program 20
(R) 48 hour-Residential Program 21
(S) 72 hour-Residential Program 21
(T-U) Educational Curriculum 22
(V) Program Schedule 22
(W) Traffic Safety Education 22
(X) Education on the Use and Misuse of Substances 22
(X)2 Approaches not used at DIP 23
(Y) Indigents 23

Mission Statement: ARC-ip is dedicated to providing quality 72 and 48 hour as well as nonresidential Driver Intervention Programs certified by OhioMHAS to clients arrested for OVI and other associated substance use charges.

**Acknowledgement A-H/ Attachment List**

1. A driver intervention program (DIP) is a program of screening, education, and referral for individuals who are arrested or convicted of operation of a vehicle or water craft under the influence of alcohol or a drug of abuse under section [4511.19](http://codes.ohio.gov/orc/4511.19) or [1547.11](http://codes.ohio.gov/orc/1547.11) of the Revised Code or a substantially similar municipal ordinance or other alcohol-related traffic statute or ordinance.
2. No entity may operate, or purport to operate, a driver intervention program in Ohio unless it has received driver intervention program certification from the Ohio department of alcohol and drug addiction services.
3. Except as otherwise provided in this rule, the provisions of this rule are applicable to all driver intervention programs in Ohio, public or private. The provisions do not negate the necessity of driver intervention programs to be certified programs in accordance with the provisions of Chapter 5122-25 of the Administrative Code.
4. Each driver intervention program shall have either representatives from law enforcement officers, judges, prosecuting and defense attorneys, and treatment center representatives on its governing authority or establish an advisory board with such representatives.
If an advisory board is established, it shall: (1) Meet annually;(2) Minutes shall be maintained for advisory board meetings.
(D) ***Advisory Board is the Governing Authority and is demonstrated by meeting minutes of the Annual Report****. The Exec. Director is on the board and is the connecting agent between Administration and Programming of the DIP.* **Attachments:**
 1. Articles of Incorporation
5. Registration with the State of Ohio
6. Table of Organization
7. Advisory Board Members: (Updated March 2018)
8. Advisory Board Meetings (Minutes with Yearend Reports, QA, Budgets)
9. (G)(1) Outline of current education curriculum of the DIP
10. (G)(2) Copy of the revenue and expenditure budget for the DIP
11. (I)(1) Emergency Medical Plan: Displayed on site, stored in Program Displays
12. (E-F)Job Description with qualifications for position Executive Director
13. (E) Qualifications for the position(s) of Program Site Director
14. (F)  Qualifications for the position(s) of Program Services Supervisor

(E)1-2 **Program Administration**Purpose: Establish the qualifications for the positions of Site Director and Services Supervisor (The overall Program Administration is a collective effort of the three positions: Exec. Director, Site Program Director, and Services Supervisor.

**(E)1 Form ARC Program Director**Purpose: Establish qualifications for the position(s) of Program (Site) Director
(1) Each driver intervention program shall have a program director that is responsible for the overall day-to-day operation of the driver intervention program. The driver intervention program director shall be responsible to the governing authority of the organization. If the driver intervention program is a component of a larger organization, the driver intervention program director may report to the executive director/chief executive officer of the organization, who would report to the governing authority. A program director hired on or after April 20, 2004 shall meet the following qualifications:
 (a) The program director shall have a bachelor's degree and two years' experience in
 alcohol and other drug addiction services or an allied profession to include one
 year as a supervisor;
 (b) Three years' experience in alcohol and other drug addiction services or an allied
 profession to include a minimum of one year as a supervisor; or,
 (c) Three years' experience in business administration to include a minimum of one
 year as a supervisor.
(2) The position description of the driver intervention program director shall include, at a
 minimum, the following responsibilities:
 (a) Overseeing the day-to-day operations of the driver intervention program.
 (b) Developing and implementing the policies and procedures of the driver
 intervention program.
 (c) Developing and revising as necessary, the driver intervention program's education
 curriculum.
 (d) Preparing an annual plan for the operation of the driver intervention program.
 (e) Implementing the driver intervention program's quality assurance and
 improvement activities and findings.
 (f) Hiring and terminating driver intervention program staff.
 (g) Ensuring that the driver intervention program is operating in accordance with the
 OhioMHAS driver intervention program certification standards.
**Policy & Procedure:** Program Site Director Form is completed at time of appointment.  ***Demonstrated by Personnel File Review of the Program Site Director***

(F)1 **Form Services Supervisor**Purpose: Establish qualifications for the position(s) of Services Supervisor
(1) Each driver intervention program shall have a services supervisor. The driver intervention program director can also be the services supervisor of the driver intervention program if he/she meets the qualifications of a services supervisor as stated in this rule.
(2) An individual hired as the services supervisor of a driver intervention program on or after April 20, 2004 shall have one or more of the following current licenses and/or certifications issued by a professional regulatory board in Ohio: (a) Licensed physician who is licensed by the state of Ohio medical board. (b) Licensed psychologist who is licensed by the state of Ohio psychology board. (c) Professional clinical counselor who is licensed by the state of Ohio counselor, social worker, and marriage and family therapist board. (d) Licensed independent social worker who is licensed by the state of Ohio counselor, social worker, and marriage and family therapist board. (e) Licensed chemical dependency counselor III who is licensed by the state of Ohio chemical dependency professionals board. (f) Licensed independent chemical dependency counselor licensed by the state of Ohio chemical dependency professionals board. (g) A nurse registered with the Ohio board of nursing. (h) Licensed social worker who is licensed by the state of Ohio counselor, social worker, and marriage and family therapist board. (i) Professional counselor who is licensed by the state of Ohio counselor, social worker, and marriage and family therapist board. (j) Certified prevention specialist I who is certified by the Ohio chemical dependency professionals board. (k) Certified prevention specialist II who is certified by the Ohio chemical dependency professionals board. (l) Licensed marriage and family therapist who is licensed by the state of Ohio counselor, social worker, and marriage and family therapist board. (m) Licensed independent marriage and family therapist who is licensed by the state of Ohio counselor, social worker, and marriage and family therapist board.
(3) The services supervisor's personnel file shall contain copies or verification of, current licenses, certifications, and registrations issued to the individual from professional regulatory boards in Ohio.
**Policy & Procedure:** Program Services Supervisor Job Descroption Form is completed at time of appointment.

(E-F) Demonstrated by Job Description(s) filed in the personnel files of Exec. Director; Services Supervisor(s) and Site Program Director(s). Forms: Attachments 9, 10, 11
9. Exec. Director 10. ARC Site Program Director 11. ARC Services Supervisor

(G) Each driver intervention program shall maintain the following:
 (1) Outline of the current **education curriculum** of the DIP. (Attachment 6)
 (2) Copy of the revenue and **expenditure budget** for the DIP. (Attachment 7)
(H)(1-6) **Policy**: ARC-ip will maintain multiple DIP location that is handicap accessible.
**Procedure:** The locations deemed handicap accessible shall meet, at a minimum, the following handicapp accessibility requirements:
(1) Entrances, hallways and spaces where services are provided and office space for employees shall be handicapped accessible.
(2) Facility shall have at least one handicapped accessible bathroom.
(3) Facility shall have designated handicapped parking space(s) based on the Americans with disabilities act accessibility guidelines.
(4) Facility shall have at least one drinking fountain that is handicapped accessible.
(5) Facility shall have at least one telephone that is handicapped accessible.
(6) Each residential driver intervention programs shall have at least one handicapped accessible shower facility. See hotel information – website link at [www.arcdwi.com](http://www.arcdwi.com)
***Demonstrated by: Inspection of Facilities and Handicap Assistance Policy***

(I)(1-2) **Policy:** Establish an Emergency Medical Plan and first aid supplies for on site.
(1) **Procedure:** All ARC-ip sites have a written emergency medical plan that includes (a*)* current emergency telephone numbers for fire, EMS, police and poison control. The emergency information is contained on the display form: ***Disaster and Emergency Medical Plan Display*** *(Attachment 8)*and posted during the DIP. (b) ) **Policy:** All ARC DIP locations will keep the first aid kit on the main table for the full DIP. **Procedure:** A first aid kit will be sent to each location for al DIPs, and placed on the main staff table for ease of access during programs.
(c) **Policy:** All ARC DIP locations will have instructions for medical emergencies including supervision of clients during the emergency. **Procedure:** The staff person in charge will initiate and organize all emergency procedures, should they be unable to do so, second staff person can take control of all emergency procedures. Should all ARC-ip staff be incapacitated hotel managers have agreed to assign hotel staff to oversee ARC-ip clients, use the emergency contact staff list on ARC-ip information board to contact another staff member and wait with clients until staff person arrives as well as follow emergency procedures as listed on ARC-Emergency Medical Plan Display. The staff person in charge will assign an individual to oversee all clients (except for the ill/injured person). Clients will either be escorted to a secure area and monitored by secondary staff or be moved back to their sleeping rooms following lockdown procedure. All clients who need to be transported due to illness, injury or death will be transported by the Fire Department/ or EMS Squad.
**Form: Emergency Medical Plan for Unresponsive, Ill or Injured client.**
(d) **Policy:** All ARC DIP locations will have instructions in case of illness of a client:
**Procedure:** In the event a client needs to be discharged early because of an illness or injury the emergency person will be contacted immediately; an Incident Report completed within 12 hours. The incident report will be be faxed to ARC fax and the Exec. Director or Services Supervisor notified. The referring court will be informed regarding the discharge the next business day. Should a death occur the proper authorities will be contacted, first call 911 for EMS and police.

(e) **Policy:** ARC-ip will document all unusual incidents and notifying families.
**Procedure:** In the event that a client’s family or needs to be contacted based on an unusual event, the staff person in charge will text and call the said family member and discuss the unusual situation. An Incident Report will completed within 12 hours describing the incident and delineating the steps taken, time-lines, persons contacted, and corrective action if applicable. Form: **Incident/ MUI Report.**

(2) **Policy:** A copy of the emergency medical plan shall be conspicuously posted at the program site during the operation of each driver intervention program.
**Procedure:** All ARC DIP locations will display both the ARC Disaster Plan and Medical Emergency Plan in a prominent, accessible place with first aid kit on main staff table. ***Staff Responsible:*** *Open Staff/ Site Director should verify display*

(I)(1-2) ***Demonstrated by Site Inspection of Facility during programming hours.
Display - Emergency Medical Plan (Attachment 8) & Disaster Evacuation Plan***

**(J)** (1) **Policy:** ARC-ip has established protocol for client records, record uniformity, and confidentiality. **(1)(a-d) Confidentiality of Client Records 42CFR part 2**(a) **Policy:** ARC-ip maintains that program staff, employees, contract employees, volunteers and student interns shall not convey to a person outside of the program that an individual attends or receives services from the driver intervention program, or disclose any information identifying a client as an alcohol or other drug services client unless the client consents in writing for the release of information; the disclosure is allowed by a court order; the disclosure is to entities with which the provider has entered into a qualified service organization agreement (QSOA) pursuant to 42 CFR part 2;or the disclosure is made to qualified personnel for a medical emergency, research, audit or program evaluation purposes.
**Procedure:** All program staff, employees, contract employees, volunteers will review and sign **Staff Form: Confidentiality Agreement** at time hired. Signing the form acknowledges they will abide by Confidentiality Standards.
**Policy:** The driver intervention program has the authority to deny services if a client refuses consent to the release of information.
**Procedure:** All program staff, employees, contract employees, volunteers will review client form ***Client Agreements,*** acknowledging that ARC has the authority to deny services if a client refuses consent to the release of information.(b) **Policy:** ARC will maintain a statement that the federal laws and regulations do not protect any threat to commit, any information about a crime committed by a client, either at the program or against any person who works for the driver intervention program.
**Procedure:** All program staff, employees, contract employees, volunteers will review client **Form: Confidentiality,** acknowledging that ARC program staff, employees, contract employees, volunteers will not protect any client in the situation of a client making threats to commit a crime or if staff have any information about a crime committed by a client, either at the program or against any person who works for the driver intervention program.
(c) **Policy:** ARC-ip will maintain a statement that the 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.
**Procedure: Form: Confiedntiality** acknowledging that ARC program staff, employees, contract employees, volunteers will maintain a statement that the 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.
***Demonstrated in personnel file with*** ARC Form **Confidentiality Agreement.**

(d) **Policy:** ARC-ip utilizes a procedure to ensure that there is uniformity regarding the maintenance of client records, their security, storage, destruction, and access.
**Procedure:**  Each disclosure made with the client's written consent will be consistent with 42 C.F.R., part 2, by including the following written statement: "This information has been disclosed to you from records protected by federal confidentiality rules. The federal rules prohibit you from making any further disclosure of this information unless further disclosure is expressly permitted by the written consent of the person to whom it pertains or as otherwise permitted by 42 C.F.R., part 2. A general authorization for the release of medical or other information is not sufficient for this purpose. The federal rules restrict any use of information to criminally investigate or prosecute any alcohol or drug abuse client."
***Demonstrated by Completion Reports, which include 42CFR, part 2 (see client file)*Procedure:**  **DIP Program Open protocol includes:**1. The confidentiality statement will be read out loud to clients at the beginning of all programs and all clients required to sign form ARC.F1Client Agreements and Rules Form at the beginning of their program, which is kept in their client file.
2. All clients will be required to sign a release of information to their referring courts upon admission to the program. Should the client refuse to sign the release, they will be asked to leave. All client files include release of information forms, which consents to a specific spectrum of information being released to a specific individual, agency, or organization as permitted by 42 C.F.R., part 2.
***Demonstrated in review of personnel files and client files***
**(J)1(**e, g, h) **Policy**
**(**e) ARC-ip will maintain a uniform procedure for accessing client records by clients, staff, and others;
(g) ARC-ip will maintain a procedure regarding the storage of client records that requires records be maintained in accordance with 42 C.F.R., part 2, confidentiality of alcohol and drug abuse client records; and
(h) ARC-ip will maintain client records for a minimum of six years after the client has been discharged from the program, then destroy the client records to maintain client confidentiality as required by state and federal law.
**(J)1(**e, g, h) **Procedure *ARC Administrative Protocol File Storage, Access, and Destruction:***1. All files will remain in a locked file in locked storage during active business and should program shutdown for the six year period required. At the six year mark the files will be shredded and disposed of.
2. Admin staff, Board of Directors, Site Directors, Site Attendants, and Site Counselors will have access to files for purposes of filing, signature verification and audit.
**(J)1(**e, g, h) **Procedure cont.**3. The keys to the locked storage unit and locked filing cabinets shall be held by the Exec Director and Administrative Assistant.
4. Client records are considered confidential, under State and Federal guidelines and law. As such no client information will be released by ARC-ip without a properly signed Release of Information. The Release of Information will state to whom the information is being disclosed and what information will be disclosed. Client information forms or Release of Information will be accomplished in accordance with Title 42 of the Code of Federal Regulations Part 2, Confidentiality of Alcohol and Drug Abuse Patient Records before releasing or disclosing information.

**(J)1**(f) **Policy:** ARC-ip will maintain a policy that identifies the components of client records and time-lines (TL)for completion of components (when applicable)
(2a-i) **Procedure:** A record shall be maintained for each client of a driver intervention program (DIP). Each record shall include, at a minimum, the following:
(a) Identification of client (name of client and/or client identification number).
(TL)***The client file*** *is created on the first night as client is registered on site.****The client file*** *has client last name, first name– file cover will have program date/ site.*(TL)***The Intake*** *is completed at the initial interview with the client on the 1st day of DIP.*(TL)***The client will add*** *the following documents to the file as the forms are read, reviewed, and signed by client throughout the initial open session on the1st day of DIP.*(b) Client fee agreement and (c) Consent for services (d) Documentation reflecting receipt of the schedule for the DIP being attended by the client.
(e) Documentation reflecting receipt of the DIP rules and/or expectations of clients.
(f) Documentation reflecting receipt of the program's policy on client rights that lists the client rights required by this rule.
(g) Documentation reflecting receipt of the program's client grievance procedure.
(h) Documentation reflecting receipt of a written summary of the federal laws and regulations that indicate the confidentiality of client records are protected as required by 42 CFR, part 2.
(2) (b-h)  Form: ***Demonstrated by*** ***ARC.F1Client Agreements, Rules, and Rights***(TL) ***Completed on the first night at the opening of the program (Thursday night).*
(i)**(TL)**Procedure:** The ***Intake report***is completed on the 1st day of the DIP; the Screening is on Friday or Saturday of the DIP and a 3rd interview is completed on Sunday as needed. ***Demonstrated Form: Intake / Screening***

 **(j) Policy:** ARC-ip will utilize at least two screening instruments that are administered to the client as well as a procedure for documentation of the results of both tests.
**Procedure:** The screening instruments will be given to the clients on the first day of the program. The client will be instructed to complete the tests and informed that their results will be explained during their screening interview. All testing is graded on the night of the program by night security and entered on the clients screening interview form.
***Forms for screening: MAST II & AUDIT, both are in client file***.
 **(k)** **Policy:** ARC-ip will maintain a policy regarding the documentation of entry of the screening instruments as well as informing the client of the results.
**Procedure:** All results will be reviewed with the client at the time of the screening interview by the interviewer. Data entry will enter the results into the master database when entering the client information from the intake/screening form.
**Overall Procedure:** The results of the screening intervieware written on ARC Screening Form by the interviewer;
Reviewed by site counselor and/or site director for accurate completion;
Reviewed by Services Superviser for accurate legal history;
Reviewed/ entered into the ARC DIP Access database by Site Admin or Serv. Supevisor;
Then merged into the ARC-ip DIP Completion Report template by the Exec. Director or Services Supervisor.
\*The client, interviewer, reviewer, & Serv. Supervisor sign the form as completed.
\*The Exec. Director and/or Services Supervisor sign the DIP Completion Report.***Demonstrated by client’s record review and review of database***
**(l)** **Policy**: ARC-ip will maintain a policy regarding the criteria and recommendation procedure for alcohol and/or drug assessments completed on site at the DIP.
**Procedure *The results of the interview*** are written on ARC Screening Form by the interviewer, then when reviewed by the Services Superviser the option of an on-site assessment will be evaluated. The assessment will follow the same procedure for review and data entry as the screenings.
Reviewed/ entered into the ARC DIP Access database by Site Admin or Serv. Supevisor;
Then merged into the ARC-ip DIP Completion Report template by the Exec. Director or Services Supervisor.
\*The interviewer, reviewer, & Serv. Supervisor sign the form as completed.
\*The Exec. Director and/or Services Supervisor sign the DIP Completion Report.

**(m)** **Policy**: ARC-ip will maintain a policy regarding the criteria and recommendation procedure for alcohol and/or drug assessments completed on site at the DIP.
**Procedure** ***ARC-ip Assessment Protocol:***ARC-ip Assessment Form will be utilized for assessments (if assessment is completed).
The ARC-ip database will note if ARC did the an assessment with “ARC Assess”;
The ARC-ip DIP completion report will summarize the assessment if one was completed.***Time-line:*** Assessments are completed on Saturday or Sunday if an assessment is done.
***Assessment Criteria*** *-* Assessments are only done on clients at the DIP under the following conditions:
***The client is a low risk client with one high risk trait.
(****For example: A 25 yo female, no prior substance use associated offenses, low psychometrics, but has a BAC of .192 (high tier) can request an on-site assessment.****)
Other Assessment Criteria:*** Two substance use associated offenses in 6-10 years;
Three substance use associated offenses in 15 years; BAC between 0.166- 0.21; Marijuana use in the past six months consistently with verbalization of stopping use with offense (PO must be doing drug screens on clients);
Underage substance use;
One high test score;
Court request;
Client request because of associated agency requirement.
***Cost of on-site assessment:*** The cost is $60.00 per assessment. (If the assessment finds that the client needs treatment, the client is reimbursed the cost and referred to an agency that offers assessments and treatment) ***The assessment process:*** The client will initially complete the Western Personality Survey (WPS), then if those scores indicate a low risk individual (under 50% probability of being alcoholic and under 50% personality traits like known alcoholics), a qualified ARC staff person will complete the interview employing the ARC Assessment Form.
If there are excessive driving offenses present, the counselor can elect to have the individual complete the DRI 2 (Driver’s Risk Inventory 2) to aid in the identification of the best recommendation for the client.
***The assessment form will utilize the following guidelines:*** A driver intervention program may conduct client assessments. Assessments shall be conducted in accordance with rules set forth by the OhioMHAS.
 ***Demonstrrated by Form: ARC-ip Assessment Form***

**(J)2(n-s)**
**Policy:** The clients file will include any recommendations made to a court or other organization; screening report, completion report, date of each group session, length of each group session, topic and content of each group session, clients feedback during each group session, disclosure of client information forms and release of information forms, counselor notes, client contact information, and any other document that was utilized with a particular client at the DIP.  **Procedure:**  The following documentation is in the client file:
(n) Any recommendations made to court or other organization.
*ARC-ip Screening & Completion Report*
(o) Date of each group session provided. *ARC-ip Group Forms 1-6*
(p) Length of each group session provided. *ARC-ip Group Forms 1-6*
(q) Topic/content of each group session provided. *ARC-ip Group Forms 1-6*
(r) Client's feedback during each group session. *ARC-ip Group Forms 1-6*
(s) Disclosure of client information forms, when applicable. *ARC-ip General ROI* ***Demonstrated in client record by the completion of the following forms:*** *ARC Group Forms 1-6, Counselor Notes, Release of Information, ARC-ip Screening/ Intake & ARC-ip DIP Completion Report.* **(J)3(a-i)** **Policy:** ARC will maintain a policy that identifies the components of client release of information as required by 42 C.F.R. part 2.
**Procedure:** ARC-Ip General Release of Information & Emergency Release include:(a) Name of program making the disclosure.
(b) Name or title of the individual or the name of the organization to which the disclosure is to be made.
(c) Name of the client.
(d) Purpose of the disclosure.
(e) Type and amount of information to be disclosed.
(f) Original signature of the client or person authorized to give consent.
(g) Date client or other authorized person signed the form.
(h) Statement that the consent is subject to revocation at any time except to the extent the program or person who is to make the disclosure has already acted in reliance on it.
(i) The date, event, or condition upon which the consent will expire, unless revoked before that specified time.
***Demonstrated by Form: ARC-Ip General ROI & Client’s Records Review*

(J)4(a-h)** **Policy & Procedure:** ARC-ip client records include a program completion report which has the following documentation:
(a) Results and recommendations of the screening.
(b) Any recommendations for alcohol and/or drug assessment.
(c) Any recommendations made to a court or other organization.
(d) Number of hours of driver intervention programming the client attended.
(e) Any referrals made to alcohol and drug addiction treatment programs and any referrals made to other organizations.
(f) Date, signature, and credentials of the program director, services supervisor or program staff of the driver intervention program who makes the recommendation.
(g) Summary of client's participation.
(h) Disclosure of client information form that is prepared in accordance with 42 CFR, part 2, confidentiality of alcohol and drug abuse patient records, for information released to courts, organizations and/or individuals and for management information reports to the Ohio department of alcohol and drug addiction services.
A copy of the report shall be sent to the court or organization that referred the client to the driver intervention program. ***Demonstrated in client record - DIP Completion Report*
(J)(5) Policy:** ARC-ip will maintains a method for tracking clients for a reasonable time following program completion. (in accordance with 42 CFR, part 2, confidentiality of alcohol and drug abuse patient records) **Procedures:** ARC-ip will utilize Microsoft Access as the main database. All clients will be entered into the database and remain there unless they contact us to be removed.
Removal, if a client who did not attend our program because they attended another program, calls and requests removal, we will do that immediately.
**Procedure for Client Removal:** If a client attends the program, then that person cannot be removed but can be placed in a dormat database for the year they attended. Generally, 99.9% of clients will remain in DIP database for the duration of ARC-ip and until the company is sold, then the next owner will have access to the client information from the beginning of the company in 1991. After completion of the program and all indigident billing is done, annualy all personal information such as social security numbers are be deleted if they are no longer needed.
**Procedure for Client information** ARC has general information on clients obtained by court referral form, client, legal search, and program participation. The client information includes: name, address, phone, date of birth, email, driver’s license, pulled over for, substance use, alcohol use, BAC, offense, prior offenses, race, age, social security if needed, court, judge, PO, attorney (attorney release, if signed), Remedial Driving course certificate number, points on license, special needs, specifics of attendance, program type, results of test scores, significant history regarding treatment, significant medications, participation, memo for unusual issues and recommendations. All client information is kept in the ARC-ip Access DIP database.  **(J)(5) cont. Procedure for Duplicate Completion** reports, receipts, or certificates for an agency other than referring court/ attorney.
Should a client:
Request a copy of their **Completion Receipt** of attendance, it can be mailed/ emailed to the address of record kept in the database once the client has sent ARC a written request which includes the current date, the request, how they would like to receive it and their signature. The client can text an image of this request from their phone if the number is the same number that we have on record. There is a $25 - $100 fee for duplicate receipts for agencies not originally associated with the completion of the DIP per ARC Form 1 Client Agreements.

Request a copy of their **Confidential Report** it can be mailed/ emailed to the address of record (in the database) once the client has sent ARC a written request which includes the date of request, the request, how they would like to receive it and their signature. The client can text an image of this request from their phone if the number is the same number that we have on record. There is a $25 - $100 fee for duplicate receipts for agencies not originally associated with the completion of the DIP per ARC Form 1 Client Agreements.

Request a copy of their **Remedial Certificate,** which has to be mailed to the address of record (in the database) once the client has sent ARC a written request which includes the date, the request, how they would like to receive it and their signature. The client can text an image of this request from their phone if the number is the same number that we have on record. There is a $25 fee for duplicate certificates per contract.

(6)**Policy:** ARC-ip maintains electronic client records. **Procedure:** The records are kept on a red exteral hard drive that is kept locked and follow 42 CFR part 2. Also, client reports are kept in the dropbox virtual office for access by staff as needed. Any client record kept as a digitial file can be accessed with the proper password, then secondary code. Once accessed the record is downloaded as a PDF, then the record can be printed and/ or emailed as needed. ARC-ip is able to produce hard copies of client records upon legally valid requests. Staff and client signatures can be compared by reviewing the digital documents and comparing to the current release of information that is being utilized. Staff signatures are on record in their personnel file and can be compared as needed to any digital or paper document.

(7)**Policy & Procedure:** If ARC-ip discontinues operations or is taken over or acquired by another entity, it shall comply with 42 C.F.R., part 2, subsection 2.19 which governs the disposition of records by discontinued programs.

(K) (1) **Policy** ARC-ip will complete an intake report for each client at the beginning of the first day of the driver intervention program.
**Procedure:** All ARC-ip Intake reports are completed the first day of the program and will have the following documentation:
(a) Client identification number and name;
(b) Prescription and over-the-counter drugs being taken by the client;
(c) Type and amount of any medications brought to the program;
(d) Special dietary requirements;
(e) Known allergies, including but not limited to food and drug reactions;
(f) Pregnancy status of women;
(g) Special needs of clients;
(h) Name, address, and telephone number of a person who is to be contacted in the event of an emergency.

(K) (2) **Policy:** ARC-ip will search and inspect all baggage and materials brought to the driver intervention program to ascertain that the luggage does not contain contraband, which includes, at a minimum, illegal drugs, alcohol, or firearms.
**Procedure:** ARC-ip will night security will search and inspect all purses, back packs, jackets, socks, grocery bags, baggage and materials by completing the following process:
1. Staff will watch client take all items out of all bags, then look through the emptied bag;
2. Unzipping all pockets of all bags;
3. Client should remove all coats for inspection;
4. Client should pull up trousers so inspector can insure no weapons or drugs are hidden;
5. Client should take off shoes so they can be inspected for problem items.
**Policy & Procedure:** ARC-ip will document the baggage search on the Intake Report the first day of the DIP. and materials brought to the driver intervention program to ascertain that the luggage does not contain contraband, which includes, at a minimum, illegal drugs, alcohol, or firearms.

(K) (3) **Policy & Procedure:** ARC- ip staff shall complete theintake report with the client on the first night of the program, signing and dating the intake upon completion.

(L) **Policy:** ARC-ip will complete a screening (1. Screening means a preliminary gathering and sorting of information used to determine whether a comprehensive assessment is appropriate) on all clients attending the DIP.
**Procedure:** ARC-ip staff will complete a screening interview with all clients at the DIP on the first night of the program. The screening will will include (2) at least two screening instruments (MAST II and (AUDIT). The results shall be recorded in the client's record on the screening form, then entered into the ARC-ip DIP database by site administration and checked by the Services Supervisor. Additional screening tools may be used including the Western Personality Inventory (WPI), Driver’s Risk Inventory 2 (DRI 2) if the informatin from the MAST II or AUDIT are contradictory or problematic in some fashion (the scores are opposite or the questions answered inconsistently). The Services Supervisor reviews all screening tool data and establishes if additional screening tools need to be utilized. All (3) Screening interviews include the following:
(a) Client identification.
(b) Presenting problem and/or precipitating factors leading to the need for screening.
(c) Past and present use of alcohol and other drugs.
(d) History of treatment for alcohol and other drug abuse.
(e) Medical problems.
(f) Legal history.
(g) Recommendations for referral, if applicable, for a comprehensive assessment to determine the presense of a substance abuse problem and need for treatment.
(h) Date, signature, and credentials of program staff who completed the screening.

(M)(1)-(3) **Policy:** ARC-ip maintains the standard that all referrals for assessment require a completed release of information to the agency of choice, which is obtained prior to contacting said agency on behalf of the client and the client’s continuity of care.
**Procedure:** (M)(1) ARC-ip staff relay to clients are told the results of their interview. The results include the following options:
1. No Further Recommendations
2. Further Recommendations – Further Assessment (client is then given a list of providers). If the client is being recommended for further assessment and/or treatment the client will be notified of this recommendation during their 2nd or 3rd interview.
a. The counselor completing the interview will identify treatment facility choices to the client, allowing them to pick one for their evaluation from a list of treatment providers;
b. Complete a Release of Information to that particular treatment facility (ARC.Form General Release), allowing ARC-IP to release the DIP Completion;
c. Give client clear instructions on how to contact the facility by the use of a referral card.
3. Continue with current treatment – (If client is currently in Substance Abuse Treatment)
4. Impairment medications are present, recommend the client back to their physician to consider a referral for the Comprehensive Driver’s Program.

(M)(2). **Policy:** All assessments completed at ARC-ip will follow specific criteria. **Procedure:** Any staff recommending a client for further assessment will make this recommendation based on the following criteria and inform the client of said information:
a. Observation of the client during screening, educational segments, small group and/or
 any substance abuse session;
b. Legal history including impairment test results and other associated offenses
c. Identify to client the basis for the recommendation per cited areas of concern on the
 client’s Screening / Discharge Form including but not limited to recognition of client
 age (if underage), impairment results (BAC over .177) or illicit drug use, legal history
 (of 2 or more offenses in the past 7-10 years or multiple offenses), significant use
 history, results of two psychometric test scores (screening instruments), or counselor
 reporting concern based on documented behaviors associated with substance abuse.

(M)(3). **Policy:** ARC-ip will submit a copy of the client completion report to the court or organization that referred the client to the driver intervention program, as requested by the referral source.
**Procedure:** ARC-ip will submit a copy of the client completion report by the following method: The DIP program completion reports are faxed or emailed to the referring court or agency with in 48 hour of program completion. If there are multiple clients from a particular court, the court will also receive an attendance list that includes client name, program date, case number, and program attendance. All referring judges and probation officers receive a copy of ARC-ip DIP Completion Report that includes a summary of the client’s psychometric test scores, substance use history, recent past and current substance use pattern, legal history, pertinent medications and driving, behavior at program, counselor concerns or any areas of concern as seen by ARC-ip staff that may be pertinent information for the referring court. ARC-ip will also forward a copy of Court Report to referring attorney as requested by clients (the client will need to provide attorney contact information and add the attorney to their release of information form.)
(N) **Policy & Procedure:** ARC-ip will conduct client assessments in accordance with rules set forth by the Ohio department of mental health and addiction services.
***Demonstrated in ARC-ip Instructional Manual***

(O) **Policy & Procedure:** ARC-ip will serve meals as part of the daily scheduled activities and shall operate its dietary services in accordance with laws, regulations, or ordinances of the Ohio board of dietetics, Ohio department of health and/or local health department. ***Demonstrated in with Menu and Hotel/Motel Food Service License***

(P) **Policy:** (1) Pharmaceutical services - ARC-ip will assist clients with their medications but staff will not dispense and/or administering medications.
(2) ) ARC-ip will assist clients who take prescription medications and/or over-the-counter medications to "self-medicate" at the DIP under the following self-medicating conditions:
(a) The client is prohibited from having prescription medication in their possession at the program site or while involved in program activities off site, unless required by a physician for medical necessity.
(b) ARC-ip will utilize procedures for obtaining and accounting for controlled substances from clients at the time of admission to or upon entering the program and return of same, as appropriate, at the time of discharge/departure.
**Procedures:** (P2 b-e) (b) Procedures for obtaining and accounting for controlled substances from clients at the time of admission to or upon entering the program and return of same, as appropriate, at the time of discharge/departure; (c) for storing medications in a locked cabinet. (d) for reporting theft or loss of over the-counter medications or prescription medication; (e) for self-medication.
**Procedure:** All medicines brought to the ARC-ip Program should be in their prescribed bottle and will be reviewed, counted, then placed in a (c) lockable box monitored by primary staff at all times throughout the program. Asthma inhalers should be given to client. At the time the medicine is taken from the client in the presence of the client, the type of medication, the amount and the dosage will be notated on the ARC **Medication Form**. The Medication Form identifies each prescription, the total amount in bottle, the prescribe dosage, and the signature of persons taking meds in, a client may have multiple forms if they are bringing multiple medications into the program.
(d) If a clients medication, be it over-the-counter or prescription, is lost or stolen. A review of count on Medication Form will be reviewed to insure there are no errors. If the medicine is missing, the staff who had the lock box as their responsibility will be asked to identity any breach of their presence with box and complete an incident form to identify their role, if any in the time the medicine may have been taken from the lock box. Once established that the medicine is missing and there exists a breach in security of the medicine lock box, the police will be called and a police report filed concerning the theft.
If it is identified that another client may have gained access to the lock box, that client is to be searched as well as their sleeping room and their materials.
(e) Self-Medication: at clients’ request throughout the program they will approach desk staff, request their medicine, being given the bottle requested, staff will review amount taken from container, notate on medicine form, notate amount left in bottle, then initial, identify the time & date meds taken whenever client self-medicates. Then meds will be returned to lock box. (b) Return of Medication: staff and client will review type and amount of medications returned, then staff and client are required to sign, completing the form.
(3) **Policy & Procedure:** ARC-ip will not deny services to a client soley on their use of prescribed psychotropic medication.

**(Q) Policy & Procedure: Non-residential programs**(1) All ARC-ip non-residential programs consist of at least 13 hours of A&D programming that includes: (per Program Schedule)
(a) One hour of screening and individual contact;
(b) Eight hours of client education on A&D abuse/ addiction including traffic safety education;
(c) Four hours of small group; Small Group Log and notes; Program Schedule.
(2) All ARC-ip non-residential clients will not attend more than 8 hours of alcohol and drug abuse & addiction including traffic safety education in one day.
(3) All ARC-ip non-residential clients will be administered at least two screening instruments.
(4) All ARC-ip non-residential clients will be receive a screening interview including a discussion on the screening findings, recommendations and referrals made to a referring court or other organization.
(5) All ARC-ip non-residential clients will have prepared a completion report that will be sent to the referring agency. Also, all non-residential clients shall receive a receipt, which includes attendance and course information.
(6) All ARC-ip non-residential clients will attend more small group sessions to include: (a) A small group discussion session that does not exceed a staff to client ratio of 1-15.
(b) A small group discussion session where the total number of clients in a group session do not exceed fifteen, regardless of the number of staff.
(7) All ARC-ip non-residential clients will attend their non-residentional program that is operated within a residential driver intervention program; thus. its programmatic content is the same as that of the residential driver intervention program, and includes the mid-day and evening meals.
(8) All ARC-ip non-residential DIPs operate for more than five hours a day; thus, the program serves both mid-day and evening meals that last at least thirty minutes. The meals are included in the program's schedule that is available to clients upon request. Time for meals may not supplant any of the minimum thirteen-hour alcohol and drug programming.
(9) All ARC-ip non-residential DIPs have at least one staff member who is on-site and actively supervising and/or monitoring clients at all times during the program.
***Demonstrated by staff schedule, client file notes, and hotel cameras***

(R)  **Policy & Procedure: 48 hour residential driver intervention programs**(1) All ARC-ip 48 hour residential DIPs consist of at least 16 hours of alcohol and drug addiction programming including, a minimum of the following:
(a) One hour of screening and individual contact; (b) Ten hours of client education on alcohol and drug abuse and addiction including traffic safety education; (c) Five hours of small group discussion sessions.
(2) All ARC-ip 48 hour program clients are administered at least 2 screening instruments.
(3)  All ARC-ip 48 hour program clients will have screening interviews to discuss screening findings, recommendations, and referrals made to referring court /organization.
(4) All ARC-ip 48 hour program clients will have a completion report, electronic& paper.
(5) ARC-ip small group discussion: (a) will not exceed a staff to client ratio of 1:15; (b) and regardless of the total number of clients in a small group discussion session, shall not exceed fifteen, regardless of the number of staff.
(6) All ARC-ip 48 hour residential DIPs have at least one staff member who is on-site and actively supervising and/or monitoring clients at all times during the program.
***Demonstrated by staff schedule, client file notes, and hotel cameras***

(S) **Policy & Procedure: 72 hour residential driver intervention programs**(1) All ARC-ip 72 hour residential DIPs consist of at least 21 hours of alcohol and drug addiction programming that includes, at a minimum, the following:
(a) One hour of screening and individual contact; (b) Fifteen hours of client education on alcohol and drug abuse and addiction including traffic safety education; (c) Five hours of small group discussion sessions.
(2) All ARC-ip 72 hour program clients are administered at least 2 screening tools. (3) All ARC-ip 72 hour program clients will have screening interviews to discuss screening findings, recommendations, and referrals made to referring court/ organization.
(4) All ARC-ip 72 hour program clients will have a completion report electronic & paper.
(5) ARC-ip small group discussions:
 (a) will not exceed a staff to client ratio of one to fifteen; (b) and regardless of the total
 number of clients in a small group discussion session, shall not exceed fifteen,
 regardless of the number of staff.
(6) All 72 hour clients receive at least a 30 minute break for all meals. Reflected in
 Program Schedule.
(7)  All ARC-ip 72 hour clients have at least one staff member who is on-site and actively supervising and/or monitoring clients at all times during the program.
***Demonstrated by staff schedule, client file notes, and hotel cameras***

(T) **Policy & Procedure:** ARC-ip has aneducational curriculum (Lecture Manual/ FLI Manual) that includes, at a minimum, the following:
(1) Traffic safety education as it relates to alcohol and drug use.
(2) Client education on alcohol and drug abuse and addiction.
(3) Small group discussion topics.
***Demonstrated by: Client Schedule, Lecture Manuals, and Client file documentation.***(U) **Policy & Procedure:** ARC-ip has aneducational curriculum (Lecture Manual/ FLI Manual) that includes, at a minimum, the following:
(1) Time table for conducting the program.
(2) Instructional outline for each topic/module.
(3) Method of instruction, including audio/visual aids.
***Demonstrated by: Client Schedule, Lecture Manuals, and Client file documentation.***
(V) **Policy & Procedure:** ARC-ip has program schedules that can be given to clients upon request. ***Demonstrated by: Client Schedule in copy cases***
(W) **Policy & Procedure -**Traffic safety education (1) ARC-ip has programming that includes traffic safety components as well as elements of the Criminal Justice System and relevant laws to include the following:
 (a) Blood alcohol content (BAC), drugs and impairment;
 (b) Levels of license suspension and revocation;
 (c) Fines and levels of incarceration;
(2) The driving task and the specific psychomotor skills required.
(3) The physiological and psychological effects of alcohol and other drugs on driving performance.
(4) All ARC-ip Traffic safety education sessions will not exceed an instructor to client ratio of 1:48. ***Demonstrated by: Staff schedules, Client Schedule, and Lecture Manuals***

(X) **Policy & Procedure:** ARC-ip has programming components that cover education on the use and misuse of alcohol and drug use and addiction:
(1) ARC-ip has programming components that cover client education on alcohol and drug abuse and addiction shall including the following:
(a) Physical and psychological aspects of the use of alcohol and other drugs; (b) Combining the use of alcohol with other drugs; (c) Social consequences of the use of alcohol and other drugs; (d) Signs and symptoms of abuse and dependence of alcohol and other drugs; (e) Dysfunctional behavior resulting from the use of alcohol and other drugs;
(f) Progressive nature of alcohol and drug abuse and dependence; (g) Abstinence as a life-style and self-help programs such as alcoholics anonymous and narcotics anonymous; (h) Treatment alternatives and local resources.

(2) ARC-ip has programming components do not include the following:
(a) Individual and/or group counseling; (b) Self-help study sessions; (c) Anger management and stress reduction therapies.
***Demonstrated by: Staff schedules, Client Schedule, and Lecture Manuals***

(3) ARC-ip has programming staffing for client education group sessions on alcohol and drug abuse and addiction shall not exceed an instructor to client ratio of one to forty eight.

(Y) **Policy & Procedure:** ARC-ip establishes the following policy regarding indigent clients:
(1) ARC-ip receives funds that originate and/or pass through the OhioMHAS; thus clients who qualify will be assisted with utilizing indigent funding when available. No clients will be denied services because they are indigent as long as public funds are available to cover (or assist in the cost) the cost of the program.
(2) Indigent individuals are persons who have in their possession at the beginning of a driver intervention program a document which indicates the client is a recipient of public assistance, including, but not limited to, supplemental security income, social security disability income, medicaid, temporary assistance for needy families or other category of assistance as defined by the Ohio department of mental health and addiction services.
(3) All ARC -ip client records of indigent clients will contain a photocopy of the documentation that was used to verify indigent status.