



Intensive Outpatient Treatment Program

CLIENT HANDBOOK



Recovery – a process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential.

~from SAMHSA's 10 Guiding Principles of Recovery

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Welcome to First Step Recovery Centers!

Our Mission

To facilitate and provide a person-centered continuum of recovery for those dealing with addiction and mental health issues (co-occurring disorders).

Welcome to First Step Recovery Centers! (FSRC) We are happy that you reached out to us for help. Asking for help is a big step towards a positive future. At First Step Recovery Centers, we take your recovery very seriously. Our staff has decades of experience helping those substance use disorders (SUD) as well as co-occurring mental health disorders. Our programs are person-centered around your recovery needs.

Intensive Outpatient Treatment (IOP) is a group therapy program in which your counselor leads the therapy sessions and each participant can share their experiences. The sessions are thoughtful, well-planned, educational, as well as intensive, targeted towards helping you process through feelings and issues standing in the way of your sobriety. The group setting enables you to hear others' experiences and they yours. Often, we can help ourselves a great deal by helping those around us. We also offer **Medication Assisted Treatment (MAT)** for those individuals suffering from opioid use disorders (OUD) and who qualify for this program. MAT is the use of certain medications such as Suboxone or Vivitrol, in conjunction with counseling and behavior therapies for the treatment of OUD.

Office Location:

First Step Recovery Centers
1950 Madison Avenue
Memphis, TN 38104
Telephone: 901-522-1002; Fax Number: 901-522-1004
www.firststeprecoverycenters.org; info@firststeprecovery.org

If you are experiencing an emergency, please contact your local emergency room or call 911. If it is a non-emergency, please leave a voicemail message and we will return your call during work hours.

Please note: if you contact our office during normal office hours (M-F, 9 am to 5pm) and you are repeatedly unable to reach us, please check our website (www.firststeprecoverycenters.org) for announcements related to closings due to inclement weather, natural disasters or other emergency situations.

You can also check for announcements on the TN Recover App, which you can download from the iOS App store, or Google Play.

Treatment Philosophy

You may be here voluntarily, or, perhaps, someone is encouraging you to come. You may also be required to be in treatment through probation or parole. In any case, you are here because your life has been impacted by alcohol and/or drugs.

We believe everyone who comes to FSRC is unique. Your concerns are different than the concerns of other people. Therefore, the services you receive at FSRC will be designed to meet your particular needs. Our goal is to provide individualized, quality care.

Not all people who come to FSRC use alcohol or drugs in the same way. Some people are experiencing problems for the first time. Other people are experiencing more serious problems that are affecting all aspects of their lives. Together, we will look at the role alcohol or drugs play in your life. Depending on the extent of your problems, we may suggest a variety of treatment strategies designed to help you resolve your problems.

If we do not have the services you need, we will refer you to another treatment center or community resource.

Treatment Services Offered

Assessments

Assessments are designed to evaluate a client's needs and are required in order to access treatment services. Our assessments are scheduled when you call in and are typically completed over the phone.

Intensive Outpatient Services (IOP)

Intensive outpatient treatment is self-paced, and clients participate for varying lengths of time based on assessment recommendations, individual needs, and progress. Progress depends on you and your active participation in the requirements of the program.

Medication Assisted Treatment (MAT)

MAT services are for individuals with opioid use disorders (OUD). If you qualify for this program, you will be referred to a local medical provider for prescription medications such as Suboxone or Vivitrol. The medications are used in conjunction with intensive outpatient group therapy for the treatment of opioid addiction.

Case Management

Case management services are provided by your counselor or a case manager and are designed to offer assist you with identifying and accessing community resources. Case management can help with referrals and linkages to community resources, such as medical care, mental health treatment and employment services. Case managers provide one-on-one contact and offer support as you rebuild your life during treatment.

Peer Recovery Services

Peer recovery support services provide education, coaching, and encouragement for individuals in recovery. Services are provided by peers with lived recovery experience and specialized training. Peer support services can be provided individually or in groups.

Becoming a Client

Whether you have been referred to FSRC by another person or agency or you found us on the internet, we will work with you to get you the answers you need about your available treatment options. We will ask you a few questions about your particular needs before setting up an assessment appointment.

Assessments are typically over the telephone and are scheduled for 90 minutes. During the assessment appointment, your intake coordinator will inquire about:

- Medical history and current medications
- Psychological history
- Motivation for seeking treatment
- Substance use and substance use treatment histories
- Family history of substance use and mental health diagnoses
- Social and economic histories
- Education level and employment status
- Legal history
- Medical Assisted Treatment (MAT) preferences if applicable

If recommended for treatment, you will partner with your counselor to identify specific goals for your treatment. Together you will develop an individualized treatment plan as well as transition and discharge criteria.

Qualifications for Treatment Funding

First Step provides IOP and MAT treatment and recovery services that are fully funded by the State of Tennessee Department of Mental Health and Substance Abuse Services (TDMHSAS). To qualify for these funds, you must meet the following criteria:

- 1) You must have a drug and/or alcohol dependency, with or without a co-occurring mental health disorder.
- 2) You must be free from any severe medical and/or psychiatric problems that would interfere with treatment.
- 3) You must have no other financial means of obtaining the services available through this program (i.e., no health insurance, or in some cases a deductible or copayment you are financially unable to meet).
- 4) You cannot be enrolled in Tennessee's Medicaid program, TennCare; have depleted your TennCare or other third-party alcohol and drug abuse treatment benefits limits, and insurance benefits have been exhausted for such services, or you do not have other third-party alcohol and drug abuse treatment benefits that will cover such services.
- 5) You must be a resident of the State of Tennessee, 18 years of age or older
- 6) For MAT services, you must meet the above criteria, and have a history of opioid use.
- 7) You must meet the 138% federal poverty guidelines as set by the US Department of Health & Human Services.
- 8) Note that should there be a waiting list for admission, priority admission will be given in this order: 1) pregnant women who are IV users, 2) pregnant women, 3) IV drug users, 4) medically monitored crisis detox admissions, and 5) board of probation and parole referrals.



Consent for Treatment and Admission/Exclusion Criteria

Consent to Treatment

All clients must provide a consent to treatment upon admission.

“I am seeking outpatient services at First Step Recovery Centers. I understand that I have rights and responsibilities regarding my participation in treatment, including the right to discontinue therapy. I am strongly encouraged to discuss my treatment plan and status in treatment with my counselor. Counselors will also discuss alternatives, procedures, qualifications, and drawbacks to therapy. With my signature, I acknowledge that I have read, understand, and agree to everything in the handbook. I also acknowledge that I have been given the option of a copy of HIPPA/Private Practices implemented here at FSRC.”

Admission

FSRC serves a diverse group of clients, and prospective clients do not need to belong to any specific group or have special status to be admitted for treatment. Clients may refer themselves for treatment or have a traditional referral. Our admission criteria are broad. You must agree to:

- Comply with treatment recommendations
- Submit to random drug screenings throughout services
- Meet all expectations and rules of the facility and group sessions

Exclusion Criteria

All persons applying for admission will be individually assessed by the intake coordinator upon admission. If during the assessment process, the staff member determines that a higher level of care than IOP is recommended, you will be referred to an appropriate service, agency, or provider, with the option to re-apply to the program when IOP treatment is appropriate.

Transition and Discharge Criteria

Transition planning is the process of helping to develop a plan for what comes next after IOP treatment. Transition planning will start at the beginning of treatment and be considered throughout your treatment program. This process will ensure you have a transition plan in place when you complete treatment. You will also be discussing discharge with your counselor at the beginning of services, so you are prepared when the time comes for an actual discharge. As your treatment plan goals near completion, you and your clinician may develop a plan for you to follow once you are no longer a client. Sometime during your treatment experience, you will develop a personal plan which will assist you along the journey. Transition and discharge criteria vary from person to person and is based on each client's needs.

TN Recover App

The Tennessee Department of Mental Health and Substance Abuse Services is proud to offer the TN Recover app. It is available for download for free in the Apple App store for iOS devices or in the Google Play Store for Android devices. Links here: (<https://tn.caredfor.com/>). This app is designed for people in recovery from substance use disorder or for people looking to get more information on preventing addiction. First Step Recovery's staff utilizes the app as an additional resource for our clients and this is one more way to connect both with our staff and others in your community who are also in recovery. You will receive an invitation to join our First Step Group on the app within a few days of your intake assessment. We encourage you to download this app and make using it a part of your recovery plan.

More information can be found on their website: <https://www.tn.gov/behavioral-health/substance-abuse-services/prevention/tn-recover-app.html>

Confidentiality & HIPAA Rights

When you come to FSRC, two Federal laws protect information regarding your health care. Those federal laws allow you the right to consent or refuse-to-consent to the disclosure of confidential and private information. The staff at FSRC will honor those laws.

NOTICE OF PRIVACY PRACTICES

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

General Information

Information regarding your health care, including payment for health care, is protected by two Federal laws: **The Health Insurance Portability and Accountability Act of 1996** ("HIPAA"), 42 U.S.C. § 1320d *et seq.*, 45 C.F.R. Parts 160 and 164, and the **Confidentiality Law, 42 U.S.C. § 290dd-2, 42 C.F.R. Part 2**. Under these laws, First Step Recovery Centers (FSRC) may not say to a person outside FSRC that you attend the program, nor may FSRC disclose any information identifying you as a client receiving alcohol or drug treatment, or disclose any other protected information except as permitted by federal law.

FSRC must obtain your written consent before it can disclose information about you. For example, FSRC must obtain your written consent before it can disclose your information to your personal health provider about services received. FSRC is also required to obtain your written consent before it can use any information about you for marketing purposes. FSRC must obtain your written consent before disclosing any of your therapy records. Generally, you must also sign a written consent before FSRC can share information for treatment purposes. However, federal law permits FSRC to disclose information without your written permission under the following circumstances:

1. Pursuant to an agreement with a qualified service organization/business associate;
2. For research, audit or evaluations;
3. To report a crime committed on FSRC's premises or against FSRC personnel;
4. To medical personnel in a medical emergency;
5. To appropriate authorities to report suspected child and dependent adult abuse or neglect;
6. As allowed by a court order.

For example, FSRC can disclose information without your consent to obtain legal or financial services, or to another medical facility to provide health care to you, as long as there is a qualified service organization/business associate agreement in place.

Before FSRC can use or disclose any information about your health in a manner which is not described above, it must first obtain your specific written consent allowing it to make the disclosure. Any such written consent may be revoked by you in writing.

Under HIPAA, you have the right to request restrictions on certain uses and disclosures of your health information. FSRC is only required to agree to your request if you request a restriction on disclosures to your health plan health care operations purposes. FSRC is not required to agree to any restrictions you request, but if it does agree then it is bound by that agreement and may not use or disclose any information which you have restricted except as necessary in a medical emergency.

You have the right to request that we communicate with you by alternative means. FSRC will accommodate such requests that are reasonable and will not request an explanation from you. Under HIPAA, you also have the right to inspect and copy your own health information and for records maintained electronically you have the right to an electronic copy of your records maintained by FSRC, except to the extent that the information contains therapy notes or information compiled for use in a civil, criminal, or administrative proceeding or in other limited circumstances.

Under HIPAA you also have the right, with some exceptions, to amend health care information maintained in FSRC's records, and to request and receive an accounting of disclosures of your health-related information made by FSRC. (You will be emailed a copy of the HIPPA information in more detail).

First Step Recovery Center's Duties

FSRC is required by law to maintain the privacy of your protected health information and to provide you with notice of its legal duties and privacy practices with respect to your protected health information and to notify affected individuals following a breach of unsecured protected health information. FSRC is required by law to abide by the terms of this notice. FSRC reserves the right to revise or amend this notice. FSRC reserves the right to change the terms of this notice and to make new notice provisions effective for all protected health information it maintains.

Complaints and Reporting Violations

You may file a complaint with FSRC if you are concerned that your privacy rights may have been violated or you disagree with a decision we made about access to your records. You may contact our Executive Director at 901-522-1002. You may also report any complaints with the Secretary of the United States Department of Health and Human Services.

You will not be retaliated against for filing such a complaint.

Violation of the Confidentiality Law by a program is a crime. Suspected violations of the Confidentiality Law may be reported to the United States Attorney in the district where the violation occurs.

Contact

For further information, contact the Director of Operations at 901-522-1002.



Grievance Procedures

If you wish to file a complaint about the treatment services you received at FSRC ,you will continue to be treated with respect and will not be retaliated against, nor have it be a barrier to your services. Please follow this procedure:

1. Discuss your complaint with the FSRC employee.
2. If you have done this and the complaint is not resolved, make a formal complaint in writing (which is a complaint against a FSRC employee, another FSRC client, or about the FSRC environment) requesting to speak with the supervisor of the employee. Once the request is made the supervisor will speak with you within 3 working days of receiving the written request, unless your schedule does not permit it. If the supervisor is not available another supervisor will speak with you. Complaint forms are available at your request.
3. If you still feel your complaint has not been addressed, put your complaint in writing and direct it to the Clinical Director of FSRC; within 5 days of receiving your written request, the Clinical Director will investigate the incident, speak with you about the complaint, follow up in writing at the conclusion of the investigation, and send you a written response.



Client Rights

Every client has the right to be treated with dignity and respect. FSRC will provide services to anyone regardless of their culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status, physical or mental disability, political belief, and language.

As a person being served at FSRC, you have the following rights:

- Freedom from abuse (physical, sexual, and psychological), financial exploitation, retaliation (revenge from your primary counselor if you disagree with them), humiliation (threatening or exploiting actions), and neglect.
- To be fully informed of the services to be provided, the right to consent to services, and the right to refuse services.
- To participate in developing, reviewing, and revising your own individualized treatment plan.
- Confidential information may not be released without your written permission.
- To involve family (however you define family) in your treatment process.
- To be treated in the least restrictive, most feasible environment, and be provided evidence-based treatment modalities.
- To be informed of the risks of therapy, and that there may be emotional, psychological, or physiological pain while enrolled in services.

Please understand that you may be asked to self-disclose personal information during group treatment and you have the right to refuse.

Client Responsibilities

- Provide FSRC staff with accurate information related to your treatment.
- Attend all scheduled sessions and contact your counselor or FSRC staff if a scheduling change is needed.
- Follow all FSRC's rules and guidelines that are set for your own safety.
- Update FSRC with any changes to contact information, including address, and telephone number.
- If you decide to end treatment at FSRC for any reason, please inform your counselor or FSRC staff as soon as possible.

Advance Directives

Advanced directives are legal documents that help determine the type of extended health care and life-sustaining treatments an individual is to receive should the individual become incapacitated or incapable of making those determinations. Since 2004, Tennessee law has recognized two types of written advance directives for health care decision-making:

1. A living will or advance care plan
2. Medical powers of attorney, or appointments of health care agent

A **living will or an advance care plan** is a written statement that gives health care providers instructions on the medical care an individual wishes to receive should the individual become incapacitated. This type of advance directing was known as a living will in Tennessee prior to 2004 and was written primarily by attorneys for individuals. However, in 2004, Tennessee simplified the law, changing the name to “advance care plan” and created a form an individual can complete to specify their preferences. Living wills created before the law change in 2004 are still valid.

Medical powers of attorney or appointments of health care agent allow individuals to name adults (18 years of age or older) or emancipated minors to make health care decisions for them if they are unable to do so for themselves. “Medical power of attorney” was the term used in Tennessee law prior to 2004, while “appointment of health care agent” is the term used since then. Although the names have changed, any medical power of attorney completed prior to July 1, 2004, will continue to be valid and honored.

For more information on advance care directives in the State of Tennessee, as well as forms, please visit the following website:

<https://www.tn.gov/health/health-program-areas/health-professional-boards/hcf-board/hcf-board/advance-directives.html>

Tennessee law also recognizes a **Psychiatric Advance Directive (PAD)**, which is a legal document that documents an individual’s preferences for future mental health treatment and allows for the appointment of a health proxy to interpret those preferences during a crisis. PADs may be drafted when a person is well enough to consider preferences for future mental health treatment and are used when a person becomes unable to make decisions during a mental health crisis. The instructions give information about what you think help calms you, how you feel about seclusion, what medicines you do not want to take, and which doctor you want to be in charge of your treatment.

For more information on PADs, visit www.nrc-pad.org/states/tennessee/

Clients will be asked at intake if an advance directive is in place, and a copy will be requested for the client’s record.

Safety

Our goal is to keep you safe at all FSRC facilities at all times. We have procedures in place to deal with all types of emergencies, which include:

- **Safety drills:** We conduct regular drills of all our emergency procedures; so, you may hear an alarm while you are in one of our facilities. Our staff will help you get where you need to go (another area of the building or outside the building) and will instruct you on what you need to do to remain calm and safe.
- **Emergency closings:** If FSRC needs to close our offices, either fully or partially, because of weather, natural disasters or other emergencies, notification will be made by:
 - **An announcement** on our website (www.firststeprecoverycenters.org)
 - **An announcement** on the TN Recovery App
 - **Signs** posted outside of FSRC
 - **Direct phone** communication by FSRC staff (when possible)
- **Building evacuation:** There are evacuation maps posted in multiple locations at each facility showing emergency exits. Fire extinguishers and first aid kits are located throughout each facility as well.
- **Seclusion/Restraint:** The use of seclusion and restraint is not permitted by FSRC staff.
- If an **emergency occurs after hours**, you are encouraged to contact your physician, your nearest hospital, your local law enforcement office, or dial 911.



Health and Safety Precautions

What is Coronavirus (COVID-19)?

According to the World Health Organization (WHO), coronavirus is a family of viruses that cause illnesses ranging from the common cold to more severe diseases. Common signs of infection include headache, fever, cough, sore throat, runny nose, and breathing difficulties. In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure and even death. Individuals who are elderly or pregnant, and anyone with preexisting medical conditions are at the greatest risk of becoming seriously ill from coronaviruses.

How does Coronavirus Spread?

Although the ongoing outbreak likely resulted from people who were exposed to the infected animals, COVID-19 can spread between people through their respiratory secretions, especially when they cough or sneeze. According to the Centers for Disease Control and Prevention (CDC) the spread of COVID-19 from person-to-person mostly likely occurs through close contact (within about 6 feet) of each other through respiratory droplets produced when an infected person coughs or sneezes. People are thought the most contagious when they are most symptomatic (the sickest). It may be possible that a person can get the coronavirus by touching a surface or object that has the virus on it and then touching their own mouth, nose or possibly eyes, but that is not thought of the main way the virus spreads.

Diagnosing Coronavirus, and what to do if you have questions about exposure:

Call your primary care doctor, immediately, if you think you have been exposed to the Coronavirus or if you develop a fever and symptoms of respiratory illness, such as fever, cough or difficulty breathing. Follow any recommendations of your primary care provider.

Coronavirus Testing:

FSRC cannot order Coronavirus tests and does not have the equipment to assess potential Coronavirus symptoms. You **MUST** contact your regular primary care doctor if you have any questions or concerns. After speaking with your primary care doctor, please notify your counselor as soon as possible if your primary care doctor recommends isolation or quarantine. Your counselor will make alternative arrangements to enable you to continue your treatment while you are quarantined (if you receive in-person treatment).

Personal Precautions & Prevention:

We ask all Clients to cooperate in taking steps to reduce the transmission of communicable diseases in the workplace. According to the Centers for Disease Control and Prevention, individuals should take the following precautions to avoid person-to-person spreading of a coronavirus:

- Avoid touching your eyes, nose, or mouth with unwashed hands
- Avoid contact with those who are sick
- Wash your hands often with soap and water
- Cover your nose and mouth with your elbow or with a tissue when coughing or sneezing and immediately throw the tissue away

Expectations of Clients at First Step

- **Respect** – Clients are expected to respect and accept other people, despite their differences while participating in FSRC treatment. Clients will respect the property, building, and FSRC staff members. If you are unable to do so, you will be asked to leave.
- **Visual Confirmation** – All clients who attend ZOOM-based groups **must be visible on camera at all times**. Your counselor not only listens to your voice but needs to see your face for visual cues as to your disposition and status in order to provide the most comprehensive and quality treatment.
- **Attendance** – Clients will attend all treatment sessions as scheduled. Please arrive at least 5 minutes early in order to allow time for check in. Client will contact FSRC staff if unable to attend. If you login to your ZOOM group **more than 15 minutes late, you may be asked to leave**. Tardiness is disruptive to the group.
- **Participation** – Clients will participate in all therapy sessions appropriately and be honest in their reporting. Clients will participate in the development of their individualized treatment plan. Clients will attempt to actively make progress on treatment goals. Clients will attend sessions with an open attitude and willingness to be a part of the treatment process. Treatment recommendations can be changed based on treatment progress or lack of progress.
- **Confidentiality** – Clients will respect the confidentiality, rights, and privacy of others. Do not discuss other individual's identity or anything shared in this program with your family members or anyone else outside of FSRC staff. For ZOOM-based groups, we ask that clients either **wear headphones or conduct their ZOOM group alone** away from others to protect your privacy and the privacy of other clients.
- **Drug Free Zone** – Alcohol, legal drugs, and illegal substances are prohibited on FSRC property. Clients are prohibited from dealing or conducting any other illegal disruptive activities while on FSRC premises and should not be offering other clients drugs before, during, or after any scheduled FSRC appointments. Please understand if this policy is violated, services may be terminated.
- **Under the Influence** – Clients will not come to an appointment under the influence of any substances.

- **Random Drug Screens** – Clients will submit to random drug screens when requested. Failure to comply with this request will be considered an automatic positive result/reading.
- **Gambling** – Clients will not engage in legal or illegal gambling activities on agency property (i.e., lottery merchandise, sports betting, online gaming, cards, etc.).
- **Nicotine** – Clients can only use tobacco/nicotine products including chewing tobacco, shisha, vape pens and e-cigarettes in designated areas on FSRC property.
- **Safety** – No threats or actions of violence or physical aggression will be allowed.
- **Weapons** – All weapons of any type are prohibited on FSRC property, including ammunition and explosives.

Telehealth (ZOOM) Etiquette

Telehealth sessions have many benefits, as they allow individuals to engage in joint meetings when everyone is remote from one another. However, it can create potential confidentiality risks and impact the overall quality of the treatment session. The following best practices are intended to reduce these risks and protect the overall quality of the group or individual experience. When attending a telehealth session, we ask that you adhere to these guidelines:

- If a telehealth session is conducted, Clients are expected to uphold the confidentiality of each client attending the group. To protect each client's confidentiality, the following best practices should be adhered to:
 - Clients should log in in to Zoom at least 5 minutes before scheduled time and not later than 15 minutes after the session has begun. If you are 15 minutes or more late, you may be asked to leave, as tardiness disrupts the group.
 - Video cameras must remain on at all times.
 - Clients should ensure no one is in the immediate environment that could hear the discussion and/or see the other clients attending the group session.
 - Clients shall not take screenshots of other members when services are being delivered.
 - Clients shall not record the session.
 - Clients should not post about the group experience on social media sites or share contents of the session with anyone.
 - Wearing headphones during schedules sessions are a great way to further protect confidentiality.

- Using technology to conduct group counseling can affect the group dynamics both positively and negatively. To preserve the quality of the group experience, clients can implement the following recommendations:
 - Ensure the backdrop that is visible for other clients is appropriate
 - Dress appropriately
 - Be courteous to the other participants
 - Speak clearly
 - Do not shout
 - Keep body movement minimal
 - Do not interrupt other participants
 - Maintain eye contact by looking at the camera
 - Do not carry on side conversations
 - Remove distractions from your immediate surroundings when possible (i.e., children, pets, music, television, etc.)
 - Keep your audio muted when you are not speaking to cut down on background noise
 - Disconnect when the group is over



HIV Education and Information

HIV Information

HIV (Human Immunodeficiency Virus) is a virus that attacks the human immune system. There is no cure for HIV; however there are treatments available. HIV works this way: it breaks down the immune system, which protects us from harmful diseases. As the virus grows in our bodies, a person can develop physical symptoms very similar to a severe cold or flu. These flu-like symptoms usually appear from 2-8 weeks after the initial infection sets in the body. The flu-like illness persists for about 10-14 days. After having this introductory illness, infected individuals are usually without any physical symptoms for some time, ranging from several months to several years.

Being HIV positive is not the same as having AIDS (acquired immunodeficiency syndrome). HIV is a virus that kills CD4 T-cells in the body. Over time, if so many CD4 T-cells are killed, HIV can advance to AIDS.

What are the Symptoms of HIV?

There are several symptoms of HIV. Not everyone will have the same symptoms. It depends on the person and what stage of the disease they are in. Within 2 to 4 weeks after infection with HIV, about two-thirds of people will have a flu-like illness. This is the body's natural response to HIV infection.

Flu-like symptoms can include:

- Fever
- Chills
- Rash
- Night sweats
- Muscle aches
- Sore throat
- Fatigue
- Swollen lymph nodes
- Mouth ulcers

These symptoms can last anywhere from a few days to several weeks. But some people do not have any symptoms at all during this early stage of HIV. **Don't assume you have HIV just because you have any of these symptoms—they can be similar to those caused by other illnesses. But if you think you may have been exposed to HIV, get an HIV test.**

How is the Virus Spread?

HIV is transmitted through contact with certain body fluids, such as blood, semen, vaginal or anal fluids, and breast milk. Contact with these body fluids can occur during unprotected sex or when sharing needles or other items with body fluids on them. Mothers can pass the HIV virus to their babies during pregnancy, birth and breastfeeding. **You CANNOT transmit HIV through contact with sweat, tears, saliva, bath/pool water, or by sharing dishes or drinking glasses, hugging or shaking hands.**

Here's what to do if you have symptoms or think you have been exposed:

Find an HIV testing site near you—You can get an HIV test at your primary care provider's office, your local health department, a health clinic, or [many other places](#). Use the [HIV Services Locator](#) to find an HIV testing site near you.

Request an HIV test for recent infection—Most HIV tests detect antibodies (proteins your body makes as a reaction to HIV), not HIV itself. But it can take a few weeks after you have HIV for your body to produce these antibodies.

There are other [types of tests](#) that can detect HIV infection sooner. Tell your doctor or clinic if you think you were recently exposed to HIV and ask if their tests can detect early infection.

Know your status—After you get tested, be sure to learn your test results. If you're HIV-positive, see a health care provider as soon as possible so you can start treatment with HIV medicine. And be aware: when you are in the early stage of infection, you are at very high risk of transmitting HIV to others. It is important to [take steps](#) to reduce your risk of transmission. If you are HIV-negative, there are prevention tools like [pre-exposure prophylaxis](#) (PrEP) that can help you stay negative.

RISK FOR SUBSTANCE USERS

How Can Using Drugs Put Me at Risk for Getting or Transmitting HIV?

Using drugs affects your brain, alters your judgment, and lowers your inhibitions. When you're high, you may be more likely to make decisions that put you at risk for getting or transmitting HIV, such as having sex without a condom, have a hard time using a condom the right way every time you have sex, having more sexual partners, or using other drugs. These behaviors can increase your risk of exposure to HIV and other sexually transmitted diseases. Or, if you have HIV, they can increase your risk of spreading HIV to others.

If you inject drugs, you are at risk for getting or transmitting HIV and hepatitis B and C if you share needles or equipment used to prepare drugs, like cotton, cookers, and water. This is because the needles or works may have blood in them, and blood can carry HIV. You should not share needles for injecting silicone, hormones, or steroids for the same reason.

The best way to lower your chances of getting HIV is to stop injecting drugs. You may need help to stop or cut down using drugs, but there are many resources available to help you. Please reach out to a First Step staff member for help.

If you do keep injecting drugs, here are some ways to lower your risk for getting HIV and other infections:

- Use only new, sterile needles and works each time you inject. Many communities have needle exchange programs where you can get new needles and works, and some pharmacies may sell needles without a prescription. For needle exchange locations, visit www.memphisprevention.org.
- Never share needles or works.
- Clean used needles with bleach only when you can't get new ones. Bleaching a needle may reduce the risk of HIV but doesn't eliminate it.
- Use sterile water to fix drugs and clean your skin with a new alcohol swab before you inject.
- Be careful not to get someone else's blood on your hands or your needle or works.
- Dispose of needles safely after one use. Use a sharps container, or keep used needles away from other people.
- Get tested for HIV at least once a year.
- **Ask your doctor about taking daily medicine to prevent HIV called [pre-exposure prophylaxis](#) (PrEP). This is a daily medication for adults and adolescents at risk of HIV. It helps lower the chances of getting HIV through sex.**
- **If you think you've been exposed to HIV within the last 3 days, ask a health care provider about [post-exposure prophylaxis](#) (PEP) right away. PEP can prevent HIV, but it must be started within 72 hours.**
- Use protection when having sex.

**HIV is no longer a death sentence.
With medication and appropriate care, it can be managed.**

HIV RESOURCES

Resources in Shelby County

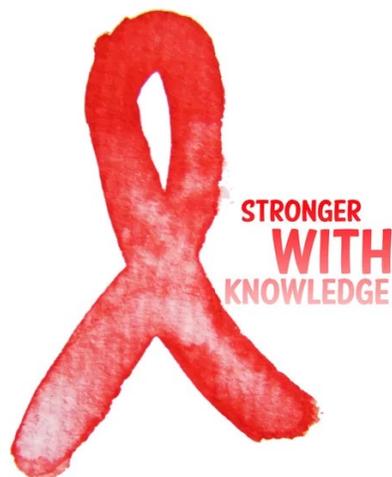
<https://www.thecorner806.org/> - The Corner is Mid-South's friendly local resource for same-day access to PrEP and PEP at no cost to you. Our team offers STI testing and HIV prevention resources in a safe, comfortable, sex-positive and stigma-free environment. A program of Friends for Life. HIV Testing, PrEP, PEP, STD-STI Testing.

<http://cherokeehealth.com/> - Cherokee Health Systems offer a wide array of comprehensive health services, including primary care, behavioral health, dental, and pharmacy. All of our services are available to children, adults, and seniors who have coverage through private insurance plans, coverage through state programs like TennCare or CoverKids, and those who have no insurance coverage. HIV Testing, PrEP, STD-STI Testing.

<http://christcommunityhealth.org/> - Christ Community is one of the largest Faith-Based health centers in the nation and the largest provider of healthcare to the underserved in Shelby County providing care to over 58,000 unique individuals across eight locations in Shelby County. HIV Testing, PrEP, STD-STI Testing, Ryan White Care.

<http://choicehealthnetwork.org/> - Choice Health Network is a medical clinic that in addition to medical care, offers food and transportation support, mental health resources, and HIV care and treatment among other services. PrEP, HIV Testing.

<http://plannedparenthood.org/> - Planned Parenthood Federation of America, Inc., or Planned Parenthood, is a nonprofit organization that provides reproductive health care in the United States and globally. HIV Testing, PrEP, STD-STI Testing.



Medication Assisted Treatment (MAT) Information

Medication-Assisted Treatment (MAT) provides medication in collaboration with counseling and behavioral therapies. With FDA-approval, the following medications have been shown to be effective for opioid use disorders:

- Naltrexone for Extended-Release Injectable Suspension (VIVITROL)
- Suboxone (Buprenorphine and Naloxone).

About Naltrexone for Extended-Release Injectable Suspension (VIVITROL)

VIVITROL was approved by the FDA in 2006. It is a long-acting medication administered once a month via injection. Advantages of VIVITROL, because it is administered once per month, include improvement in treatment adherence and stability with effects. Vivitrol is the brand name for naltrexone, which binds to opioid receptors in the brain, effectively blocking the effects of other opioid agents and alcohol.

About Suboxone

Suboxone contains a combination of buprenorphine and naloxone and is used to treat an opioid use disorder. Suboxone is made up of Buprenorphine which is an opioid medication, sometimes called a narcotic and Naloxone which blocks the effects of opioid medication, including pain relief or feelings of well-being that can lead to opioid abuse.

Ask your intake coordinator or counselor about MAT services if you struggle with opioid use disorder.

Other Resources

Naloxone (NARCAN)

NARCAN is an FDA-approved nasal form of naloxone for the emergency treatment of a known or suspected opioid overdose. Naloxone quickly reverses an overdose by blocking the effects of opioids. It can restore normal breathing in 2-3 minutes in a person whose breath has slowed, or even stopped, as a result of an opioid overdose. More than one dose may be required when stronger opioids like Fentanyl are involved. FSRC provides trainings on how to use NARCAN and NARCAN is available for free in various locations in the community. Please speak with your counselor for more information.



Crisis Contacts and Other Resources

National Suicide Crisis Line

Call 988 anytime 24/7

Tennessee Statewide Crisis Line

1-855-CRISIS-1 (1-855-274-7471)

Memphis Crisis Center

1-901- 274-7477

Support/Resource	Address/Website	Phone
AA Meetings	www.memphis-aa.org	1-888-304-7868
NA Meetings	www.na-wt.org	1-901-276-5483
First Step Recovery Centers	www.firststeprecoverycenters.org 1950 Madison Ave, Memphis	1-901-522-1002
Alliance Healthcare	www.alliance-hs.org 1192 Peabody Ave, Memphis	1-901-707-6861
Crisis Center	951 Court Ave, Memphis	1-901-577-9400
Hospitality Hub	590 Washington Ave, Memphis	1-901-730-1736
TN Redline	List of treatment providers by ZIP code	1-800-889-9789
Memphis Area Prevention Coalition	1207 Peabody Ave, Ste 324, Memphis	901-249-2828
TN Dept. of Human Services	40 S Main Street, Ste 900, Memphis	901-543-7351





Intensive Outpatient Treatment Program Client Handbook

www.firststeprecoverycenters.org

info@firststeprecovery.org

1950 Madison Avenue
Memphis, TN 38104
Phone 901-522-1002
Fax 901-522-1004

Client Name (print): _____

I have received FSRC client handbook and reviewed all that it entails. I agree to the consent to treatment, client rules and responsibilities as set forth within.

Client Signature

Date

Witness Signature

Date