



## CLIENT POLICY MANUAL

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bhinfo@vinfen.org



[www.vinfen.org/behavioral-health](http://www.vinfen.org/behavioral-health)

#### VINFEN BEHAVIORAL HEALTH LOWELL



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# VINFEN BEHAVIORAL HEALTH

## Client Policy Manual

### WELCOME TO VINFEN BEHAVIORAL HEALTH!

This manual introduces you to Vinfen Behavioral Health (“VBH”), our team, and our services. VBH has two clinic locations: one located at 40 Church Street in Lowell, and one at 439 South Union Street in Lawrence. VBH delivers Vinfen’s outpatient behavioral health and substance use disorder treatment programs. This manual has shorter versions of our policies, but you can ask for a copy of the full policy at any time. Our staff are always available to assist you and answer any questions you may have about this manual or VBH.

We welcome your feedback about your experiences with VBH and the clinic so we can continue to grow and learn! In fact, we encourage you to join the **VBH Advisory Council**, which we run so clients, family members, and staff can discuss the clinic and opportunities for improvement in a welcoming and supportive environment. For more information, please ask any of our dedicated team members or visit <https://vinfen.org/vbh-advisory-council/>.

### ABOUT VINFEN AND VBH

Established in 1977, Vinfen is a nonprofit, health and human services organization whose mission is to transform lives by helping individuals, families, organizations, and communities to learn, thrive, and achieve their goals. Our services and advocacy promote recovery, resilience, client voice and choice, and self-determination. With over 40 years of experience, we support individuals and families with mental health conditions, intellectual and developmental disabilities, brain injuries, and behavioral health and substance use disorder challenges. VBH delivers behavioral health, substance use, and recovery services specific to your personal needs. Your recovery and empowerment are our priority, and we are here to support you so that you can function independently in the community. Our philosophy is to focus on all of your needs, including any social, vocational, health, and family support. We do this by using evidence-based practices and interventions, education, preventive measures, and coordinating and maximizing the use of community resources to support your unique needs.

### VBH LOCATIONS AND SERVICES

#### Lowell Clinic Hours of Operation\*:

- Monday, Wednesday, Friday: 8 a.m. – 5 p.m.
- Tuesday and Thursday: 8 a.m. – 8 p.m.

\*With weekend and after-hours telehealth appointments available upon request

#### Lawrence Clinic Hours of Operation:

- Monday through Friday: 9 a.m. – 5 p.m.

VBH is licensed by the Department of Public Health (DPH) as a substance use disorder and mental health clinic. Services are provided by VBH's multidisciplinary team of qualified and licensed mental health professionals and paraprofessionals through four main programs:

### **1. Outpatient Behavioral Health Program:**

VBH can help you by providing the following services including, but not limited to:

- Preliminary screening for behavioral health concerns
- Assessments and diagnostic evaluations
- Individual therapy
- Group therapy
- Family therapy
- Couples counseling
- Brief treatment
- Crisis interventions
- Consultation
- Psychological/neuro-psychological testing
- Psychopharmacology

### **2. Urgent Outpatient Program**

If you are experiencing a crisis and need to be seen as soon as possible, VBH's Urgent Outpatient Program (UOP) is available. Our UOP services can help you manage a high stress situation without the need for a higher level of care, such as an emergency room visit. Our UOP clinicians can provide:

- Brief crisis intervention
- Assessment
- Stabilization
- Triage and referral
- Ongoing crisis management and prevention strategies

### **3. Care Coordination Program**

VBH understands that everyone's health care journey is different and to support your unique needs, the clinic provides care coordination services. Working closely with you, VBH will identify any of your care providers with whom you would like us to work. If you agree, we can reach out to your providers to share information important for your treatment. VBH has experience working with:

- Primary care physicians
- Physical and behavioral health care providers
- Veteran services
- Social services, such as housing, education, and employment support

### **4. Vinfen Recovery – Lowell:**

Vinfen Recovery – Lowell is VBH's outpatient substance abuse treatment program, which is here to support your substance use disorder and mental health needs. Vinfen Recovery – Lowell is licensed by DPH's Bureau of Substance Addiction Services to provide:

- Outpatient counseling
- Day treatment: Structured Outpatient Addiction Program (SOAP)

## 5. Outpatient Counseling:

If you are at risk for a substance use disorder or are struggling with addiction, Vinfen Recovery – Lowell’s outpatient counseling can help provide prevention, intervention, treatment, and recovery services. Our team can provide:

- Individual and group therapy
- Peer recovery supports
- Psychopharmacology services
- Prevention and recovery maintenance strategies
- Help with referrals to other programs and services

## 6. Day Treatment: Structured Outpatient Day Program (SOAP):

If you are struggling with addiction or a co-occurring disorder, Vinfen Recovery – Lowell’s intensive outpatient day program also known as a structured outpatient day program (SOAP) can help. SOAP is run Monday through Friday in 10-week cycles in which you and other clients can benefit from a variety of therapeutic tools to aid your recovery, including:

- Group discussion and psychoeducation
- Recovery coach and peer support services
- Individual, group, and family counseling
- Case management services
- Community support education and referrals

### Services VBH Does Not Provide

VBH does not provide detoxification, inpatient treatment, or medication assisted treatment (MAT), however, we will help you access these services, and for MAT, we will also provide you with information about its risks and benefits.

### OUR TEAM

VBH has a dedicated, multidisciplinary professional team of qualified staff who are overseen by Vinfen’s Medical Director, Vinfen’s Vice President of Behavioral Health, and Vinfen’s Director of Outpatient Programs. Our devoted team consists of psychiatrists, psychologists, advanced practice registered nurse practitioners, bachelor’s and master’s level clinicians, licensed mental health counselors, licensed clinical social workers, licensed alcohol and drug counselors, peer specialists, recovery coaches, registered nurses, and certified medical assistants. VBH is supported by administrative staff who bring years of experience working with and supporting VBH clients, and at times we may have interns who work with us under the supervision of a licensed professional.

### VBH ADMISSION POLICY

We provide services to all individuals regardless of ability to pay or place of residence. VBH accepts most insurance plans, and we have a *Sliding Fee Discount Program* available that offers a reduced fee for eligible uninsured clients (see *Sliding Fee Discount Program Policy*).

## **Admission Procedure**

We are committed to finding you the best treatment, no matter how you are introduced to VBH. From the beginning, we will work with you to see if you have any specific needs that we can accommodate, and our staff will ask you some questions to help us learn the following about you:

- Referral source
- Reason for seeking care
- Diagnosis, if known, and medical history
- Immediate behavioral health or substance use needs
- Health insurance
- Signed consent to treatment
- Current risk(s) to yourself or to others
- List of current medications and any medical needs
- Emergency contact information
- Demographic data

## **Admission Eligibility Criteria**

We ask questions to make sure we are providing you with the best treatment for your individual needs. We want to understand your substance use, mental health, and medical concerns. We also want to understand how these concerns are affecting your life, your family, your work or school, and anything else that is important to you. Some questions we will ask are:

- Are you experiencing any symptoms of withdrawal and/or mental health issues like depression or anxiety for example?
- What substances are you using now?
- Do you think the mental health issues are related to substances?
- Do you have any medical conditions that might need treatment now?
- Are your symptoms making it difficult for you to cope, take care of yourself or your family, or consistently attend work or school?
- What are your goals for treatment?
- Do you think you need detox or inpatient treatment?

## **Client Orientation**

We want you to feel at home at VBH. On your first day of treatment, we will give you an overview of VBH, our facilities, our team, our services and treatment options, and our policies. You will receive:

- VBH Mutual Respect and Responsibility Guidelines
- Notice of Patient Rights
- VBH Notice of Privacy Practices
- VBH Consent for Program Participation
- VBH Important Clinic Information
- VBH Authorization to Use and Disclose Protected Health Information (PHI)

Our staff will review this manual and all relevant materials with you during orientation so you can have a chance to ask questions. You will be asked to sign the final page of this manual to acknowledge your receipt and understanding of our policies. We will also provide you with a walk-through of the clinic so you can become familiar with our space and our team.

### **VBH Family Support Services**

We understand that your family and other supports are often important to your health care journey. During orientation, VBH will give you information about available services that may benefit your family and others involved in your life, and at the end of this manual, we provide a list of resources you or your family may wish to contact. If you have any questions or need help with contacting other resources, please ask any VBH team member.

### **VBH DISCHARGE AND AFTERCARE POLICY**

Your success is our goal and even when you leave VBH, no matter the reason, we want to make sure you have all the supports you need. Our staff will work with you to make sure you have a discharge plan that includes any aftercare services we can offer.

#### **Types of Discharge**

*Successful Completion of Treatment:* This means that you and the staff feel you have gotten everything you need from the VBH program.

*Voluntary Discharge:* This means you decided to stop receiving VBH services. You may decide to stop treatment at any time, unless your treatment has been mandated by a court.

*Involuntary Discharge:* This means something happened that required us to terminate your services on either an emergency or non-emergency basis, based on your conduct. We will provide you with written notice of the reason for your discharge before it takes effect.

- Below are some examples of when a **non-emergency termination** may be appropriate:
  - You are unwilling to provide us with the required information to coordinate treatment.
  - You withdrew your consent for treatment.
  - You were not participating in treatment. When this happens, we will discuss this with you prior to discharge.
  - You regularly did not attend scheduled appointments (See *VBH No-Show Policy*).
  - You were not making progress toward your goals, even if changes to treatment were made.
- **Emergency Termination** means you were behaving in a way that we reasonably believed posed an immediate threat to you, others (including other clients, staff, or visitors), or Vinfen or another's property (See *VBH's Violation of Mutual Respect and Responsibility Guidelines*).

You may appeal an involuntary discharge decision in accordance with *VBH's Serious Complaint and Grievance Procedure*.

## **Aftercare Procedure**

Aftercare is very important in helping you continue your growth and recovery after you have left VBH. We will work with you throughout your treatment to develop an aftercare plan, which may include:

- Follow-up contact from VBH after discharge
- Referrals to other services or agencies
- Information about community resources
- A list of self-help groups

If you are going to another program or provider after discharge, we will make every effort to introduce you to that program or provider before you are discharged from VBH.

## **VBH RULES AND REGULATIONS**

VBH is committed to maintaining a welcoming, clean, and safe environment for everyone. This means we all have to take responsibility for our behavior and all clients, visitors, and staff must treat one another with respect. Regardless of our role, each of us agrees to keep the clinic:

- Free from violence – including any physical violence/assault, sexual assault, altercation, threat of violence, or threatening or intimidating behavior
- Free from any behavior or language that is offensive and/or may make others uncomfortable
- Free from weapons of any kind
- Free from illegal drugs and substances
- Free from theft or destruction of personal or community property
- Free from sexual harassment or any unwanted physical contact
- Free from verbal abuse, inappropriate remarks or gestures, or intimidation based on sexual orientation, religious beliefs/spirituality, gender, age, race, national origin, ethnicity, disability, political affiliation, or any other real or perceived differences such as communication styles, physical characteristics and learning styles

If you enter the clinic with a prohibited item, you will be asked to immediately leave. You will be able to return without the item. If you violate *VBH's Mutual Respect and Responsibility Guidelines* or any other VBH rule or regulation, or act in an inappropriate manner, we may ask you to leave the clinic and you may be involuntarily discharged.

## **VBH Tobacco Use**

Tobacco use is not allowed anywhere in or near VBH. This includes all indoor space, offices, hallways, waiting rooms, restrooms, elevators, meeting rooms, and community areas. This applies to everyone, including all employees, clients, and visitors.

## **Mandated Reporting**

All VBH employees are mandated reporters. This means that we have a legal obligation to report any alleged abuse, mistreatment, or neglect of a child, an elder, or a disabled person. This applies to all staff and clients and a report may be filed even if you have been discharged.

## **VBH “No Show” Policy**

We understand life happens and you may not be able to attend your appointment. If this happens, please try to notify the clinic or your clinician at least 24 hours in advance. We have limited appointment times, and we want to make sure everyone who needs our services can access them. As a result, there are times we may need to discharge clients who continuously “no show”. “No-show” means not showing up for an appointment or failing to notify us at least 24 hours ahead of time to cancel an appointment.

Discharge may be appropriate in the following cases:

- If you “no show” without a valid excuse for two or more consecutive appointments
- If you “no show” without a valid excuse for a total of three appointments, within a three-month period
- If you cancel four appointments, within a three-month period

For clients participating in Vinfen Recovery – Lowell’s SOAP Program, discharge may occur:

- If you do not attend SOAP without a valid excuse for three or more consecutive days
- If you do not attend SOAP for six or more days within the 10-week cycle without a valid excuse
- If you possess or use substances on VBH property
- If you engage in behavior that jeopardizes the safety and/or recovery of others

If you have been discharged for any of the above reasons, but wish to continue VBH services, you may call the clinic to discuss readmission.

## **VBH FEE POLICY**

VBH is committed to increasing access to care by addressing financial barriers. We accept most insurance plans, and we have a *Sliding Fee Discount Program*, which can reduce fees for uninsured clients based on the household size and combined household income.

All fees (co-pays, deductibles) are due at the time of each visit, but we will never deny or discharge you from services if you are unable to pay. We will work with you on your payment options, which may include helping you apply for the *Sliding Fee Discount Program* or arranging a payment plan.

### **Sliding Fee Discount Program**

To apply for VBH’s *Sliding Fee Discount Program* and receive a reduced fee you can complete the *VBH Sliding Fee Discount Program Application Form*. We encourage you to speak with VBH’s administrative staff, your clinician, or any other VBH staff at any time for any financial questions.



## YOUR RIGHTS

VBH guarantees that all of your legal and civil rights will be safeguarded at all times during treatment and discharge from treatment, including, at a minimum, the following rights:

1. Freedom from physical and psychological abuse
2. Freedom from strip searches and body cavity searches
3. Freedom from seclusion or restraint
4. Control over your bodily appearance, provided attire and personal decoration does not interfere with treatment
5. Access to your client record in the presence of the administrator or designee unless it is determined that access to parts of the record could cause you harm
6. The right to challenge information in your client record by inserting a statement of clarification or letter of correction signed by both the clinician and you
7. The right to obtain a copy of your records as specified in 105 CMR 164.083
8. The right to have the confidentiality of your records secured as required by 105 CMR 164.084
9. The right to terminate treatment at any time, except in the case of an individual committed to treatment under M.G.L. c. 123, § 35
10. Freedom from coercion
11. Treatment without regard to race, ethnicity, creed, national origin, religion, sex, sexual orientation, gender identity, ability to speak English, age, or disability
12. Treatment in a manner sensitive to individual needs and which promotes dignity and self-respect
13. Full disclosure regarding fee charged
14. The right to grieve actions or decisions regarding your treatment
15. Freedom to practice your religious faith
16. The right to request a referral to a program/facility which provides treatment in a manner to which you have no religious objection
17. Drug screens conducted in a manner which preserves your dignity and, when the drug screen is by urine sample, accommodates any medically confirmed inability to give urine by providing for an alternate effective means of screening such as oral swab
18. The right to contact DPH

## **VBH GRIEVANCE POLICY**

Our team strives to provide quality services to all clients every day, but there may be times when you are unhappy or disagree with a decision or policy, our actions, or our inactions. VBH is committed to resolving any concerns you have and if you have an issue, we encourage you to raise it with any of our staff. If you are still unhappy, you may follow our *Grievance Procedure*, summarized below.

### **Grievance Procedure**

You may file a grievance at any time. VBH guarantees that you will not be retaliated against for doing so and you will still receive VBH services if you choose. We will ensure that all grievances receive prompt attention and that a complete investigation is undertaken. Our *Grievance Procedure* is outlined below:

1. You, your authorized legal representative, family, or other supports may express a grievance at any time either orally or in writing.
2. Your complaint will be investigated by VBH's Director of Outpatient Programs, or other appropriate party, and a complaint file will be created.
3. The investigation will involve:
  - a. A thorough fact-finding completed within ten days in which all relevant parties, including the client complainant, will be interviewed; or
  - b. As appropriate, and if preferred by the grieved party, a hearing overseen by an impartial grievance officer, being either the Director of Outpatient Programs or their delegee. The hearing will take place within ten days of the complaint's receipt or later if agreed to by the client.
4. We will provide you and all involved parties with written findings and the outcome within ten business days of the investigation's conclusion.
5. You may withdraw a grievance at any time prior to its resolution.
6. All written complaints, investigation notes, and final written reports will be maintained in a file and made available for DPH inspection.

### **VBH Records and Confidentiality**

We take the confidentiality of your records very seriously and store all records in a safe and confidential manner either in locked physical locations or electronically with password protection. We adhere to all state and federal confidentiality laws and regulations, including but not limited to 45 CFR Parts 160 and 164 (HIPAA Privacy and Security Rules) and specific federal regulations called 42 CFR Part 2, which provide you with extra protection as a client of VBH. Your records are only accessible to authorized VBH staff and are marked confidential.

#### **Confidentiality:**

Before sharing your confidential records, we will ask for your consent unless an exception exists including a crisis, which means we need to act to ensure your safety. We will only disclose the information needed to resolve the crisis.

We will explain your confidentiality including the protections afforded by federal law to substance use disorder records during your orientation to the clinic. You will also be provided with a summary of state and federal confidentiality laws.

### **Access to Records**

You may request from VBH an opportunity to inspect or receive a copy of your records. We will provide you with such opportunity or a copy of your records as soon as possible and not later than 30 days of your request. Please note that there are certain limited exceptions under state and federal law that mean we may need to withhold access to your records.

### **VBH REASONABLE ACCOMMODATION POLICY**

VBH complies with all federal and state nondiscrimination laws and regulations including, but not limited to, the Americans with Disabilities Act (ADA). The ADA is designed to eliminate discrimination against individuals with disabilities, and VBH will work with you on any reasonable accommodation needed to ensure that you are able to fully access, enjoy, or receive our services. If you need any help understanding your rights or requesting a reasonable accommodation, our staff will help you.

## COMMUNITY RESOURCE LIST

### Crisis Support/Hotlines

**Lahey Behavioral Health Crisis Team:** [www.bilhbehavioral.org/services/crisis-emergency-care](http://www.bilhbehavioral.org/services/crisis-emergency-care)

Lahey's emergency psychiatric services and mobile crisis team are available 24/7, 365 days per year. They see people in their homes, schools, day care centers, or other safe locations.

Lowell Area:	Lawrence Area:	Haverhill Area:	Salem Area:
978-455-3397	978-620-1250	978-521-7777	978-744-1585
800-830-5177	877-255-1261	800-281-3223	866-523-1216

**988 Suicide and Crisis Lifeline:** Call or text to 988

[www.mass.gov/988-suicide-and-crisis-lifeline](http://www.mass.gov/988-suicide-and-crisis-lifeline)

988 can be used anytime, anywhere when you or a loved one is in emotional distress or having suicidal thoughts. Trained call takers, who are not licensed clinicians, are available to provide free, confidential, and emotional support to all callers. You do not need to be suicidal to call 988.

**Crisis Text Line:** Text 741-741

[www.crisistextline.org](http://www.crisistextline.org)

Text HOME to 741-741 from anywhere in the United States, anytime. The Crisis Text Line is here for any crisis. A live, trained crisis counselor receives the text and responds all from their secure online platform.

**Massachusetts Substance Use Helpline:** 800-327-5050

[www.helplinema.org](http://www.helplinema.org)

Sponsored by *Health Resources in Action*, this helpline offers 24/7 support for mental health and/or substance use related crises.

**SAMSHA National Helpline:** 800-662-4357

[www.samhsa.gov/find-help/national-helpline](http://www.samhsa.gov/find-help/national-helpline)

A free, confidential, 24/7, 365-day-a-year treatment referral and information service (available in English and in Spanish) for individuals and families facing mental health challenges and/or substance use disorders.

**Never Use Alone Hotline:** 800-484-3731

[www.neverusealone.com](http://www.neverusealone.com)

If you are going to use a substance by yourself, call us! You will be asked for your first name, location, and the number you are calling from. An operator will stay on the line with you while you use. If you stop responding after using, the operator will notify emergency services of an "unresponsive person" at your location.

## MENTAL HEALTH COMMUNITY RESOURCES

**National Alliance on Mental Illness (NAMI) Massachusetts:** 617-704-6264 or 800-370-9085

[www.namimass.org](http://www.namimass.org)

The mission of NAMI Massachusetts is to improve the quality of life for people diagnosed with mental health conditions and their families. NAMI offers education, resources, support groups, advocacy, and more. The *Compass Helpline* at NAMI Massachusetts provides free information, ideas, resources, and support to help people across the state navigate the complex mental health system and related systems of care.

**Northeast Recovery Learning Community (NERLC):** [www.nilp.org/nerlc/](http://www.nilp.org/nerlc/)

Recovery Learning Communities (RLCs) are peer-run networks of self-help/peer support that provide information and referrals, advocacy, and training activities. The doors are always open to all people who are struggling with their mental health.

20 Ballard Road Lawrence, MA 01843 978-687-4288 ext.131

35 John Street Lowell, MA 01852 978-687-4288 ext.200

**MassOptions:** Toll free 844-422-6277

[www.MassOptions.org](http://www.MassOptions.org)

A free public resource that helps you avoid the frustration of calling different agencies to find local aging or disability services.

**Network of Care Massachusetts:** <https://massachusetts.networkofcare.org/mh/>

Online resource that provides a comprehensive, searchable directory to help Massachusetts residents find information on behavioral health services and treatment in their communities.

**Massachusetts Society for the Prevention of Cruelty to Children:** [www.mspcc.org](http://www.mspcc.org)

Offers pregnancy and parenting support, clinical mental health counseling, care coordination, adoptive and foster parent support, adoption services, child abuse prevention programs, home visiting services for young first-time parents, and early childhood mental health consultation services.

**Massachusetts Department of Mental Health:** 617-626-8000

<https://www.mass.gov/orgs/massachusetts-department-of-mental-health>

As the state mental health authority, it assures and provides access to services and supports to meet the mental health needs of individuals of all ages; enabling them to live, work, and participate in their communities.

**Massachusetts Rehabilitation Commission (MRC):** 617-204-3600

<https://www.mass.gov/orgs/massachusetts-rehabilitation-commission>

Helps individuals with disabilities to live and work independently. MRC is responsible for Vocational Rehabilitation, Community Living, and Disability Determination for federal benefit programs.

**Department of Transitional Assistance:** 877-382-2363

<https://www.mass.gov/orgs/department-of-transitional-assistance>

Serves residents of the Commonwealth with direct economic assistance (cash benefits) and food assistance (SNAP benefits), as well as workforce training opportunities.

**Autism Support Center at Vinfen:** [autismsupports@vinfen.org](mailto:autismsupports@vinfen.org)

<https://vinfen.org/asc/>

Designed to provide an array of information and referral services, resources, and supports to children and young adults up to age 22 with autism and their families. Services and supports include information and referrals, trainings, access to the latest information on autism, consultative clinics, support groups, parent and peer networking and mentoring, social and recreational events, and other activities.

## SUBSTANCE USE/ADDICTION COMMUNITY RESOURCES

**The Bridge Club of Greater Lowell:** 33 E. Merrimack Street, Lowell

978-454-6191

<https://www.bridgeclubofgreaterlowell.org/about-us.html>

The Bridge Club currently hosts over 30 Narcotics Anonymous (NA) and/or Alcoholics Anonymous (AA) meetings every week. The club is open 365 days a year with dedicated staff of recovery coaches ready to assist those navigating their recovery journey or returning from relapse.

**Recovery Café:** 20 Williams Street, Lowell

978-677-6087

<https://www.lowellhouseinc.org/recovery-cafe>

Recovery Cafe Lowell is a member-driven, peer recovery support center that honors the individual, celebrates diversity, and upholds the value and potential of all human beings.

**Lowell Community Opioid Outreach Program (CO-OP):** 291 Summer Street, Lowell

(Office): 978-856-1260

(Cell): 978-631-7240

<https://www.lowellma.gov/1193/CO-OP>

CO-OP is an innovative outreach team made up of first responders and clinicians committed to reducing the number of opioid overdoses in Lowell. CO-OP follows-up with survivors of overdose within 24 to 48 hours, assists with treatment referrals, distributes Narcan, provides community outreach and education, offers youth outreach services, and more.

**Lowell House Addiction Treatment and Recovery (LHATR):** 101 Jackson Street, Lowell  
978-459-8656

<https://www.lowellhouseinc.org/>

LHATR provides a broad range of inpatient and outpatient treatment and living options that support recovery across a lifetime.

**In The Rooms:** [www.intherooms.com](http://www.intherooms.com)

In The Rooms is a free online recovery tool that offers 130 weekly online meetings for those recovering from addiction and related issues. They embrace multiple pathways to recovery, including all 12 Step, Non-12 Step, Wellness, and Mental Health modalities.

## 12 STEP & OTHER SELF-HELP GROUPS

**Find Alcoholic Anonymous Meetings:** <https://alcoholicsanonymous.com/find-a-meeting/>

Alcoholic Anonymous Eastern MA Hotline: 978-957-4690

**Find Narcotics Anonymous Meetings:** <https://www.na.org/meetingsearch/>

New England Region Narcotics Anonymous Hotline: 866-624-3578

**Find Self-Management and Recovery Training (SMART) Recovery Meetings:**

<https://meetings.smartrecovery.org/meetings/location/>

SMART Recovery National Office: 440-951-5357

**Find Gamblers Anonymous Meetings:** <https://www.gamblersanonymous.org/ga/locations>

MA Gamblers Anonymous Hotline: 855-222-5542

**Find Overeaters Anonymous Meetings:** <https://oa.org/find-a-meeting/?type=0>

Overeaters Anonymous National Office: 505-891-2664

**Find Dual Recovery Anonymous Meetings:** [www.draonline.org/meetings.html](http://www.draonline.org/meetings.html)

Dual Recovery Central Office: 877-883-2332

## MEDICATION ASSISTED TREATMENT RESOURCES

Medication-assisted treatment (MAT) is the use of medications in conjunction with counseling and behavioral therapies for a comprehensive approach to treat substance use disorders as well as sustain recovery and prevent overdose. MAT is an individualized treatment model designed to meet each patient's specific needs and can be tailored accordingly throughout the course of treatment. The FDA has approved several different medications to treat alcohol and opioid use disorders. Medications relieve the withdrawal symptoms and psychological cravings that cause chemical imbalances in the body.

**Clean Slate:** 170 Main Street, #G4-G8, Tewksbury, MA 01876  
781-348-9041

<https://www.cleanslatecenters.com/tewksbury-ma>

Clean Slate's addiction treatment programs include the use of buprenorphine (such as Suboxone) or naltrexone (Vivitrol) as part of an individualized treatment plan led by trained medical staff.

**Lowell Comprehensive Treatment Centers (CTC) Methadone Clinic:** 22 Olde Canal Drive, Lowell, MA 01851

351-444-3955

[www.ctcprograms.com](http://www.ctcprograms.com)

CTC helps adults (ages 18+) who are struggling with substance use disorders by providing medically supervised methadone MAT in combination with counseling.

**Circle Health Bridge Clinic:** 33 Bartlett Street, #108, Lowell, MA 01852

978-934-8515

<https://www.circle-health.org/care-and-services/outpatient-recovery-services>

For people 18 and older that want to start treatment for substance use disorders. This program offers initial diagnosis and medication for treatment of substance use disorders and serves as a 'bridge' to longer-term treatment that fits each person's self-identified path for sustained recovery.

**Lowell Community Health Center, Office-Based Addiction Treatment (OBAT):** 161 Jackson Street, Lowell, MA 01852

978-937-9700

<https://www.lchealth.org/health-wellness/healthy-community/office-based-addiction-treatment/>

The OBAT care team offers an integrated approach, managing the health of each patient by offering: Suboxone (buprenorphine-naloxone) or Vivitrol (naltrexone), recovery coaches, social workers, individual and group support, and Narcan training and distribution.

**Spectrum Health Systems:** 100 Plaistow Road, Haverhill MA 01830

800-464-9555

<https://www.spectrumhealthsystems.org/medication-for-substance-use-disorders/>

All of Spectrum Health System's outpatient treatment centers offer medication for substance use disorders, including methadone and naltrexone (Vivitrol) to reduce relapse, lessen withdrawal, and prevent overdose. Buprenorphine (Suboxone) induction is available in our Milford, Weymouth, and Pleasant Street locations in Worcester.

**Column Health:** 77 E. Merrimack Street, Lowell, MA 01852 & 290 Merrimack Street, Lawrence, MA 01843

844-331-0997

<https://columnhealth.com/home.php>

Offers buprenorphine, naltrexone, acamprosate, disulfiram, and other medication options.



## RESOURCES FOR FAMILIES & FRIENDS

### **Substance Abuse and Mental Health Services Administration (SAMSHA) Resources for Families Coping with Mental and Substance Use Disorders:** <https://www.samhsa.gov/families>

When a family member is experiencing a mental health challenge or substance use disorder, it can affect more than just the person in need of recovery. It is also important to remember that the unique challenges that come from helping a loved one with these challenges can be taxing, so caregivers should take steps to prioritize their own health. Here you will find education and resources for families.

### **NAMI Family Support Groups:** <https://namimass.org/nami-family-support-groups/>

Most of NAMI's Family Support Groups are open to anyone, while some are designed especially for parents of children and teens, elderly caregivers, and family members of people diagnosed with borderline personality disorder. Visit their website to see a full list of their statewide family support groups.

### **Parent/Professional Advocacy League (PPAL):** <https://ppal.net/>

PPAL provides hope for children with mental health needs and their families through education, advocacy, outreach, and support. PPAL offers support in five languages and has a multicultural outreach team. There are also specific supports for youth transitioning to adulthood.

### **Mental Health America (MHA):** <https://mhanational.org/family-friends>

MHA is dedicated to addressing the needs of those living with mental health challenges, their loved ones, and to promoting the overall mental health of all. They offer information and referral services, education, advocacy, research, outreach, prevention, and early intervention efforts.

### **Massachusetts Substance Use Helpline:** 800-327-5050

<https://helplinema.org/for-parents/>

Many parents cannot tell if their child is struggling with substance use and they might not know where to turn. Helpline specialists can answer your questions and refer you to services to help your child and you. You can also call to learn about your options for support.

### **Families Anonymous (FA):** <https://familiesanonymous.org/>

FA is a 12-step fellowship for the family and friends of those individuals with drug, alcohol, or related behavioral issues. FA offers online, phone, in-person, and email exchange meetings.

### **Al-Anon Family Groups of MA:** <https://al-anon.org/> <https://alanonma.org/>

The Al-Anon and Alateen programs of recovery are based on the Twelve Steps and Twelve Traditions as adapted from Alcoholics Anonymous. Meetings are free and confidential.

**Nar-Anon Family Groups:** <https://www.nar-anon.org/> <http://www.naranonctma.org/>

The Nar-Anon and Narateen Family Groups are based on the Twelve Steps of Narcotics Anonymous. Nar-Anon Meetings are free, anonymous, and confidential.

**Gam-Anon:** [www.gam-anon.org](http://www.gam-anon.org)

Gam-Anon is a 12-step self-help fellowship of men and women who have been affected by the gambling challenges of another; based on Gamblers Anonymous.

**Learn to Cope:** <https://learn2cope.org/>

Learn to Cope is a peer-led support network that offers education, resources, and hope for family members and friends who have loved ones affected by substance use disorder.

**Family Resource Center:** <https://live-familyresourcectr.pantheonsite.io/about/>

Family Resource Center is a place to start getting informed about how to prevent drug or alcohol use, intervene early, find treatment, and support adolescents in addiction recovery. It also provides insight on how you can help yourself during this time.

**Faces and Voices of Recovery:** <https://facesandvoicesofrecovery.org/>

A national advocacy group for people with substance use disorders and their family and friends, with many links to resources and online supports.

**Empowering Loved Ones of People with Addiction:**

Free educational group designed to provide loved ones impacted by addiction with education with skill-building and new methods for dealing with issues they currently face. The group only teaches information based in science that has been shown to help family members and their loved ones. To sign up for this group you must email [EmpoweringFamilies@bmc.org](mailto:EmpoweringFamilies@bmc.org).

**Partnership for Drug-Free Kids:** <https://drugfree.org/>

Partnership for Drug-Free Kids' site offers lots of information plus online support and coaching available by professionally trained parents with similar experiences.

**Support After a Death by Overdose (SADOD):** <https://sadod.org/>

SADOD provides resources, information, and assistance to people throughout Massachusetts who have been affected by the death of someone they care about from a substance-use-related cause. Their focus is on increasing the capacity and effectiveness of peer grief support for bereaved people, frontline care providers, and people in recovery or struggling with drug use.

**Grief Recovery After a Substance Passing (GRASP):** [www.grasphelp.org](http://www.grasphelp.org)

GRASP was created to offer understanding, compassion, and support for those who have lost someone they love through addiction and overdose.

## RECEIPT OF VBH CLIENT POLICY MANUAL

By signing below, I, \_\_\_\_\_[NAME], acknowledge that I have received a copy of Vinfen Behavioral Health's Client Policy Manual. I have read and understood the policies in this manual, and I have had an opportunity to ask questions about the information contained herein.

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**Signature/Signature of Personal Representative (if applicable)**

**Date**

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**Name of Personal Representative**

**Relationship to VBH Client**