



River City Counseling Group

River City Comprehensive Counseling Services • River City Integrative Counseling • River City Residential Services

Office:
2604 North Parham Rd
Richmond VA 23294
P: 804.230.0999
F: 804.230.0998

Mailing
PO Box 2549
Glen Allen, VA 23059

General Policies and Procedures

Hours of Operation - §690. Orientation.

Community-based Service Hours: 365/24/7 days weekly

Residential Treatment Program Service Hours: 356/24/7 days weekly

River City Office Hours: Monday-Thursday: 8:30am-5:00pm (later by appointment)
Friday: 8:30am-12:00pm (later by appointment)

Company Websites

River City Comprehensive Counseling Services: www.rivercityccs.com

River City Integrative Counseling: www.rivercityic.com

River City Residential Services: www.rivercityresidentialservices.com

Access to After-Hour and Emergency Services - §540. Access to telephone in emergencies; emergency telephone numbers.

River City defines an emergency or crisis as: *"a situation in which a client presents an immediate danger to self or others or is at risk of serious mental or physical health deterioration placing them at immediate risk of out-of-home placement."*

Medical Emergency is an injury or illness that is acute and poses an immediate threat to a person's life or long-term health.

Psychiatric Emergency: Symptoms and conditions behind psychiatric emergencies may include attempted suicide, substance dependence, alcohol intoxication, acute depression, presence of delusions, violence, panic attacks, and significant, rapid changes in behavior. These behaviors are self-injurious, assaultive, or cause serious property damage and other severe behavior problems that are pervasive and maladaptive for which instructional/behavioral approaches specified in the client's ISP are found to be ineffective.

In an Emergency:

- Call 911 for assistance if the emergency is life threatening, or may result in immediate physical harm to another person or yourself;
- Then please call your River City counselor, case manager, or program contact. If they are unavailable, you may contact the following general numbers:
 - River City Comprehensive Counseling Services: 804-230-0999
 - River City Integrative Counseling: 804-681-2525 or 804-230-0999
 - River City Residential: 804-799-9001; 804-799-1993 (Hungary); 804-799-1478 (Putney)



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Important numbers: All numbers will also be posted in each facility-based program.

Fire 911

Police 911

Ambulance 911

Richmond Police Non-Emergency 804-748-1251 or 804-748-1431

Henrico Police Non-Emergency 804- 501-5000

Poison Control 1-800-222-1222

RBHA Crisis Hotline 804-819-4000

Henrico Crisis Hotline 804-261-8484

After-Hours Local Crisis Hotline 804-966-2496

National Suicide Crisis Hotline 1-800-784-2433

Richmond Department of Social Services 804-646-7212

*Richmond Department of Social Services – Family Violence Intervention Program
804-646-7183*

Henrico Department of Social Services 804-501-4001

Virginia Family Violence and Sexual Assault Hotline 1-800-838-8238

Disaster Relief (local American Red Cross) 804-780-2250

Behavior Management Philosophy and Policy - §800. Policies and procedures on behavior management techniques.

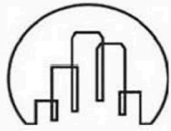
River City's philosophy and policy regarding behavior management techniques focuses on assisting the client to access their innate abilities or those taught to manage their own behaviors. We believe that each client has the ability to modulate their emotional states for improved behavioral outcomes with or without River City assistance and support.

River City will always utilize the least restrictive method of assisting a client in managing their behavior and gaining self-control in their life. We wholeheartedly believe that the client and collective relationships that we foster lay the groundwork of mutual respect and trust.

Physical restraint will only be used to control unpredictable behavior that poses clear and present danger of serious physical harm to the individual or others or serious property damage and that cannot be immediately prevented by a response less restrictive than the temporary application of a technique used to contain the behavior. In the event that a physical restraint becomes necessary, staff will only implement Crisis Wave, a non-invasive restraint in which all staff members are fully trained to safely implement. The Human Rights Advocate will be contacted immediately and a report will be filed. Further assistance such as police may be notified depending on the severity of the incident.

Weapons Policy - §310

Weapons of any kind are strictly prohibited while you are receiving services from River City.



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You may not have any type of weapon in our facilities, on our grounds, within 500 feet of our facilities and grounds, or while receiving services in the community. If it is suspected that you have a weapon or item that may be used as a weapon, River City staff will ask you to store this item elsewhere and/or contact the police, if necessary.

Tobacco-Free Environment Policy

River City offices are tobacco free environments. We want to maintain an attractive facility for everyone and assist you with achieving and maintaining your health. There is no smoking in the front or sides of our building. A designated smoking area with smoke receptors will be available for you to use as needed or applicable to your program. If you are interested in a smoke-free lifestyle, please speak to River City staff for assistance with smoking cessation strategies.

Emergency Preparedness and Response Plan - §530

The primary purpose of River City's Emergency Response Plan is to establish a strategy that ensures the safety and well-being of clients receiving services and our employees in the event that an emergency occurs. Our management team stays abreast of national, state and local news and works with local authorities to coordinate our Emergency Preparedness Plan. We also ensure that our employees maintain a state of readiness and ability to respond to emergencies through training and development initiatives. In the event of an emergency, your assigned River City staff may contact you with instructions and/or an "emergency message" with instructions will be available at 804-230-0999.

Please note: River City Residential and Community Stabilization Staff is available 24 hours daily, 7 days weekly and 365 days yearly for your health and wellness.

Building Layout and Evacuation Plans - §690. Orientation; §280. Physical environment.

Every building and facility used by River City will have appropriate building layouts and evacuation plans clearly displayed in open areas. All buildings and facilities will be handicapped accessible and will be an environment conducive to treatment. Routine fire, evacuation, and emergency drills will be a part of residential programs and all staff and clients will be made aware of proper routes for evacuation of a building in case of emergency in our facility based programs. In the event of any emergency, clients will evacuate the building according to the evacuation plan. Staff will ensure the safety of all clients and call 911 or other appropriate emergency numbers.



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Incident Weather Policy

When the weather is severe enough that Henrico County Public Schools (RPS) cancels school, certain programs facilitated by River City Comprehensive Counseling & River City Integrative Counseling will be cancelled. Clients can call the office at 804-230-0999 by 8:00 AM to confirm the list of services that will be cancelled. Community-based programs such as intensive in-home and mental health support services will continue as scheduled with potential modifications. Residential programs will also continue as scheduled with potential modifications to the daily schedule.

Financial Policy

River City programs accepts self payment, Medicaid, state financed insurance (other than Medicaid), private health insurance and military insurance (e.g., Va., Tricare) as forms of payment, as well as VISA, MasterCard, and personal checks. A sliding fee scale (fee is based on income and other factors) is also available for payment assistances if applicable.

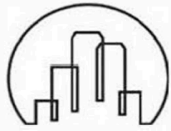
You may use your insurance to pay for services or you may choose to pay out of pocket for your treatment. Some patients have no insurance and pay for treatments themselves. You may be responsible for paying your co-payments while you are attending the program. To find out the cost of this option, make financial arrangements, and payments prior to starting the program, you would need to contact our Business Office at 804-230-0999.

****If you are utilizing insurance coverage to pay for services and your benefits/coverage is interrupted, then River City will collaborate with you to provide an appropriate referral if you are unable to make other financial arrangements. ****

Understanding Your Insurance Benefits

You will meet with the Office Specialist prior to your intake assessment so that they can determine your insurance benefits and help you plan your financial options. Feel free to ask about any concerns you have regarding financial matters.

Most medical insurance plans require pre-certification, meaning that the particular insurance company must be contacted prior to services and given clinical information to determine if services meeting their criteria for treatment. Each insurance company has their own policy. Many insurance companies have contracted with another company that specializes in



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managing access to treatment, and this company can approve, decline, and limit the treatment for which they are willing to pay. When you come into the program, if they approve your participation, they usually give authorization for you to come for a specific amount of time, typically 1 to 10 days initially and will then schedule a date to review your progress and determine whether you can continue with services. The Business Office manages all these calls for authorization. If you have questions about insurance authorization, please contact your Clinical Care Manager.

Pricing for Services - §230. Written fee schedule. §240. Policy on funds of individuals receiving services.

As stated in the Client Bill of Rights and Responsibilities, it is your right to understand all of your financial charges or potential charges as it relates to your case. We do not supply specific information related to service billing in this handbook as all service prices are subject to change according. Please see your direct care worker, program manager, to contact the office directly for specific pricing information.

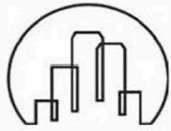
Release of Liability - §220. Indemnity coverage.

As a voluntary participant of River City Programs, you have signed a release of liability to include transportation, consent to search, proper use of restraint, photography of clients, and use of medical care as necessary. This release is for all liability for personal injuries (including death) and property losses or damage occasioned by, or in connection with any activity or accommodations for this event. The undersigned further agrees to abide by all the rules and regulations promulgated by River City and/or its affiliate groups and vendors.

Staff Introductions

Upon intake, each client will be introduced to their assigned Staff Member, Group Administrator, or Therapist. Contact numbers of applicable and appropriate staff will be given to every client in order to schedule appointments, arrange transportation, or to assist with crisis emergency situations.

Closing Word



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On behalf of the staff at River City Comprehensive Counseling Services, Inc. and River City Residential Services, LLC, we wish to thank you for choosing our services. Whether you are an adult, child or parent, we aim to offer you comprehensive services specifically tailored to meet your individual needs. We believe the client comes first and are dedicated and committed to working with you side by side to deliver the most effective treatments that will allow you to live the best life possible.

We hope that this handbook has answered some of your questions regarding programs and services offered by River City Comprehensive Counseling Services, Inc. Your interest, involvement, and participation will be key to your continued success. We look forward to working with you to meet all of your treatment goals.