



aiken center

SUBSTANCE USE SERVICES

Orientation Handbook



**1105 Gregg Hwy.
Aiken, SC 29801**

(803) 649-1900
www.aikencenter.org

Table of Contents

About Aiken Center.....	3-4
Mission, Vision, and Values Statements	
Hours of Operation and Telephone Number	
After Hours Access	
Accessibility	
Programs and Services.....	5-6
Prevention Program	
Treatment Services	
Intervention Services	
Recovery Support Services	
Getting Started With Aiken Center.....	7-10
Orientation	
Purpose and Process of Patient Assessment	
Individualized Plan of Care (IPOC)	
Patient Care Team	
Continuum of Care/Length of Services	
Transition/Discharge Criteria and Procedures	
Referral Services	
Pharmacotherapy Statement	
Drug Screens	
Patient Rights and Responsibilities.....	11-13
Patient Rights	
Patient Responsibilities	
Patient Financial Responsibilities	
Confidentiality.....	14-18
Privacy Notice	
Your Rights	
Aiken Center’s Duties	
Complaints and Reporting Violations	
Grievance Rights and Procedure	
Clinical Code of Ethics	
Advance Directives	
Health and Safety.....	19-20
Building Orientation and Emergency Drills/Procedures	
Infection Control	
Legal/Illegal/Prescription and OTC Substances On-Site	

Concealed Weapons
Seclusion/Restraint
Tobacco Products, E-Cigarettes, and Smoking

Patient Feedback and Input.....21

Achievement of Outcomes
Patient Satisfaction

**Aiken Center
1105 Gregg Highway, Aiken, SC**

Aiken Center is a county-wide agency serving the citizens of Aiken and the surrounding areas. Aiken Center is an outpatient facility offering substance use and misuse education, treatment, intervention, prevention and recovery support services to meet the needs of the community. We are committed to providing effective services in safe, pleasant surroundings. All of our clinical staff are trained, experienced professionals in the field of counseling and substance use/misuse. Aiken Center can provide treatment services to adults and adolescents, based on the patient’s ability to benefit from the services offered. We always encourage the involvement of family members and significant others in the treatment process.

Aiken Center Mission Statement

Aiken Center promotes hopeful, healthy living and freedom from substance misuse through prevention, treatment, and recovery support.

Aiken Center’s Vision

Residents of Aiken County understanding Substance Use Disorders and joining together to offer prevention, treatment, and ongoing recovery support.

About Aiken Center

Hours of Operation & Telephone Number

Aiken Center can be reached by calling (803) 649-1900, ext. 3000 for front desk staff. Other agency staff extensions are available on our website at aikencenter.org.

Aiken Center operates Monday through Friday between the hours of 8:30 a.m. and 5:00 p.m. However, group services are offered Monday through Thursday until 8:00pm. Counselors work a variety of hours, so check with your primary counselor for any individual needs you may have. Each counselor has a confidential voicemail where you may leave a message at any time. Counselors will return your call as soon as possible. Scheduled appointments are preferred for all department services. If a counselor is available, walk-in patients will be seen.

After Hours Access (Nights, Weekends, Holidays)

If you are an Aiken Center patient and have a non-medical substance use crisis, call (803) 270-1202 to speak with an on-call Aiken Center Clinical Counselor. If you have a medical or life-threatening emergency, call 911 or go to the nearest hospital emergency room.

Accessibility

Aiken Center promotes accessibility of services to all residents of Aiken County regardless of race, religion, gender, ethnicity, age, disability, sexual orientation or ability to pay for services. Aiken Center commits to ongoing efforts to remove biases and barriers, including attitudinal barriers. Aiken Center makes reasonable accommodations to ensure that the services and facilities are accessible to all patients, visitors, staff, and other stakeholders.

In the event that a patient requires services not provided by Aiken Center, the Agency will provide the patient with a referral to another agency with appropriate services with as much accommodation as possible. Aiken Center will not deny services to patients based on their inability to pay. If ability to pay is an issue, special financial arrangements will be made.

Aiken Center commits to developing and providing reasonable accommodations for people who may need help in communicating.

Reasonable accommodations include, but are not limited to:

- arranging and providing interpreters for the hearing impaired
- providing materials in Braille or reading to the visually impaired
- providing alternative materials for the cognitively impaired
- arranging change in service location
- foreign language interpreters and materials to provide services/information to those patients/visitors who do not speak English

Programs & Services

Prevention Program

Aiken Center Prevention Services Team works to aid individuals, families, and the community to access the resources needed to develop and maintain healthy lifestyles. We implement comprehensive substance use/misuse prevention programs that are evidence-based, effective, and research-validated for elementary, middle and high school youth. We conduct educational prevention programs in schools and throughout the community to build protective factors and to reduce risk factors for alcohol, tobacco and other substance use/misuse.

Treatment Services

Aiken Center's treatment services are provided by trained, experienced Certified Addiction Counselors. Our treatment program services include Assessment, Referral, Crisis Intervention, Family Counseling, Individual Counseling, Group Counseling, Intensive Outpatient Counseling Services, as well as Recovery Support Services. Our treatment program offers the following services:

- **Family Services:** Provides education and counseling in an effort to assist individuals and families with problems arising from substance use/misuse.
- **Court-Related Services:** Provides a wide range of services for those involved in the local, state or federal judicial system with a focus on reducing the risk for committing another offense.
- **Probation and Parole:** Provides education and counseling for individuals currently serving under the guidelines of probation and parole.
- **Gambling Counseling:** For individuals with gambling issues.
- **Department of Transportation (DOT)/ Substance Abuse Professional (SAP) Assessment:** Aiken Center provides DOT qualified substance use/misuse assessment, treatment and referral services.

Intervention Services

Our Intervention Program offers:

- **ADSAP (Alcohol and Drug Safety Action Program):** Successful completion of this program is required by South Carolina law in order for DUI offenders to be re-licensed.
- **AEP (Alcohol Education Program):** Designed to combat the problem of underage drinking and high-risk behavior. Enrollment in and completion of AEP will result in the charge being dismissed and eligible for expungement.
- **Adolescent Services:** Provides education and counseling to address the unique needs of adolescents and their family members.
- **AIP (Alcohol Intervention Program):** Offered through the Solicitor's office and the Magistrate court system, this program is designed for youth, ages 17-20, who have had more than one underage drinking charge.

PLEASE NOTE: If you are enrolling in ADSAP, Adolescent Services, AEP or AIP Programs, special rules related to orientation, service placement, fee assessment and payment will apply. Please consult with your case manager/counselor.

Recovery Support Services

Aiken Center Recovery Coaches/Peer Support Specialists utilize their extensive training and lived experience with substance use disorder to act as advocates for recovery. Our team assists patients to identify and overcome barriers and develop recovery capital while serving as recovery guides for those seeking to sustain recovery and live a healthier life.

Getting Started with Aiken Center

Orientation

During a patient's first visit to Aiken Center they will take part in an orientation process. During orientation, Aiken Center staff will review several forms that include important information. Patients will be asked to sign them to acknowledge receipt of the information.

Purpose and Process of Patient Assessment

Every patient engaged in alcohol and other drug (AOD) treatment services at Aiken Center must take part in an assessment. A counselor performs the assessment with the patient. It consists of questions to help the counselor to determine a patient's service needs and appropriate level of care.

Individual Plan of Care (IPOC)

Using the assessment information, all patients in treatment services will work with their counselor to develop an Individual Plan of Care (IPOC). The IPOC will include

- the patient's agreed upon service
- attendance frequency
- target date to reach their goals

As part of the care plan, patients are given their counselor's name and the starting date of the treatment.

Patient input in this process is integral to ensure treatment plan individualization. We encourage patients to actively take part in the development and review of their IPOC. Within each IPOC are specific goals patients work toward achieving. Each goal has measurable objectives, actions and interventions.

Patients assigned to PRI Groups will not have an IPOC. Instead, ADSAP/PRI patients enter into a Participation Contract. The contract describes the conditions of successful program completion.

Patient Care Team

During a patient's time at Aiken Center, they are assigned a primary counselor who will oversee their treatment. That counselor will coordinate all patient care and make any referrals necessary for

concurrent care. The patient's primary counselor will be their main contact for person-centered treatment planning, transition planning, referrals for other services or case management, and discharge planning. Patients may also have more services provided by other counselors or recovery coaches.

Continuum of Care/Length of Services

Aiken Center will recommend the most appropriate service to aid in a patient's success. If alcohol or other drug use continues or more problems occur, we may recommend more intensive levels of care. Although most programs have a minimum length of stay, the amount of time a patient attends is based on progress made on the Individual Plan of Care (IPOC) goals.

Type of Program/Service	Meeting Frequency
Prime for Life Alcohol and Drug Education Group (PRI)	Meets 2 days per week for 2 hours per group session.
Adolescent Treatment and Intervention:	Services under 6 hours weekly.
Outpatient Treatment	Services total less than 9 hours weekly
Intensive Outpatient (IOP) Treatment	Services must total 9 or more hours weekly. Usually meeting three times weekly for three hours each session.
Peer Recovery Support Services:	Individual meetings as needed/desired; groups offered weekly

Every patient's needs are unique to themselves and their life circumstances. As such, the course of treatment and the related services for each patient may vary greatly. Treatment is generally not time limited.

At the completion of services, a patient may receive a copy of their Discharge Summary. A Discharge Summary describes patient's services and the current status of their case. Patients should contact their counselor if they wish to receive a copy of this document.

NOTE: Treatment for patients in ADSAP may not exceed one year as established in legislation.

Transition/Discharge Criteria and Procedures

Patients are discharged or transitioned from treatment services after the following:

1. Meet Discharge Criteria to be successfully transitioned.
2. Withdraw from services voluntarily;
3. Fail to follow program requirements. Examples include consistent rule violations, not following attendance requirements, etc.
4. Need referral or transfer to another level of care to better meet their clinical needs.

Aiken Center's Treatment Team makes and documents all decisions to discharge/transfer a patient. Aiken Center invites patients that are unhappy about the counselor's service recommendations to take part in a Treatment Team meeting. Interested patients should consult with their counselors before the meeting. A patient can use the Complaint Process outlined within this handbook if they disagree with the Treatment Team's decision. Patients are discharged or transitioned from education/intervention services after the following:

1. Attend the number of assigned groups
2. Complete any exit documentation required.

Referral Sources

While Aiken Center works with referral sources such as Probation, DSS, and DJJ, the agency is not a part of the criminal justice system. Aiken Center operates under contracts to provide a variety of patient services. Aiken Center provides requested reports on patient progress and participation to referral sources. Aiken Center does not play a role in determining the outcome of cases before these entities. Patients should contact their referring program with any questions about the status of their cases.

Pharmacotherapy Statement

For some patients, medications are an important element of treatment. Medications are most effective when used in conjunction with counseling. Many legal and illegal drugs and/or substances may have possible interactions and effects on a patient and their recovery. Patients may be asked to consent to release information to any doctor prescribing a medication or with whom we may want to have a consultation. The use of behavioral treatments and medications can be important to sobriety.

Drug Screens

All Aiken Center services conduct random Urine Drug Screens (UDS) as a treatment aid. Screens are a requirement to take part in our services. Urine Drug Screening is a part of a patient's treatment but is not intended to be punitive. Refusal to give a specimen when asked will result in a report of a positive result for drugs. Aiken Center does not perform in-house drug tests except for alcohol breath tests. LabCorp performs all Aiken Center drug screens at their Aiken office. Patients are responsible for paying Aiken Center for these screens. The patient's counselor determines the types and frequency of drug screens. Aiken Center attempts to use a patient's referral source testing results to reduce the cost of the tests.

Patient Rights and Responsibilities

Patient Rights

The following Patient Rights statement supports and protects your rights as a human being including fundamental human, civil, constitutional and statutory rights. Patients of Aiken Center have the following rights:

- To be entitled to respect and dignity in an environment that affords security and privacy.
- To receive services that are protected under the laws of confidentiality and to receive an Aiken Center Privacy Notice as well as other information concerning your rights regarding the use, storage, and disclosure of healthcare information.
- To receive services regardless of race, sex, national origin, creed, physical or mental disability, or personal ability to pay.
- To know the reason for or purpose of the services provided and to consent to receiving these services.
- To receive an individual evaluation and treatment based upon your needs, abilities and goals, including your active participation in the development of your Individual Plan of Care.
- To ensure that your needs and preferences are not neglected and to receive any information needed to make informed decisions concerning the services you receive.
- To be assessed fees on an equitable basis.
- To express your preferences concerning the choice of case manager, counselor or other service provider.
- To review your records upon reasonable request and as provided by law.
- To refuse treatment or withdraw from services at any time without affecting re-entry at a later time*
- To be free from physical abuse, sexual abuse, harassment and physical punishment imposed by Aiken Center employees.
- To be free from psychological abuse, including humiliating, threatening and exploitive action on the part of Aiken Center employees.
- To be free from fiduciary abuse associated with Aiken Center employees holding in trust anything of value that belongs to you.

- To be informed of and treated in compliance with the Agency's policy on seclusion, restraint, special treatment interventions and the restriction of rights.
- To receive assistance from Aiken Center in facilitating access and referral to guardians, conservators, self-help groups, advocacy, and legal services.
- To have privacy during visits unless contraindicated in the recovery and treatment process or as ordered by a physician or other authorized healthcare provider.

*Patients have the right to refuse services. However, if a patient is mandated to attend treatment by an outside referral source, the patient may be subjected to consequences from the referral source for non-compliance. Withdrawal from participation in some programs may necessitate a delay in re-admission. If a patient's participation in this program is the result of involvement with the criminal justice system, their legal status may be jeopardized by withdrawal without court, probation or parole permission.

Patient Responsibilities

Patients are asked to sign a copy of the Program Guidelines and/or Group Rules before starting treatment.

- Patients are responsible for providing accurate and complete information about current medications, past illnesses and hospitalizations, medications, allergies and other matters relating to their health. Patients are responsible for reporting unexpected changes in their conditions to their health practitioners.
- Aiken Center encourages patients to actively take part and make decisions in the development of Individual Plan of Care (IPOC).
- Patients should attend all scheduled counseling sessions and be punctual. Patients are to call primary counselor any time an absence is to occur.
- Patients should inform their counselor if they are having problems working on their treatment goals. Patients should also contact their counselor if they have any concerns about their services.
- Follow up on other services outside the agency as agreed upon by the patient and the counselor.

- Respect the privacy of anyone seen or met at this agency.
- Keep confidential the identity of others and things shared in group.
 - Aiken Center takes its policy on confidentiality and releasing confidential information very seriously. Information that patients provide is held in confidence. Anyone breaking the confidentiality of another person in services may immediately be discharged from Aiken Center and referred elsewhere for services.
- All electronic devices (cell phones, etc.) must be turned off before entering group room.
- Aiken Center has a zero tolerance for inappropriate language which includes: threats of harm towards staff and peers and any form of racial, ethnic, or sexual orientation slurs.

Missing two sessions in a row without counselor contact may result in file closure. You may have to apply for re-admission. These rules do not apply to ADSAP/PRI services. You must re-enroll for ADSAP/PRI services if you miss a session or if you are late for a session.

Patient Financial Responsibilities

Patients are responsible for fulfilling their healthcare financial obligations. Patients and counselors can complete a financial assessment and potentially set up payment plans. Financial arrangements are based on each individual patient's financial resources. Some services have set fees and are not eligible for financial resources, such as ADSAP, AEP, AIP and DOT. Aiken Center accepts third-party payments, including Medicaid and private insurance.

Confidentiality

Privacy Notice

THIS NOTICE DESCRIBES HOW MEDICAL AND 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 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 & 164, and the Confidentiality Law, 42 U.S.C. § 290dd-2, 42 C.F.R. Part 2. Under these laws, Aiken Center may not say to a person outside Aiken Center that you attend the program, nor may Aiken Center disclose any information identifying you as having a substance related problem, or disclose any other protected information except as permitted by federal law.

Aiken Center must obtain your written consent before it can disclose information about you for payment purposes. For example, Aiken Center must obtain your written consent before it can disclose information to your health insurer in order to be paid for services. Generally, you must also sign a written consent before Aiken Center can share information for treatment purposes or for health care operations. However, federal law permits Aiken Center to disclose information without your written permission:

1. Pursuant to an agreement with a business associate;
2. For research, audit or evaluations;
3. To report a crime committed on Aiken Center's premises or against Aiken Center personnel;
4. To medical personnel in a medical emergency;
5. To appropriate authorities to report suspected child abuse or neglect.
6. To appropriate authorities to anonymously or by court order report suspected abuse or neglect of an elderly person or a vulnerable adult, and/or
7. As allowed by a court order.

For example, Aiken Center 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 business

associate agreement in place. Before Aiken Center can use or disclose any information about your health in a manner that 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.

Your Rights

Under HIPAA, you may have the right to request restrictions on certain uses and disclosures of your health information. Aiken Center 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 or at an alternative location. Aiken Center 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 obtain a copy of your own health information maintained by Aiken Center, except to the extent that the information contains psychotherapy 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 Aiken Center's records, and to request and receive an accounting of disclosures of your health-related information made by Aiken Center during the six years prior to your request. You also have the right to receive a paper copy of this notice.

Aiken Center's Duties

Aiken Center is required by law to maintain the privacy of your health information and to provide you with notice of its legal duties and privacy practices with respect to your health information. Aiken Center is required by law to abide by the terms of this notice. Aiken Center reserves the right to change the terms of this notice and to make new notice provisions effective for all protected health information it maintains. You will receive a copy of this notice at intake or upon request.

Complaints and Reporting Violations

If a patient believes that their privacy rights under HIPAA haven't been violated, they may complain to Aiken Center, the Secretary of The United States Department of Health and Human Services, or the South

Carolina Department of Health and Environmental Control, Division of Health Licensing (803-545-4370). If placing their complaint with Aiken Center, it must be in writing and sent to the Compliance Officer, Aiken Center, 1105 Gregg Highway, Aiken, SC 29801. Patients 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.

This notice became effective April 14, 2003.

For further information, contact the Corporate Compliance Officer at Aiken Center, 803-649-1900 ext. 3480.

Grievance Rights and Procedure

Patients may file a formal grievance or appeal a decision made by Aiken Center employees, without fear of reprisal, if they feel their rights have been violated or if they feel that a staff member has violated Aiken Center Code of Conduct (Ethics). All grievances will be addressed in a confidential manner. To file a grievance, follow the procedure outlined below:

1. The patient, who wishes to file a complaint, will describe in writing the event, date, time, name(s) of person(s) involved, and any other pertinent information concerning the grievance.
2. The written complaint should be submitted to the Clinical Services Manager as soon as possible.
3. The Clinical Services manager will investigate the complaint in as thorough a manner as possible and respond in writing to the complaint within three (3) working days.
4. If the patient is dissatisfied with the supervisory response, a hearing will be held before the Treatment Team, chaired by the Clinical Services Manager, where the parties involved will have the opportunity to give further details or evidence regarding the complaint. Third party representation for the patient at this meeting is permitted only in circumstances where the patient is determined by the Treatment Team to be incapable of adequately representing his/her own interests. Such a determination by a court of appropriate jurisdiction is also acceptable. The Treatment Team will have five (5) working days to respond in writing to the complaint.

5. If, after this response, the patient is still not satisfied, the complaint will be forwarded to the Executive Director who will have ten (10) working days to respond in writing. If the actions of the Executive Director were the basis of the original complaint, a patient may appeal in writing directly to the Chairman of the Board of Commissioners, who has ten (10) working days to respond in writing.
6. Upon completion of this process, if still dissatisfied, the patient may appeal to the Director of the South Carolina Department of Alcohol and Other Drug Abuse Services, in accordance with their procedures.

In addition, ADSAP patients have additional appeal procedures afforded by Section 56-5-2990 of the Code of South Carolina laws, as amended. This process is described in that law as well as in Aiken Center's Alcohol and Drug Abuse (ADSAP) Appeals Process. Contact Aiken Center's Intervention Services Office for more information. Additional information concerning this grievance procedure may be addressed to Aiken Center's Corporate Compliance Officer at (803) 649-1900 ext. 3480.

Clinical Code of Ethics

Aiken Center will not discriminate against anyone on the basis of race, religion, language group, age, gender, physical or mental disability, sexual orientation, or economic condition. Aiken Center staff understands their responsibility to patients, confidentiality, professional competency and integrity, financial arrangements, and inter-professional relationships. They will respect the rights of the persons served and will work to ensure that services are accessible and appropriate. Staff will respect and protect the confidences of patients under federal law and will make financial arrangements with patients and third-party payers that conform to acceptable professional practices. Patients can expect a high standard of professional competency and integrity, professional boundaries and limitations of competencies, and to treat patients with respect, courtesy, and fairness.

Aiken Center clinical staff must:

- Respect the right of patients to make decisions and help them understand the consequences of these decisions.

- Terminate a professional relationship when it is clear that the patient is not benefiting from services.
- Not abandon or neglect patients in need of continued treatment without making reasonable arrangements for the continuation of such treatment.
- Not engage in activities of a non-therapeutic nature outside of the business location with active patients receiving clinical services; and/or conduct any activities found to be harmful to patients.
- Obtain informed consent of patients before taping, recording, or permitting third party observation of their activities.
- Recognize boundaries and limitations of professional competence and not offer services or use techniques outside of their professional competencies.
- Be dedicated to maintaining high standards of scholarship and presenting information that is accurate.
- Seek to remain current on new developments in the behavioral health field, as relevant to their specialty areas, through educational activities and clinical experiences.
- Exercise special care when making public their professional recommendations and opinions through personal testimony or other public statements.
- Seek appropriate professional assistance for their own personal problems or conflicts that are likely to impair their work performance and/or their clinical judgment.

Any comments, concerns, or suspected violations of this Code of Ethics should be reported to Aiken Center's Corporate Compliance Officer at (803) 649-1900 ext. 3480.

Advance Directives

Aiken Center encourages its patients to take an active role in their care by stating their health care preferences in writing through legal documents known as advance directives. Advance directives, such as living wills and durable powers of attorney for health care, are documents written in advance of serious illness that let you state your choices for health care or name someone to make those decisions if you are unable to do so. For more information, please visit SCBar.org.

Health and Safety

Building Orientation and Emergency Drills/ Procedures

During patient orientation, a staff member demonstrates the location of the fire exits and where fire alarm pull stations are located. Staff will also show the location of bathrooms, offices, group rooms, etc. Copies of emergency procedures are posted on the walls within group rooms. Patients must participate in drills. During any drill patients are to follow the directions of staff and exit where guided, if applicable, or any other protocol posted and directed. Failure to participate in drills may result in program termination.

In the case of an emergency, such as fire, tornado, acts of violence, etc. Patients should follow the instructions provided by Aiken Center staff.

Infection Control

Patients receive educational materials concerning precautions to be taken to prevent the spread of infectious diseases, such as HIV/AIDS, Hepatitis, TB, etc. Patients should study this information carefully and talk with their counselor if they have questions.

Legal/Illegal/Prescription and OTC Substances On-Site

Patients should refrain from bringing legal or illegal substances into the building (alcohol, narcotics, "synthetic" substances, etc.). Doing so may lead to their discharge from the program. Prescription medications other than nitroglycerin and EpiPens are not to be brought into the building. If a patient is prescribed medication that they must have in their possession, they must inform their counselor. Patients who report for treatment services impaired by the use of any mood-altering substances will not be allowed to participate.

Concealed Weapons

No concealed weapons of any kind, such as guns, box cutters, knives or any other sharp instrument are allowed on Aiken Center premises. The only exception is that a duly certified law enforcement officer on official business may carry his/her weapon on the premises. For unofficial business, such as counseling services, law enforcement officers are to leave their weapon in a locked vehicle. Any concealed

weapons found on the premises will be reported to law enforcement officials.

Seclusion/Restraint

Aiken Center does not believe in the use of seclusion or restraints (drug induced or physical) as a part of a patient's treatment or intervention program. Patients are not permitted to physically restrain other patients.

Tobacco Products, E-Cigarettes, and Smoking

Aiken Center promotes active recovery for persons whose lives are affected by addiction. In addition to known health risks, some research links the use of tobacco products with substance use disorder. Smoking is prohibited except in those locations that are designated smoking areas. Anyone under the age of 21 is prohibited from smoking on Aiken Center premises. This policy includes E-cigarettes.

Patient Feedback & Input

Achievement of Outcomes

Aiken Center gathers data from patient admission forms, discharge forms and post discharge surveys. The post discharge surveys take place 70-110 days after a patient's discharge from Aiken Center. With patient permission, Aiken Center calls patients to ask about service satisfaction and patient progress after discharge.

Patient Satisfaction

At Aiken Center we are always open to any ideas or suggestions that may allow us to improve our services. If you come up with an idea or suggestion you may take one of the following steps:

- Share with your counselor
- Take part in group surveys
- Complete our online survey at www.surveymonkey.com/r/AikenCenter or by using the QR Code.



Aiken Center is nationally accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) and adheres to the definition of addictive disease as developed by the American Society of Addiction Medicine (ASAM) and the standards for service placement. Aiken Center is a charter member of the Behavioral Health Services Association of South Carolina and a United Way Agency. The South Carolina Department of Health and Environmental Control and the South Carolina Department of Alcohol and Other Drug Abuse Services routinely inspect Aiken Center.

Funding for this brochure was provided by the Substance Abuse Prevention and Treatment Block Grant (CFDA Number 93.959) of the U.S. Substance Abuse & Mental Health Services Administration and the Medical Assistance Program Grant (CFDA Number 93.778) of the Centers for Medicare-Medicaid Services.

Revised January 2023