

# RIAZ

Recovery Innovations of Arizona, Inc

Dear \_\_\_\_\_

Welcome to Recovery Innovations of Arizona

Our purpose is to offer you hope and recovery. We are delighted that you have chosen to participate in our services.

Our mission is: *“To create opportunities and environments that empower people to recover, to succeed in accomplishing their goals, and to reconnect to themselves, others and meaning and purpose in life.”*

## **How can we help?**

Here at RIAZ we believe that recovery is a process of “remembering who we are and using our strengths to become all that we were meant to be.” We believe that recovery is something that everyone can experience. Wherever you are in your recovery the Peer Support Specialists and Recovery Coaches are here to partner with you as you direct your recovery process and pursue your goals. You make the choices. We will offer encouragement, support and opportunities to achieve what you want for your life. Ask your Peer Support Specialist or Recovery Coach for a list of services that are available to you. They can provide assistance in identifying options that meet your needs and wishes.

## **The benefits of peer support**

“Peers” are people who have lived experience of recovery and have developed tools and skills for wellness. They are living examples of recovery and, for this reason, are employed throughout Recovery Innovations of AZ’s programs. They are evidence of hope and are a great source of support and encouragement for others. Because of their own personal experience, they have a unique understanding of the challenges of receiving services and recovery. The Peer Support Specialists or Recovery Coaches you will meet have completed extensive training and are skilled in providing recovery education and peer support.

## **Education and self-advocacy**

We will assist you in the discovery and development of innate strengths, abilities, personal choice and self-determination to promote your wellness and further your recovery. As you gain confidence in your ability to overcome personal challenges, we will help you understand your choices for services. We will support you in making your own decisions about the services you decide to use to promote your wellness.

## **What services are available for non-English speaking individuals?**

If English is not your primary language, we have resources to assist you in the language that you prefer. Please ask your Recovery Coach or Peer Support Specialist for assistance with interpretive services.

## **Four policies we would like you to know about:**

**Confidentiality:** Any information you share with us will be kept confidential. The only circumstances under which we may release information concerning the services you receive to anyone not part of the Recovery Innovations of AZ staff would be:

- By your consent
- As required by state or federal law
- Information needed to bill insurance companies such as the Regional Behavioral Health Authority (RBHA).
- Your information will only be shared with those companies who have a legal right to view your information for auditing purposes such as the RHBA and AHCCCS.

**Complaints:** If you have any concerns with our services, please let us know right away. We appreciate your feedback and will use it to help us improve our services. So feel free to approach any of our employees to discuss and resolve the issue. If that does not solve the concern, we will give you a copy of our complaint and grievance procedure and assist you in completing a written request for a solution. That is your right. We will also help you obtain assistance from the Arizona Department of Health Services (602) 674-4300 or from Advocates at 1-800-421-2124.

**Privacy Statement:** We want you to know that you have the right to review your Recovery Innovations of AZ records at any time without getting agreement from anyone else. Also, you can request a restriction on uses/disclosures of information in your record; obtain a record of disclosures of your records; and change or discontinue any permission you've given to others to review your record. It is also important to know that alcohol and drug abuse records are protected by Federal law and regulation.\* By the way, we are sometimes required to share your records with other agencies in order to coordinate services and reimbursement issues.

**Participant Rights:** We will make sure your rights are respected in all Recovery Innovations of AZ programs. Specifically, you have the right to be treated with respect and dignity at all times. You also have the right to have appropriate privacy and freedom from physical and verbal abuse.

If you would like more details on any of these four policies listed above, just ask and we'll get more material to you right away, especially concerning your rights as a person participating in our programs. If you have any questions about the services you are receiving or other service options, feel free to give us a call at any time (602) 650-1212.

We wish you hope, empowerment, and success on your wellness journey,

\* As outlined in the notice of Confidentiality of Alcohol and Drug Abuse information Form PM 4.1.7



Recovery Innovations of Arizona, Inc

Participant name

Date of birth

Upon beginning services in the \_\_\_\_\_ program at Recovery Innovations of AZ, I agree to direct my services and give my consent to Recovery Innovations of AZ to partner with me in my recovery process.\* I have reviewed the following information, I understand that I can receive written copies of the information at my request, and my questions have been answered:

(Please Check as Completed)

- \_\_\_\_\_ Program Description at a Glance
- \_\_\_\_\_ My Right to Language Assistance, if needed verbally and in writing
- \_\_\_\_\_ Recovery Innovations Grievance Policy and Procedures
- \_\_\_\_\_ Recovery Innovations Privacy Statement
- \_\_\_\_\_ Recovery Innovations Participant's Rights\*\*
- \_\_\_\_\_ RHBA Handbook

Participant

Printed Name

Signature

Date

Recovery Innovations of AZ Staff Member

Printed Name

Signature

Date

\* General Consent Statement
\*\* As outlined in form PM 5.3 MH-211