



**NEW BRUNSWICK COUNSELING CENTER
BURLINGTON COMPREHENSIVE COUNSELING**

Hope is the one thing
that keeps us going!

NEW BRUNSWICK COUNSELING CENTER & BURLINGTON COMPREHENSIVE COUNSELING

MENTAL HEALTH PROGRAM Client Handbook



New Brunswick Counseling Center
320 Suydam Street
New Brunswick, NJ 08901
732-246-4025
732-246-1214 (Fax)

Burlington Comprehensive Counseling
605 High Street
Mt. Holly, NJ 08060
609-267-3610
609-267-9692 (Fax)

www.nbcounselingcenter.org

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Hope is the one thing that keeps us going!

Welcome Message

MISSION STATEMENT

Welcome! Treatment is a journey towards self-improvement where you can identify and maximize your strengths, as well as work on your areas of need. This journey takes place within a professional and therapeutic relationship, which we value greatly. Our goal is to make your experience meaningful and helpful.

TO ALL PATIENTS: This handbook must be read and understood by all patients. Should you have any questions about the content of the Handbook, please speak to your counselor or a supervisor.

PROGRAM GOALS

Mental Health Program (MH): Our Mental Health Program is dedicated to providing personalized outpatient services tailored to each individual's unique needs. We utilize evidence-based approaches, including comprehensive behavioral assessments, therapeutic interventions, care management and medication management, to address a wide range of mental health disorders. Our therapeutic methods aim to empower individuals and their families to effectively manage life's challenges, foster resilience, and improve their overall quality of life. Our ultimate focus is to support our clients on their journey towards mental wellness.

Organization Overview

New Brunswick Counseling Center and Burlington Comprehensive Counseling is a CARF-accredited outpatient substance use and mental health treatment center with two clinics in Burlington and New Brunswick, New Jersey. Since our founding in 1970, our team of dedicated staff has remained committed to delivering courteous treatment to all clients.

MISSION

To provide compassionate mental health and substance use treatment to empower individuals to live the life they envision for themselves.

VISION

Our vision is to contribute to compassionate communities for everyone, where individuals can live a meaningful life and mental health and substance use challenges are addressed in a respectful, holistic, and effective way. We prioritize inclusion and equity in all of our work.





Our Values



01 Person and Family-Centered

Our approach focuses on culturally responsive recovery that centers on the person and their family.

02 Potential

Our inspiration comes from the individuals and families we serve, recognizing their accomplishments and potential for achieving wellness and recovery.

03 Power

Our care is guided by the people, families, and communities we serve, as well as our workforce. They shape our policies and practices.

04 Partnerships

To achieve our mission and work towards our vision, we must establish mutually respectful partnerships and enhance our capabilities while building our capacity.

05 Performance

Our approach involves implementing proven practices, utilizing opportunities, and harnessing technologies to mitigate the effects of mental illness and addiction. Our ultimate goal is to improve the overall health and well-being of the individuals, families, and communities we support.

LOCATIONS, ACTIVITY SCHEDULES AND TELEPHONE NUMBERS

New Brunswick Counseling Center

320 Suydam Street, New Brunswick, NJ 08901

732-246-4025

732-246-1214 (fax)

Regular Office Hours*: Monday-Thursday: 6:00AM-6:00PM
Friday: 6:00AM-1:30PM
Saturday: 6:00AM-9:00 AM (by appointment)
Sunday & Holidays: Closed

Medication Hours: Monday-Friday: 6:00AM-12:00 PM
Saturday: 6:00AM-9:00AM
Sunday & Holidays: Closed

*Includes individual counseling, group sessions, Intensive Outpatient, HIV counseling, admission assessments, intake screenings, care management, and doctors' appointments.

24 Hour patient access #: (732) 246-4025 ext.148

Life Threatening Emergency: 911

Suicide and Crisis Hotline: 988

Burlington Comprehensive Counseling

605 High Street, Mt. Holly, NJ 08060

609-267-3610

609-267-9692 (fax)

Regular Office Hours*: Monday - Thursday: 6:00AM-3:00PM
Friday : 6:00-1:30 PM
Saturday: 6:30AM-10:30AM (by appointment)
Sunday & Holidays: Closed

Medication Hours: Monday - Friday: 6:30AM-11:00AM
Saturday: 6:30AM-10:00AM (by appointment)
Sunday & Holidays: Closed

*Includes individual counseling, group sessions, Intensive Outpatient, HIV counseling, admission assessments, intake screenings, care management, and doctors' appointments.

24 Hour patient access #: (+1) 609-819-5082

Life Threatening Emergency: 911

Suicide and Crisis Hotline: 988

TEAM PROFESSIONALS



MULTIDISCIPLINARY TEAM OF PROVIDERS:

American Board of Addiction Medicine Certified Physicians

Registered Nurses

Clinical Psychologists

Nurse Practitioners

Certified Alcohol and Drug Counselors

Licensed Clinical Social Workers

Licensed Professional Counselors

Licensed Counselors

Counselors in training



CLIENT HANDBOOK INTRODUCTION

This client handbook is based upon the agency's mission of building a caring and positive environment in which clients are treated. The purpose of the handbook is to share with clients the policies, procedures, protocols, and benefits of being in treatment at the agency. While we have tried to include answers to most questions people have about treatment at the agency, you will get more information about the agency from your counselor and other treatment team members during treatment.

The contents of this handbook are given to you for information only, and replace any older versions of the handbook. We routinely update policies and procedures to better serve you and will do our best to keep you informed of any changes.

THIS HANDBOOK CONTAINS NO PROMISES OF ANY KIND AND DOES NOT CREATE A CONTRACT OF, OR FOR, TREATMENT. The handbook is not a contract for a specific length of treatment. You may voluntarily leave treatment for any reason and the agency may end your treatment at any time, or deny you readmission, with cause.

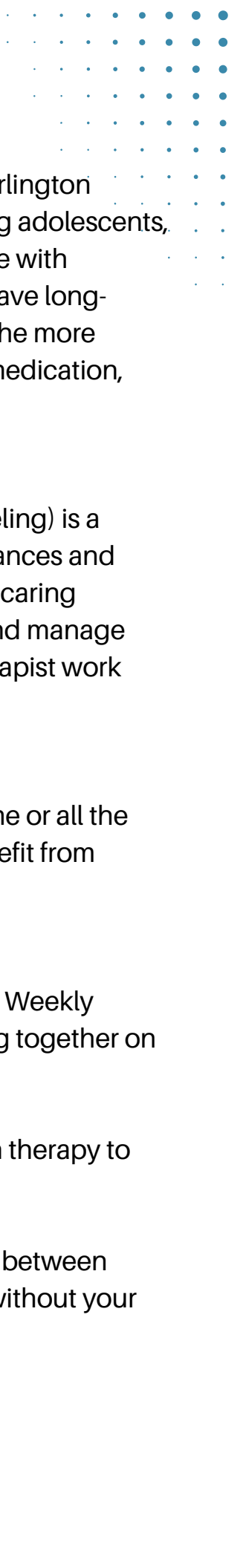
We encourage you to discuss any questions or concerns about the agency policy and procedures, protocols, or benefits with your assigned counselor or any other treatment team member.

Finally, no employee, manager, consultant or officer of the agency; other than the President of The Board of Trustees, the Executive Director, Medical Directors, or Clinical Director, has any authority to offer, or enter into, an agreement contrary to policies described above or following.

Thank you for your support and cooperation. We look forward to your successful treatment based on your personal goals and objectives.

Sandra Lutomski, LCSW, LCADC
Executive Director





CLIENT GUIDE

Thank you for choosing New Brunswick Counseling Center (NBCC) and Burlington Comprehensive Counseling (BCC). NBCC and BCC are dedicated to helping adolescents, adults, and families who are experiencing difficulty in their lives and struggle with resulting emotional, behavioral and substance use problems, or who may have long-standing psychiatric conditions. This guide is designed to answer some of the more commonly asked questions that arise about therapy/ counseling services, medication, client responsibilities, emergency situations, and insurance.

What is Therapy?

Therapy (often referred to as psychotherapy, counseling therapy, or counseling) is a treatment that helps people cope with distressing emotions or life circumstances and make improvements in their lives. Our clients share their experiences with a caring professional (therapist, counselor, clinician), who helps them understand and manage their reactions to stressful or painful situations. Together, the client and therapist work together to develop coping skills and strategize solutions.

Depending on the presenting problem(s) therapy is provided:

Individually, and/or with partners or other family members participating some or all the time, and/or in groups of people who share similar problems and could benefit from mutual support and problem- solving under the guidance of the therapist.

What can you expect from Therapy?

It will take time to feel completely comfortable talking about your problems. Weekly appointments; approximately 45-60 minutes per individual session. Working together on goals and an understanding of when treatment is completed.

Change in some-but not all-of your problems. You can use what you learn in therapy to address future problems.

You will be asked to apply the coping strategies you learn during treatment between sessions; and, Confidentiality. No information about you may be given out without your consent unless allowed or required by law.



CLIENT RESPONSIBILITIES

Attendance

Attending every appointment, on time, is vital to the success of your therapy. Repeated missed or cancelled appointments diminish the effectiveness of therapy and prevent others from receiving services. It is expected that you call 24 hours in advance if you need to re-schedule, or within 24 hours after missing an appointment due to an emergency. If you miss two consecutive appointments, or frequently miss or cancel your appointments, your care will be reviewed for closure. Please note that psychiatric services are only available to those clients who consistently attend therapy sessions.

Full Information

You have the responsibility to provide, to the best of your ability, accurate and complete information about your presenting problem(s), past medical and psychiatric treatment, medication, and other matters relating to your physical and emotional health.

Participation

You are expected to actively participate in the planning of your treatment and to follow its recommendations. You are responsible for your actions if you refuse to comply with the treatment provided by your clinician or psychiatrist.

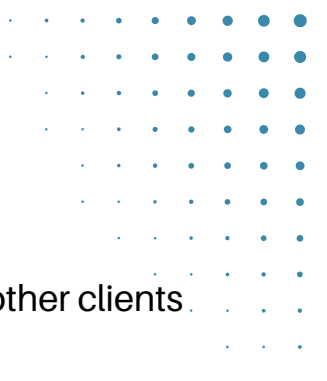
Medication

At times, medication can help people manage moderate to severe emotional distress. Please note: Before any medication is prescribed, an evaluation with the medical provider will be conducted and options discussed with you.

When medication is deemed appropriate, it is prescribed in small and non-refillable amounts, for limited periods of time, and in the smallest dosage required to help you.

It is not our policy to prescribe or refill medication over the telephone. This makes it extremely important that you keep your appointments to avoid running out of medication. Clients are required to attend therapy sessions as scheduled in between psychiatric appointments in order to maintain scheduled in order to continue medication monitoring services.

The decision to take a medication is ultimately yours. Our duty is to assist you in making an informed choice and only prescribe medication if it is likely to benefit you.



CLIENT RESPONSIBILITIES

Respect

You are responsible for being considerate of the rights and the property of other clients and Agency personnel.

Calling your Clinician

Calls should be limited to situations such as communicating a worsening of your condition or reporting an unexpected or severe side effect of a medication. Other concerns can be handled during your session.

Emergency Solutions

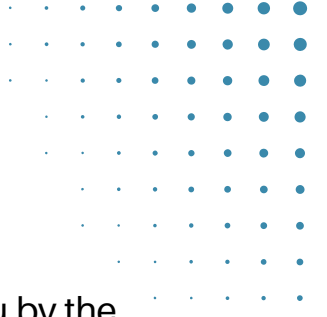
Should you experience a psychiatric emergency you should call 911 or head directly to the nearest hospital emergency room.

Smoking

Smoking is not permitted anywhere on our premises, including all indoor and outdoor areas, such as parking lots, entrances, and exits. This prohibition extends to cigarettes, cigars, pipes, other tobacco products, electronic cigarettes, and vaporizers. All individuals on our premises are required to comply with this policy, and violations may result in appropriate disciplinary actions. No Smoking signs will be clearly displayed at all entrances and in all buildings on our premises.

We understand that quitting smoking can be a challenge and encourage individuals who wish to quit smoking to seek assistance. There are many resources available, including quitlines and support groups.





ADDITIONAL GUIDELINES/INFORMATION

Hospitalization

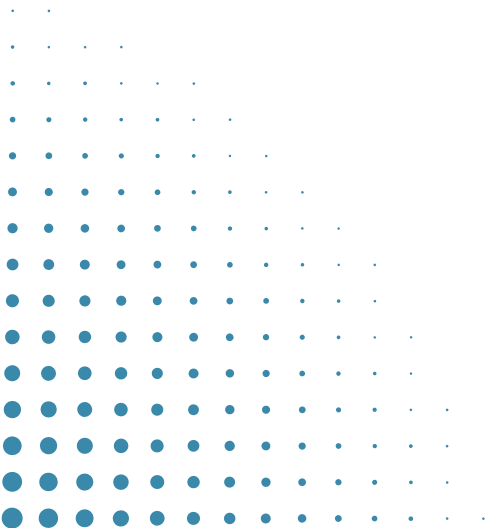
If you require hospitalization, your daily dose of MAT may be provided to you by the hospital. Notify the hospital personnel that you are an NBCC/BCC client and sign a consent form to release information so NBCC/BCC can confirm your enrollment and daily dose. If you have take-homes, you need to alert the medical staff. You are not authorized to self-administer take-home medication while under the care of the hospital.

Psychiatric Care

If you need to see the NBCC/BCC Medical Director, please coordinate the appointment with your counselor. When you make an appointment, that time is reserved for you so it is important to keep that appointment or call at least 24 hours in advance to change it. If you are seeing a private psychiatrist or primary care doctor, you must sign consent to release information to NBCC/BCC and the Medical Director will need to approve all medications.

Infection Control

Clients that have an infectious illness (i.e. productive cough, fever of 100 or above, a wound, skin discharge, etc.) should ask to be evaluated by a nurse. All clients are encouraged to wash their hands after using the bathroom facilities and to practice “Universal Precautions.” Clients should wear gloves should they come in contact with blood or bodily fluids. Clients are to be mindful of items that carry the red biohazard labels. The labels are placed on canisters and devices that have potentially infectious materials. Clients should never attempt to open such devices or place any objects within those devices.



ADDITIONAL SERVICES OFFERED BY NBCC/BCC

Substance Use Disorder (SUD)

If you are concerned about drug and alcohol use in yourself or someone you care about, our staff are licensed alcohol and drug counselors and are available to evaluate and help manage substance use problems. We perform assessments for Recovery Court, DCF, Probation, and use them to develop care plans for adolescents and adults.

Our goal is to provide a comprehensive treatment approach for individuals facing substance use disorders and concurrent mental health disorders. We offer various services, such as individual therapy, medication management, group therapy, care management, and telehealth sessions, all designed to empower our clients and their families to lead healthier and more productive lives. Our counseling methods are rooted in evidence-based practices, with a focus on cultivating self-awareness, promoting alternative behaviors to substance use, and improving overall quality of life. We assess and recognize issues beyond just substance use and as necessary, we provide referrals for other services. Our focus is to guide our clients on their journey towards recovery and well-being.

Opioid Treatment Program (OTP)

Our main objective is to offer customized medical and clinical care for individuals dealing with opioid use disorder. We provide a range of treatment options including managing opioid withdrawal symptoms, maintenance programs using vivitrol, methadone, or buprenorphine, and medically supervised withdrawal from maintenance medications. Our services include individual therapy, medication management, group therapy, care management, and telehealth sessions, all aimed at empowering our clients to lead healthier and more productive lives. Our counseling methods are based on evidence-based practices, focusing on promoting self-awareness, encouraging alternative behaviors to substance use, and enhancing overall quality of life. Our treatment approach aims to improve the physical and mental well-being of our patients and their families while enhancing their social functioning. Our ultimate focus is to support our patients on their path to recovery and a better quality of life.

Adolescent Services

Our adolescent program serves individual ages 13 to 17, providing treatment for mental health and substance use disorders. Services include a comprehensive psychosocial evaluation, weekly individual counseling, and group counseling. Clinicians utilize a variety of evidenced-based techniques and work with clients to address topics such as emotion regulation, mindfulness, substance use, stress management, and development of positive coping mechanisms.

ADDITIONAL SERVICES OFFERED BY NBCC/BCC

HIV Education

We recognize the dramatic relationship between substance use and HIV transmission. We teach patients about the hazards of high-risk behavior, risk reduction, and emphasize the importance of practicing safe behaviors such as HIV prevention methods and AIDS testing.

Care Management

Here at the New Brunswick Counseling Center and Burlington Comprehensive Counseling, we believe that healing and well-being are influenced by all aspects of a person's environment. Care management involves advocating, supporting, and connecting clients with resources, healthcare providers, and other services in their community. This could involve referrals for anything from financial assistance, medical treatment, support groups, career development and more! We will work with you to navigate what is sometimes a very complicated and overwhelming system. Ask our counselors and staff today about how you can participate in care management services and take another step toward living the life you envision for yourself!

CLIENT BILL OF RIGHTS

This agency formally endorses the recognition and belief in both the rights and responsibilities of clients as the foundation of the relationship between the client and the agency. The agency therefore, adopts the following:

Please note your rights as a consumer of New Brunswick Counseling Center and Burlington Comprehensive Counseling Services:

1. The right to be free from unnecessary or excessive medication. (See 10:37-6.54.)
2. The right to not be subjected to non-standard treatment or procedures, experimental procedures or research, psycho-surgery, sterilization, electro-convulsive therapy or provider demonstration programs, without written informed consent, after consultation with counsel or interested party of the client's choice. (See N.J.A.C. 10:37-6, Article XV.)
 - a. If a client has been adjudicated incompetent, authorization for such procedures may be obtained only pursuant to the requirements of N.J.S.A. 30:4-24.2d(2).
3. The right to treatment in the least restrictive setting, free from physical restraints and isolation, provided, however, that a client in Inpatient Care may be restrained or isolated in an emergency pursuant to the provisions of N.J.S.A. 30:4-24.2d(3). (See N.J.A.C. 10:37-6, Article XV.)
4. The right to be free from corporal punishment.
5. The right to privacy and dignity
6. The right to the least restrictive conditions necessary to achieve the goals of treatment/services.
7. In inpatient or other residential care: c
 - i. The right to normal opportunities for interaction with members of the opposite sex;
 - ii. The right of a client to wear his/her clothes; to keep and use his/her personal possessions including toilet articles; and to keep and be allowed to spend his/her own money for expenses and purchases;
 - iii. The right to have access to individual storage space for his/her private use; iv. The right to see visitors each day;
 - v. The right to have reasonable access to and use of telephone, both to make and receive confidential calls;
 - vi. The right to have ready access to letter writing materials, including stamps, and the right to mail and receive unopened correspondence;
 - vii. The right to regular physical exercise several times a week;
 - viii. The right to be outdoors at regular and frequent intervals, in the absence of medical considerations;
 - ix. The right to practice the religion of his/her choice or abstain from religious practices. Provisions for such worship in Inpatient Care shall be made available to each person on a nondiscriminatory basis.
 - x. The right to receive prompt and adequate medical treatment for any physical ailment.
8. The rights in 10:37-4.5(h)1 -4 may not be denied under any circumstances;

CLIENT BILL OF RIGHTS

9. The rights in 10:37-4.5(h)5 -7 may be denied to clients in Inpatient Care for good cause, in any instance in which the Director of the Program Element feels that it is imperative to deny any of these rights; provided, however, that under no circumstances shall a client's right to communicate with his/her attorney, physician or the courts be restricted.
 - i. Any such denial of a client's rights shall take effect only after a written notice of the denial, which includes an explanation of the reason for the denial has been filed in the client's record.
 - ii. Any such denial of a client's rights shall be effective for a period not to exceed 30 days and may be renewed for additional 30-day periods only by a written statement entered by the Director of the Program Element in the client's treatment record which indicates the detailed reason for such denial or renewal.
10. Every client in Inpatient Care is entitled to a writ of habeas corpus upon proper petition by himself, by a relative, or a friend to any court of competent jurisdiction in the county in which she/he is detained and shall further be entitled to enforce any of the rights stated by civil action or other remedies otherwise available by common law or statute.

New Brunswick Counseling Center and Burlington Comprehensive Counseling retain the right to admit and treat only those clients who are appropriate to the agency's mission, capacity, and resources.

New Brunswick Counseling Center and Burlington Comprehensive Counseling are a smoke-free environments.

ACKNOWLEDGEMENT

This is to acknowledge that you have received and read the contents of the NBCC/BCC Handbook and the Bill of Rights. You have the right to a paper copy of this handbook. Please let us know if you would like a set. Please note that you will receive an intake packet with the necessary forms. We request that you complete and submit them before your initial appointment. If you require assistance, please contact our staff, who will assist you to the best of their abilities. You will also have a chance to review anything in this handbook and the forms with your intake counselor.

We thank you for choosing New Brunswick Counseling Center and Burlington Comprehensive Counseling to assist you with your needs. Our dedicated team of qualified professionals will strive to provide compassionate mental health and substance use treatment to empower you to live the life you envision for yourself.