



“for your employees...for your success”

**DEPARTMENT OF TRANSPORTATION (DOT)
PARTICIPANT ORIENTATION AND CLIENT RIGHTS**

**Keri Forbess-McCorquodale, MS, NCC, CEAP, LPC, LMFT
1201 Ryan Street
Lake Charles, LA 70601
337-310-2822**

Before I meet my clients for the first time, I want to make sure that they are fully aware of the scope and limitations of the Employee Assistance Program with regards to DOT employees who have violated the Federal Regulations regarding substance abuse. In order to accomplish this, I have prepared the following list of guidelines for your review. After you have had an opportunity to review the items and feel you understand them, please sign and date the form. Feel free to ask for an explanation of any item which is unclear.

Therapist Information

I received my Master of Science degree in Counseling and Personnel Services from The University of Memphis in Memphis, Tennessee. I am a Licensed Professional Counselor (#1725), as well as a Licensed Marriage and Family Therapist (#98), having been licensed by the Louisiana Licensed Professional Counselors Board of Examiners, 8631 Summa Avenue, Suite A, Baton Rouge, LA 70809, (225) 765-2515. Additionally, I hold certifications as a National Certified Counselor (NCC) and a Certified Employee Assistance Professional (CEAP).

My practice predominantly serves families, couples, and adolescents; although a variety of other cases are also seen. I prefer to utilize the Solution-Focused Brief Therapy approach to counseling, whereby emphasis is placed on my client's goals, positive changes, and identification as well as construction of solutions to my client's present concerns.

As a qualified Substance Abuse Professional (SAP), my role is to ensure the safety of the public on our nation's transportation system. I will be performing an initial assessment, recommending treatment, monitoring your progress, and determining completion of treatment.

Participation

At any point, should you choose to discontinue the treatment path I have recommended, you may not return to any DOT job with any company. If at some time in the future you wish to return to DOT employment, you must first receive clearance from me. The Federal Regulations stipulate that the original Substance Abuse Professional (SAP) must remain as the only SAP unless the original SAP cannot fulfill the obligation.

Confidentiality

As an employee holding a Department of Transportation (DOT) job and having violated the DOT's Federal Regulations regarding substance abuse, information about your participation and chances for recovery are not confidential.

Your clinical records will, however, be treated with confidentiality. Information contained in your clinical files will not be released without client authorization, except as required by law. Verbal authorization will not be sufficient except in emergency situations. Should a third party insurer be utilized, such as health insurance policies, or HMO/PPO plans, you must sign a release of information and all information will be disclosed. Exceptions mandated by law are as follows: cases of child abuse, abuse/neglect of an elderly person (65 or older), abuse/neglect of a disabled person, suicidal ideation, homicidal ideation, and court order.

I am required by Louisiana state law to adhere to the principles outlined in the Louisiana Code of Ethics for both Licensed Professional Counselors and Licensed Marriage and Family Therapists. A copy of the code is available upon request.

***Because of the importance of confidentiality, please bring only people who are going to be seen by me to the EAP office.**

Compliance with Work Rules/Standards

Employees participating in the program should not expect any special privileges or exceptions to normal work rules or performance standards. Nothing in this service is to be interpreted as a waiver of the right of any employee to use the grievance procedure provided by your company.

As an employee holding a Department of Transportation (DOT) job, you may not work in any DOT position in any company until you have completed treatment and been cleared by me.

Fees

Due to the large responsibility of providing SAP services, and the fact that Federal Regulations state the first SAP at DOT employee contact must remain the SAP for the duration of the case, I require payment in full at the time of the initial appointment. This payment may be made with cash or a cashier's check. Personal checks will not be accepted. Should you fail an appointment, you will be charged a fee: \$75.00 for a full session and \$35.00 for half a session. A failed appointment is defined as an appointment not kept and/or not canceled within 24 hours of said appointment. You will not be able to file the fee for insurance reimbursement, and you will not be able to reschedule until you have cleared your balance.

Referrals

It is against Federal Regulations for any SAP to provide drug and alcohol treatment to a DOT employee while in the role of SAP. Therefore, I will be making a referral for your treatment. Financial responsibility for services shall rest with the client.

Emergency Situation

In case of an emergency situation during regular office hours, call or come in the EAP office, and I or another counselor in the office will assist you. After office hours, contact the office at the regular number, (337) 310-2822, and our 24 hour answering service will contact the counselor on call.

Client Rights

Our staff of professional counselors wants to assist you and provide the best possible service. As a client of the Solutions Employee Assistance Program, you have the prerogative to know your rights. Please feel free to discuss any questions with me.

- You have the right to expect prompt, professional and courteous service.
- You have the right to be served without discrimination as to sex, race, creed, color, religion, or national origin.
- You have the right to have the nature of the recommended treatment and any specific risks of such treatment carefully explained to you.
- You have the right to assist in planning your treatment.
- You have the right to confidentiality regarding your clinical records.
- You have the right to privacy. Your case will not be discussed by the staff in front of visitors or other clients.
- You have the right to be told if the program cannot provide the services that you need.
- You have the right to refuse treatment or request a change in your treatment goals.

Counseling Relationship/Client Responsibilities

If you must cancel an appointment, please let us know at least 24 hours before the scheduled appointment. You will be charged a fee of \$75.00 for all failed full sessions and \$35.00 for all failed half sessions. A failed appointment is defined as an appointment not kept and/or not canceled within 24 hours of said appointment. **If you arrive late for an appointment, you will be seen at my discretion.**

Your physical health has a large bearing on your mental health. It is suggested that you receive a complete physical if you have not done so within the last year. Also, please take care to fill in the area of your paperwork designated for medications.

Remember, the final results of this experience are your responsibility. Therefore it is very important for you to supply me with accurate, appropriate information and feedback so that I may be of the utmost assistance to you.

I am looking forward to working with you as we find solutions for your life!