

# ***Alcohol and Drug Intervention, Inc.***

7458 Baltimore-Annapolis Blvd, Glen Burnie, Maryland 21061

Phone: 410-787-2288 Fax: 410-787-9479

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**October 17<sup>th</sup>, 2020**

Happy sunny Saturday everyone!

ADI had begun planning and hoped to re-open for in person services on October 26th. However, after much input from both our clients and our staff members, ADI has opted to continue with telehealth services instead. Telehealth will continue as it has been throughout the remainder of 2020. The health and safety of both our clients and our staff remains of top priority to us and we feel that, overall, the pros of telehealth outweigh the cons at this point in time.

As a reminder to all clients: when agreeing to participate in telehealth services, you are agreeing to ALL telehealth procedures, which includes electronic communication via the email address you have provided to us. This means that you are agreeing to receive communication by email regarding your treatment, which includes drug screening. It is imperative that you check your emails daily for any communication from us.

As always, failure to report for a drug screen as requested may result in a “behavior positive”, which is treated the same as a positive urine/breath/oral fluid result and could ultimately cause an increase in treatment.

We understand that a lot of our clients are employed, have children, etc., and may need to make arrangements to get here as requested. To help with this, we have extended our drug screening hours from 4:00 pm to 5:30 pm, on Tuesdays and Thursdays only. Mondays and Wednesdays will remain with a 4:00 pm cutoff time.

No one other than current clients or those seeking treatment are permitted to be in the building at any time. Anyone reporting to the office is required to wear a face covering. If you cannot abide by these rules, you will be asked to leave.

In the event that you have any questions or concerns, please contact the office at 410-787-2288. Administrative office/phone hours will remain 10:00 am to 5:00 pm Monday through Thursday. The office is closed completely on Fridays, Saturdays and Sundays. You may leave a voicemail during non-office hours and someone will return your call as soon as possible. In the event of an emergency, please call or text 9-1-1.

We thank all of you for your input, cooperation and understanding!

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### **July 25<sup>th</sup>, 2020**

The federal Public Health Emergency has been extended. Under Section 319 Under the Public Health Service Act, this extension is good for 90 days, and may be further extended, or until the Secretary declares the Public Health Emergency no longer exists.

ADI will continue the good faith provision of services by continuing with telehealth using audio/video technology.

Clients will continue to be randomly called into the office for drug screening only and are expected to comply with this request, while doing so as safe and proficient as possible. Anyone entering the building is required to wear a mask or other face covering. Clients are to be seated in the downstairs lobby area, maintaining social distance, until called upon. No one should be waiting in line for the bathroom. No one other than current clients or those seeking treatment are permitted inside of the building under any circumstance and will be asked to leave. This includes your ride, children, friends, family members, etc. Please provide accommodation for those people prior to coming in.

In the event that you have any questions or concerns, please feel free to call us at 410-787-2288.

As always, we thank you all for your continued support, compliance and patience during this time!

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**July 1<sup>st</sup>, 2020**

Independence Day falls on a Saturday this year. Our office will be observing the holiday on Monday, July 6th.

Although our office will be closed, virtual group sessions will still be held on both Saturday and Monday.

Administrative hours will resume on Tuesday, July 7th at 10:00 am.

We hope everyone has a safe and sober holiday!  
*\*In the event of an emergency, please dial 9-1-1.\**

**June 19<sup>th</sup>, 2020**

Happy Friday!

As things are beginning to slowly open back up, ADI will still be continuing with telehealth. In the event that things change, all current clients will be contacted and as always, our facebook and website will reflect any and all updates.

Clients reporting to the office to make cash payments or complete drug testing are required to wear a face mask or other face covering. If you do not have one, you will be asked to leave the building.

Anyone reporting to the office should wait in the DOWNSTAIRS lobby, while practicing social distancing, until they are called upon. No one is to be waiting near the bathroom. We also ask that anyone other than current clients, or those seeking treatment, please wait outside of the building.

We understand that a lot of clients may be used to reporting upstairs for drug testing or other reasons. At this time, NO ONE should be reporting upstairs for any reason without checking in downstairs.

We have been up to some exciting things while everyone has been gone and we can't wait to share them with you all!

We hope that everyone has a great weekend 😊

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### **May 18, 2020**

Memorial Day Schedule:

All clients who have sessions scheduled for Memorial Day (Monday, May 25<sup>th</sup>) should contact their counselors directly regarding makeup sessions.

Monday Counselors:

Yevonne: [yevonnegriffinadi@gmail.com](mailto:yevonnegriffinadi@gmail.com)

Todd: [toddpoormanadi@gmail.com](mailto:toddpoormanadi@gmail.com)

Shannon: [shannonjohnsonadi@gmail.com](mailto:shannonjohnsonadi@gmail.com)

### **May 13, 2020**

The Stay at Home order has been lifted, effective Friday, May 15th at 5pm.

At this time, ADI will continue with telehealth for both evaluations and all counseling sessions. Once changes become either beneficial & safe or mandatory, current clients will be notified.

As always, our website and Facebook will reflect any and all updates.

We hope everyone is staying safe & sober during this difficult time!

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**April 15, 2020**

### **WE ARE OPEN!**

ADI is currently operating via telehealth.

We are accepting new clients for the following:

- ❖ DUI/DWI Education
- ❖ Alcohol & Drug Education
- ❖ Substance Abuse Treatment
- ❖ Intensive Outpatient Substance Abuse Treatment
- ❖ Abuse Intervention Program
- ❖ Anger Management Program
- ❖ Mental Health Therapy

All intake evaluations and group/ individual sessions are being conducted by telephone or through virtual technology. New clients should call the office to schedule an evaluation.

Our current office/phone hours are Monday – Thursday 10:00 am – 6:00 pm.

Referents needing progress reports or other miscellaneous information should contact us by phone at 410-787-2288 during the allotted office hours and speak to in-office staff.

Any phone calls received after hours will be forwarded to voicemail and the call returned the following day. To contact the front desk after hours, please email the Office Manager at [jcollison@adintervention.org](mailto:jcollison@adintervention.org).

Clients should be in direct contact with their counselors via email with any log-in issues. The appropriate email addresses may be provided to the client by the Office Manager if needed. This info is also provided to new clients at the time of assessment.

We look forward to staying in touch with all of you. Stay healthy!

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### **March 29, 2020**

With the rapid increase in positive COVID-19 cases in our area, ADI has decided to take additional precautions on top of our daily disinfecting and close the office on Monday, 3/30/20, for a deep cleaning to ensure that all high traffic areas are thoroughly sanitized and disinfected.

While our teletherapy sessions were scheduled to officially launch on 3/30/20 and clients would not be present in the office, essential employees were still required to report to the office to perform these duties. To ensure the safety of everyone, essential employees will not be in the office during this closure. As such, all teletherapy sessions and intake assessments scheduled for Monday, 3/30/20, have been CANCELLED at this time.

ADI will be in touch with those who have intake assessments scheduled to reschedule a virtual assessment for them, eliminating the need for them to come into the office. **Going forward, we will no longer be allowing anyone seeking treatment to walk into the office. However, WE ARE STILL HERE TO HELP! If you are seeking mental health or substance abuse treatment - outpatient, inpatient or detox, we ask that you please call our office at 410-787-2288! Intakes will be easier than ever from the comfort of your home via telephone.**

Office Hours going forward will be Monday - Thursday 10:00 am to 6:00pm.

Clients who were scheduled to begin teletherapy group sessions on Monday 3/30/20 will resume their sessions next week. Those who have multiple group sessions per week will attend their next session as scheduled.

Please call the office with any questions and follow our Facebook and/or website for updated information. As always, we appreciate all of your patience and cooperation during this difficult time.

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**March 21, 2020**

Per our previous announcement, we are diligently working on implementing the use of teletherapy due to the COVID-19 pandemic. We plan to have all staff/ clients trained on how to use this virtual technology in the coming week so that we can implement all virtual services beginning Monday, March 30<sup>th</sup>. Anyone who has not physically been into the office prior to the virtual start date will be contacted by their counselor to get a working email address and give them instructions on how to participate.

Please be aware that all normal group/ one-on-one session rules will still apply in the virtual sessions. You will be expected to attend as well as participate in all discussions and activities. **The late policy will still apply. If you enter the session past the usual 5 minute grace period, you will be removed from the session and not get credit.** We are trying our best to keep as much normalcy as possible during this time. Any inappropriate behavior in the virtual sessions will not be tolerated. Provided that there are no government issued restrictions, you may still be called into the office for a random urinalysis, oral swab or breathalyzer. In this case, you would be expected to comply and report for testing as a part of your treatment.

**FOR SELF PAY CLIENTS** : ADI has set up a PayPal account so that you may pay for your sessions from the comfort of your home. Due to changing office hours and limited staff, we will only be reconciling payments once per week. What does this mean for you? This means that we will send you an invoice for your group session(s) for the week as well as any past due balance you may have. **YOU MUST MAKE PAYMENT BY THURSDAY AT 9:00 PM** each week. No matter what day of the week you are scheduled, you will have until Thursday at 9:00 pm to pay without any penalty. However, please be aware that any payment received after Thursday at 9:00 pm will **not** be applied to your account until the following week. **Individual sessions will be required to be paid for prior to your session or you will not be seen.** As of now, our rule regarding balances will still apply. If you have not paid or pay past the weekly payment deadline and it causes your balance to accrue over \$90.00, you will not be permitted to attend the next scheduled virtual session, just as you would not be permitted to attend an in-office session. If you are having difficulty paying during this time, please contact Jessica C. by phone or email ([jcollison@adintervention.org](mailto:jcollison@adintervention.org)) to discuss possible options. As always, you will be notified in the event that our payment policy changes in the future.

We expect and appreciate everyone's cooperation as this a learning experience for all of us. In the event that you have any questions, please call the office at 410-787-2288.

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### **March 17, 2020**

As we continue to get more information about COVID-19 and more restrictions begin to be put in place by both the state and federal governments, ADI is looking for ways to ensure the health and safety of our staff and clients.

One of the main ways that people are encouraged to stop the spread of this illness is through social distancing. In order to comply with this mandate, ADI is planning to provide all group and individual counseling via teletherapy, rather than in person. An official start date has not been determined at this time, but we are working diligently on implementing this by the end of the month. Obviously, this will mean a change in many of our procedures and we are working to ensure that everyone has access and an understanding of how to participate in this type of service. Moreover, changes to the urine/ oral fluid/ breath collection process and payment procedure will likely change during this time. Please be patient as we create and implement these new procedures.

For the time being, we are asking all clients to provide their current email addresses and to sign a consent form agreeing to the terms of teletherapy services so that it can be implemented as soon as the equipment is available, and the training has been completed.

We will still be doing intake evaluations by appointment and our phone lines will remain open at this time.

Additional information will be given as soon as possible. Thank you for your assistance, cooperation and patience as we navigate this global pandemic. In the event that you have any questions or concerns, please talk to one of our staff members and we will do our best to answer.



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### **March 16<sup>th</sup>, 2020**

Our world is facing a pandemic where uncertainty is causing small business like ours to take a closer look at the bigger picture: the health and well-being of both our clients and staff. While we want to be cautious about the spread of the COVID-19 virus, we also want to ensure that our clients are able to continue to get treatment for substance abuse, mental health and other issues that they may be dealing with. During this time, we want you to know that we are closely monitoring the severity of this virus at both the state and federal level, while also taking precautionary measures to ensure the safety of all those who walk through our doors.

We have instituted strict procedures including the regular and more frequent sanitation of bathrooms, door handles, tables and chairs, and other areas where germs are most likely to be transmitted from person-to-person.

We are requesting that all clients and staff choose to stay home if they are experiencing symptoms of fever, cough, fatigue, or shortness of breath.

The health and safety of our clients and staff is of primary concern to us here at ADI. We will continue to keep you updated with further developments as it relates to COVID-19 and will adjust our plan accordingly.