



## **Welcome to First Call Alcohol/Drug Prevention & Recovery**

Thank you for choosing our agency to assist you. Please take the time to review the following information about our agency and the services you will receive. If this orientation manual does not answer all of the questions you may have, please speak with your assigned staff person for clarification.

First Call employs a person-centered approach to providing services. Our staff is dedicated to providing you the best services possible. Our expectation is that you will be an active participant in the services you receive, because we believe that the best outcomes will result from a cooperative effort between you and the First Call staff.

## **HOURS OF OPERATION**

Our office is open between 9:00 a.m. and 5:00 p.m., Monday through Friday. Individual counseling sessions, assessments and other programming may also be scheduled in the evening as needed. First Call also provides a crisis call service; clinical staff are on-call outside of regular weekday business hours as well as on weekends and holidays. A crisis call service collects information from the caller including name, location and telephone number and then will notify the on-call staff member so that the call can be returned quickly.

## **YOUR RESPONSIBILITIES**

It is your responsibility to attend all scheduled appointments. If you need to cancel or reschedule an appointment, we ask that you notify our office at (816) 361-5900 at least 24 hours in advance.

In order for our staff to provide you with the best service possible, we ask that you provide accurate, detailed information related to use of alcohol and other drugs, the impact of the substance use on other life domains, critical medical issues, and any concerns about your safety or the safety of those around you. We expect that you will respect the confidentiality of others receiving services from First Call.

## **BEHAVIORAL EXPECTATIONS**

While at First Call, we expect that you will conduct yourself in a manner that is safe for you and others.

The following behaviors may lead to discharge/termination of services at First Call:

- 1) Physical violence or threats of violence against staff or other participants;
- 2) Verbal abuse or aggression towards staff or other participants;
- 3) Possessing alcohol or illicit drugs while on the premises of First Call;
- 4) Possessing firearms or other weapons while on the premises of First Call.

We do not allow smoking on the premises of First Call.