

Surry County Office of Substance Abuse Recovery



Participant Manual for Ride the Road to Recovery

**This document and signatures are your
Ticket to Ride!**

****All riders must review and agree to all information provided in this document. The signature page at the end of this material must be returned to your driver by the end of your first ride. You will be given a copy of all material in this package upon request. Please keep it for further reference.****

Message from the Program Director

Welcome to Ride the Road to Recovery, a vital part of our commitment to supporting individuals on their journey to recovery. This program was created with one clear purpose: to remove transportation barriers for those actively working toward a healthier, self-directed life. We believe that recovery is not only possible—it's a path best walked with structure, support, and accountability.

Our focus is twofold: to provide compassionate, recovery-centered transportation and to uphold the highest standards of safety for both our drivers and the community members we serve. Every ride is an opportunity to move forward, and we expect all participants to honor the guidelines that make this service possible. Together, through mutual respect and shared responsibility, we can ensure that Ride the Road to Recovery remains a safe, reliable, and empowering resource for all.

Please note my expectations of all riders:

- This is a ride share program, meaning at times there will be additional individuals in the vehicle. Drivers have a predetermined route/schedule at the start of each day, and they must follow that route with little to no variations.
- The road to recovery is long and difficult. We are here as a team to support you as you develop and grow. There will be good and bad days, easy and hard days. What stays constant is we are here to support you in your journey.
- We are here to serve the individuals who are making the conscious choice to better themselves to live a self-directed life. The program was established to provide an opportunity for those seeking recovery to find reliable transportation to recovery-based appointments.
- The Ride the Road to Recovery program is not intended to be a long term solution to transportation. Our shared goal should be building toward independence as you grow in your recovery.
- Next day ride requests will not be fulfilled unless approved by the Program Director or Assistant Director.
- No less than 2 business days' notice for a ride request. Weekends do not count. If you want a ride on Monday, a ride request must be submitted by 12 (noon) on Thursday.
- Appointment requests **MUST** be filled out online. To ensure accuracy of information.
- Appointment must be geared toward recovery efforts and self-sustainability.
 - Priority of scheduling is as follows; SUD/ODU Treatment, probation, court and/or Criminal Justice involvement, wellness visits, pharmacy and other locations approved by the Program Director or Assistant Director.

- Understand that a lot of time, energy, and money is spent for this program. Improper use of the program/service will lead to suspension from the program. Improper use includes, but is not limited to multiple no shows, requests mid-ride for unscheduled stops, late notification of cancel request of ride, and not following the established rules.
- Ride opportunity depends on the ability to communicate with one another. The requesting party has to communicate effectively with the program staff for a scheduled ride.
- Communication is key. Requesting party holds the responsibility to tell us in advance (at least 2 hours) if you are not going to ride with us.

Thank you for allowing us to serve you and for your commitment to following our program rules and regulations.

C. Jamie Edwards, MA, M.Ed, LCAS, CCS, CPS
Program Director, SCOSAR

**NO WEAPONS OF ANY KIND ARE ALLOWED IN RIDE THE ROAD TO
RECOVERY VEHICLES**

**ALL RIDERS ARE EXPECTED TO COMPLY WITH AND RESPECT ALL
DIRECTIONS PROVIDED BY THE DRIVER. THIS IS FOR YOUR AND THEIR
SAFETY.**

SURRY COUNTY OFFICE OF SUBSTANCE ABUSE RECOVERY
TICKET TO RIDE

Client Name: _____ Date of Birth: _____

Programs Covered: Ride the Road to Recovery
Recovery to Work
Early Intervention/Prevention/Community Outreach
Surry Transition Project
Surry ReEntry
Accountability and Recovery Court

****All riders must review and agree to all information provided in this document. The signature pages at the end of this material must be returned to your driver by the end of your first ride. You will be given a copy of all material in this package. Riders who do not return the signature pages will not be scheduled for a second ride.****

A copy of all documents will be provided to you, upon request.

I hereby acknowledge that I am aware of the possibility that I may ride in a County Vehicle for transportation to an appointment or other activity. I give my voluntary consent for the Surry County Office of Substance Abuse Recovery (SCOSAR) to transport me to the necessary appointments.

I acknowledge that other clients may be in the vehicle with me and that I have explored other resources for transportation which are not available to me.

I also understand in order to be eligible to ride in a car provided by SCOSAR I must actively be receiving services and be considered an active client of SCOSAR.

I agree to follow the written rules and verbal directions SCOSAR Programs and Staff Members. Failure to follow the rules designed for the safety of both staff and passengers will result in transportation services automatically being revoked regardless of time or location.

Rules of the vehicle are as follows:

- Properly use the seatbelt (Safety belt) at all times
- No eating
- No smoking, including vaping
- No chew, dip or snuff tobacco
- No spitting
- No inappropriate behavior
- No loud and/or distracting music
- No speaking negatively or abusively to anyone
- No vulgar or inappropriate clothing
- No weapons of any kind, we are in County property
- **No asking the Driver for their cell phone, money (any various forms: cash app, venmo, apple pay, paypal, etc.), and/or stopping at unauthorized locations**
- Obey all NC laws

- No destruction or vandalism of property in any way
- Be respectful of everyone
- Keep your hands to yourself, unless permission is granted. Ie. Hug, handshake, fist bump, etc.

No rider shall be allowed in a Ride the Road to Recovery Vehicle if under the influence of alcohol or other substances.

All riders understand that Front and Rear Facing Dash Cam Units may be recording cabin activities at all times. Cameras are designed and will be used to ensure driver and rider safety. Audio is not being recorded by the dash cameras. All Cars are tracked using GPS Transmitters in real time and drivers may be in possession of panic buttons.

Riders may be asked to provide an identification to ensure that the person being picked up is the same individual that submitted the transportation request form.

Additional Items Riders Must Know and Agree To

The program may serve you while actively participating in either behavioral health or substance use treatment. Transportation program services are not intended for long term use. Therefore, a limit of 12 months of services to approved locations. There could be a potential for a 6-month extension. With the 6-month extension you must appeal for the additional time. A letter of continuation of treatment from your treatment provider is required and approval of the SCOSAR Program Director.

Transportation drivers will not stop at convenience stores, grocery stores, food banks, blessing boxes, or other unscheduled or unauthorized locations. Spontaneous stops will NOT be allowed.

The exception to this rule includes pharmacies that have a drive thru, Gates Pharmacy or Wally's Pharmacy or other approved small independent Pharmacy. Walmart is not an approved stop and will not be allowed per direction of the SCOSAR Program Director. Unless that Walmart has a drive thru pharmacy (Elkin, NC). While stopping at a pharmacy drivers are strictly forbidden to provide their drivers licenses for identification or pay for your medications.

Riders are to be ready for pick up at least 30 minutes prior to the expected arrival of the driver.

Drivers are only allotted to wait no more than 5 minutes after the scheduled pick-up time at your pickup location. If you are not ready and out the door in the allotted 5 minutes the driver will leave, and you will not receive transportation from us for that appointment. We will not turn around and return to the residence.

If the driver arrives at your pickup location and you do not come out nor make contact with the driver or the Transportation Coordinator that will count as a "No Show". "Late Cancellation" is when a rider cancels their ride within 1 hour of being picked up. Suspension from transportation services will occur is a rider accrues no more than five (5) total missed rides, including any combination of No Shows and Late Cancellations within three (3) months. Suspension is for thirty (30) days. Additionally, 5 cancellations within 3 (three) month period will result in a

conversation with the Transportation Coordinator or Assistant Director in conjunction with either their point of contact or Case Manager.

Drivers are not allowed to pick up unscheduled riders, housemates, families or friends without a confirmed online transportation request form being submitted within the required time period.

Understand that drivers typically have a strict schedule that they must follow. This does not allow for you to exit your appointment and not get into the vehicle if waiting for you. Once the driver is there to pick you up from your appointment you are to get into the vehicle immediately.

Signature of Client _____

Date _____

Signature of SCOSAR Staff _____

Date _____

Surry County Office of Substance Abuse Recovery Informed Consent

Purpose Surry County Office of Substance Abuse Recovery Office (SCOSAR) serves Surry County residents seeking health and wellness improvement, self-direction, and substance use disorder prevention, change and recovery.

Risks and benefits of services participation/treatment Participation as a client with the Substance Abuse Office of Recovery services is voluntary. If you chose to participate, you need to know that there is **risk** of emotional discomfort and/or negative side effects. Change and recovery can involve long, challenging processes. **Benefits** of engaging with SCOSAR services include an increased recovery support system, reduced barriers to accessing recovery-related services, employment assistance, and support for treatment and/or other needs.

Individual rights All individuals have rights which include, the right to dignity, privacy, humane care, and freedom from mental and physical abuse, neglect, and exploitation.

Confidentiality and its limits Client information is confidential, and, in most situations, we can only release information about your SCOSAR service involvement to others if/when you sign a written authorization form that meets certain legal requirements imposed by HIPAA and 42 CFR Part 2. There are some situations in which we are not only permitted but required by law to take actions by disclosing necessary confidential information, which we believe is necessary to attempt to protect client(s) and/or others from harm. If such a situation arises, we will limit the disclosure to what is necessary.

Contact information and communication Communication with all staff members should be by telephone through the SCOSAR office or SCOSAR-issued cell phone numbers provided. SCOSAR staff will make every effort to respond to your call within 24 hours during the regular work week, Monday-Friday from 8:15 am-5:00 pm, unless we are out of the office for vacation or unscheduled leave, at which time we will respond as soon as possible upon our return.

Be advised that email, texting, instant messages, and any other form of social media site platforms are not secure forms of confidential communication, are not monitored, and may become a part of medical record.

SCOSAR is not an emergency or crisis services program. For all emergencies, please call 911 or Partners Behavioral Health Management crisis line at 1-833-353-2093.

Social media policy and general boundaries SCOSAR staff have strictly professional relationships with the clients we serve and will maintain appropriate boundaries. To preserve the professional relationship, it is imperative that no other type of relationship (i.e.: social, business, friendship, or online) develops. To protect your confidentiality, we will not acknowledge you outside of SCOSAR services as this would jeopardize your confidentiality.

No friend requests or communication on any personal social media outlets will be accepted from current or former clients. Posts and information on social media are meant to be educational

and/or informational only. If you choose to comment on our professional social media pages or posts we cannot be held liable if someone identifies you as a client.

SCOSAR staff/volunteers nor clients will post messages about staff, volunteers, or (current and former) clients online. No SCOSAR representative or client will use photographs or record any client-related SCOSAR sessions, services, or activities for public viewing. *Surry County vehicles may be equipped with video recording and live feed capable cameras.

Fees and payment policies: There are no client fees or payments associated with SCOSAR services.

Record retention: SCOSAR client records are securely and confidentially stored in a way that complies with federal regulations. Permanent records are maintained indefinitely, and certain records considered non-permanent are kept for a minimum of seven (7) years.

Authorization and Consent for Use of AI

As an ongoing commitment to provide the best possible service our office uses Goldie, a HIPPA compliant system for all data management electronic and online documentation and Therapy Notes, a HIPPA compliant system, for all clinical documentation. Clinical staff have opted to use this artificial intelligence (AI) note-taking tool that assists in generating clinical documentation within Therapy Notes.

The use of AI is subject to strict data privacy regulations, is secured and encrypted, and allows for more focus on clinical interactions by temporarily recording a transcript or summary of the conversation used to generate the clinical note for that session. Staff then reviews the content of that note to ensure its accuracy. After the note has been created, the recording and transcript are automatically deleted.

Client Signature

Date

Parent/Guardian *if applicable*

Date

Staff Witness Signature

Date

Client's Rights:

Right to Recovery Support Services– You have the right to ethical services without discrimination regarding race, ethnicity, gender identity, sexual orientation, religion, disability status, age, or any other protected category.

Right to Inspect and Copy – You have the right to inspect or obtain a copy (or both) of Protected Health Information (PHI). Records must be requested in writing and release of information must be completed. Please make your request well in advance and allow 2 weeks to receive the copies.

If SCOSAR refuses your request for access to your records, you have a right of review, which we will discuss with you upon request.

Right to Amend – If you believe the information in your records is incorrect and/or missing important information, you can ask SCOSAR staff to make certain changes, also known as amending, your health information. You must make this request in writing and tell us the reasons you want to make these changes. We will decide if it is and if we refuse to do so, we will tell you why within 60 days.

Right to a Copy of This Notice- If you completed this paperwork in the office or community a copy will be provided to you per your request or at any time.

Right to Choose – You have the right to decide not to receive services with us. If you wish, we will provide you with names of other qualified professionals or services.

Right to Terminate – You have the right to terminate services with us at any time without any legal or financial obligations other than those already accrued. We ask that you discuss your decision with SCOSAR staff before terminating or at least contact us by phone letting us know you are terminating services.

SCOSAR may terminate client services when the following occur: (1) no client contact for a minimum of 30 days, (2) staff documented attempt(s) to re-establish contact with the client, (3) case presentation, (4) approval by the team coordinator, and (5) written notification to the client by certified U.S. mail to the client are all provided.

Right to Release Information with Written Consent – With your written consent, any part of your record can be released to any person or agency you designate. Together, we will discuss whether we think releasing the information in question to that person or agency could be harmful to you.

At SCOSAR, we are required by law to maintain the privacy of PHI and to provide you with a notice of our legal duties and privacy practices with respect to PHI. SCOSAR reserves the right to change the privacy policies and practices described in this notice. Unless we notify you of such changes, however, we are required to abide by the terms currently in effect. If SCOSAR's policies and procedures are changed, we will provide you with a revised notice.

Complaints

If you are concerned that SCOSAR has violated your privacy rights, or you disagree with a decision we made about access to your records, you may contact the SCOSAR Director, Jamie Edwards, at 336-401-8218 or Assistant Director, Steven Lawson, at 336-401-8271.

Authorization to notify Emergency Services

I hereby authorize any/all SCOSAR staff and/or volunteers to seek emergency medical treatment assistance on my/my child's behalf if I am unable to make sound medical treatment decisions independently.

**CLIENT SIGNATURE IS REQUIRED FOR ANY UTILIZATION OF
TRANSPORTATION SERVICES.**

**Refusal to sign this liability waiver is the client's right and evidence of their choice to
DECLINE using SCOSAR's transportation services.**

Possible Risks and Benefits of Utilizing Transportation Services

I understand that SCOSAR's transportation services are never intended to be utilized as the primary or long-term means of transportation. SCOSAR has limited resources and circumstances in which services may be cancelled due to staff shortages, inclement weather, or other factors. All riders should explore alternative transportation resources as a part of their recovery journey.

I understand and agree to comply with all state and federal motor vehicle laws and SCOSAR expectations, written rules and verbal instructions as defined in the accompanying SCOSAR Transportation Release Form document. I understand that utilizing transportation services is a privilege that will be revoked if I fail to follow the rules designed for the safety of passengers and SCOSAR staff.

I understand that the general benefits and risks of SCOSAR and all other transportation, such as, possible failure of the vehicle, traffic hazards, adverse weather conditions, driver error, or consequences of actions of persons outside the control of transport personnel.

Authorization to be photographed/audio and video recorded: I understand and consent to have my/my child's photograph and in-car audio and video recording used when any SCOSAR transportation services are provided to be used for identification and safety purposes.

I fully understand and give consent to the use of SCOSAR vehicle camera system real time and/or recorded footage of me/my minor for the purposes of maintaining safety. Additionally, I agree and give consent to the **release** of the recording, in case of emergency or other incident within or near the vehicle that may threaten or endanger staff or client, including, but not limited to: (1) by subpoena, (2) if an incident occurs within the vehicle, or (3) if any event happens that warrants release of the video footage.

I understand and consent to the release my/my minors' personal information, including name, address, and other necessary information with public safety officials, including Surry County Communications, to ensure safety and to facilitate possible emergency response. I acknowledge that my participation and signature are voluntary as a client using SCOSAR transportation services.

Client Signature

Date

Parent/Guardian *if applicable*

Date

Staff Witness Signature

Date

Authorization of Transportation and Release of Liability

I hereby unconditionally release and hold harmless Surry County and all representatives of the Surry County Office of Substance Abuse Recovery from all liability related to transportation services. I understand that SCOSAR will not be responsible for lost or stolen items, or costs associated with any medical services needed in case of any accident and freely choose to utilize SCOSAR transportation services at my own risk.

- In the rare circumstance when young minors accompany a client using transportation services the legal guardian will install a car seat compliant with NC law and will ensure that **all** minor children always remain properly secured in vehicle safety restraints.
- A legal guardian’s signature is required **prior to** transporting any individuals under the age of 18.

The staff member operating the vehicle is responsible for making sure that the vehicle is in proper condition for safe operation.

Client Signature

Date

Parent/Guardian *if applicable*

Date

Staff Witness Signature

Date

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TRANSPORTATION SERVICES.**
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