

BOULDER ALCOHOL EDUCATION CENTER
1525 Spruce Street, #100 Boulder, CO 80302
Phone - 303.444.6142 Fax - 303.444.6177
License #: 1111-00 DRS #: 0224

INDIVIDUAL CONTRACT POLICIES & RESPONSIBILITIES

Welcome to BAEC. We are committed to providing you with the highest quality of services at reasonable costs. BAEC is a completely independent, private agency, not owned or affiliated with any other entity. We receive no funding, tax monies or support from anyone other than our individuals. Therefore, our priority is to serve you. We are not a charity, and as a private business, we endeavor to maintain the highest standards of ethical and professional practice. Please read the following information carefully as your admission into our program, implicitly, is a contract between you and us.

Attendance

Individuals are expected to attend sessions regularly, usually weekly. We can allow only a small number of absences, excused or not. If you miss two sessions in a row, a report is sent to your probation supervisor. If you miss four, you will be discharged as incomplete or uncooperative. If you are having difficulty attending regularly, you must talk to your probation officer. If you have been discharged, we must receive permission from your probation to re-admit you. All fee balances must be paid before we can re-admit you.

Fees

Individuals may not fall behind more than one session with fee payments. You must stay current, or you will be asked to discontinue attendance. This may result in your being discharged for lack of attendance. **There is a \$20.00 bounced check charge.** The amount of the bad check, plus the \$20.00 charge must be paid at or before your next session. If more than one of your checks bounces, you will be required to pay all fees in cash from then on.

You **must** pay in full by the time you are completed in treatment otherwise your account will be referred to a collection agency. If your account is sent to collections, you will be liable for any collection fee charged by the agency plus any other collection costs and any reasonable attorney fees and court costs.

Cancellation of appointments

Intakes, evaluations, and individual appointments must be cancelled a **minimum of 24 hours in advance**. Otherwise, Individuals are responsible for paying the fees for those sessions.

Grievance Policy

Treatment programs within BAEC are bound by federal and local regulations and guidelines regarding confidentiality, standards for ethical behavior and treatment of an Individual/client. If an Individual/client believes that his/her rights under these standards and guidelines have been violated, a complaint may be made to the director of the BAEC, John Gilbert Ph.D., you may email him at boulderalcohol@gmail.com or call 303.444.6142. BAEC will provide a fair and accessible grievance resolution process, which will provide you with a resolution no later than fifteen (15) business days from submission of the grievance. If the grievance is received verbally the representative shall create a written documentation of the grievance. If the complaint cannot be resolved with the agency, a grievance may be filed with the Colorado State Grievance Board

Individual's Signature

Date

Would you like a copy of this form? Yes No