

**Rules and Regulations for the Issuance of Telephones to  
RTC Clients for Tele-Counseling Purposes  
Rainbow Treatment Center**

May 3, 2020

The COVID-19 pandemic has forced Rainbow Treatment Center to close its doors to all office-based, face-to-face counseling services. We expect this situation to continue until the White Mountain Apache Tribal Government declares it safe for groups of people to meet together again. Our staff members want you to know that we remain committed to helping you reach your sobriety goals.

Rainbow Treatment Center recently started a tele-counseling program to help us stay close to you and to help you meet your treatment goals. If you choose to be part of the tele-counseling program, you can attend group and individual therapy sessions, continue to earn “points” to be redeemed at the RTC Store, and/or remain compliant with court ordered treatment requirements.

Research shows that tele-counseling is effective for treating substance abuse problems. Of course, to provide effective tele-counseling services both counselors and clients must have access to reliable telephones.

Rainbow Treatment Center is issuing telephones to its clients who do not possess phones to attend sessions. The phones will remain the property of Rainbow Treatment Center, but you can check one out free of charge as long as you receive tele-counseling services from Rainbow Treatment Center.

If you decide to check out a “loaner-phone” from Rainbow Treatment Center, we make the following commitment to you:

- You can use the phone without cost as long as you attend at least three (3) counseling services at Rainbow Treatment Center according to your treatment plan.
- You will have enough time/data on the phone to attend as many sessions as you need.
- We will announce our group times on the radio, in the newspaper, and place notices on RTC’s Facebook page. You can also call our main office telephone number 338-4858 to find out the time of all group sessions.
- We will make sure that you have a personal counselor assigned to you who you can call to get the services you need. You can expect your counselor to call you within the next day to make sure your phone is operating properly and to answer any questions you may have.
- We will help you get an email address and Zoom account so you can attend group and individual sessions.
- We will respect your confidentiality and do all that we can to support your dignity as a client at Rainbow Treatment Center.
- You may use the phone for connecting with friends and family, social media, and other activities that will help you maintain your sobriety.

- If you do not attend your sessions or if you abuse the telephone privilege, we will cancel your telephones data plan and it will stop working.

If you check-out a loaner telephone, you agree to the following:

- The telephone is for you and you will not loan it to anyone else.
- If you have not already done so, you will review and agree to the “RTC Consent for Tele-Counseling and Clients Rights and Responsibilities Form.”
- You will not attempt to use the phone for the purposes of viewing obscene, pornographic, or socially objectionable materials.
- You will not use the phone to insult, harm, or otherwise disrupt the community in personal conversations or in social media forums.
- You must respect the confidentiality of your peers and fellow clients at Rainbow Treatment Center. This means that you must participate in group tele-counseling sessions in a quiet place where family members, friends, etc. cannot hear the sessions. It also means that you cannot talk to other people about what your fellow clients talk about in group sessions.
- You will return the telephone to Rainbow Treatment Center if you stop coming for services.

Your phone will be issued to you pre-loaded with the video conferencing program “Zoom” and you will use Zoom to attend group and individual counseling sessions. You will need to have an email address to create a “zoom account.” If you don’t have an email address and would like someone at Rainbow Treatment Center to help you get one, please call 338-4858 and we will assist you with getting set up. It just takes a few minutes to get set up, so give us a call and let us help.

**Agreement**

I hereby request that Rainbow Treatment Center issue me a telephone so I can attend tele-counseling services. I agree to attend my sessions and understand that if I do not regularly attend my sessions my phone will be turned off and I will be required to return the phone to Rainbow Treatment Center. I have read the document entitled “**Rules and Regulations for the Issuance of Telephones to RTC Clients for Tele-Counseling Purposes**” and agree to follow all the rules. I also understand that if I have any questions about how to access tele-counseling services at Rainbow Treatment Center, I can call 338-4858 and receive help and support.

\_\_\_\_\_  
Client’s Signature

\_\_\_\_\_  
Client’s Printed Name

\_\_\_\_\_  
Client’s Social Security Number

\_\_\_\_\_  
Date of Signature

Telephone Number Issued to Client: \_\_\_\_\_