VASAP Client Handbook

Nairobi Integrated Services, LLC

Keep this handbook for your records.

Initial and sign the plain acknowledgment on the last page.

Return that page to Nairobi staff and keep the rest of the handbook.

757-606-9421 | admin@nairobi-services.org

Nairobi Integrated Services, LLC

Welcome to Nairobi

Dear Client,

Thank you for choosing Nairobi Integrated Services for your VASAP-related services. Since January 2023, our team has helped clients understand their referrals and take the next steps in assessment, counseling, or group services.

We'll review your referral with you and explain the services that apply, what participation involves, and any deadlines you should plan for. Please ask questions along the way. If you need an accommodation or help understanding a form or policy, let our staff know.

This handbook explains what to expect and gives you a place to look up attendance, payment, group, and screening policies. Please keep it for your records. After you've reviewed it, initial and sign the plain acknowledgment on the last page and return that page to Nairobi staff.

I appreciate the opportunity to work with you.

Sincerely,

Lateefah Taylor Parker

Lateefah Taylor Parker
Director, Nairobi Integrated Services, LLC

VASAP Client Handbook

Nairobi Integrated Services, LLC

About Nairobi

Nairobi Integrated Services has provided VASAP services since January 2023. We serve Chesapeake, Portsmouth, and the surrounding Hampton Roads area. Contact us to confirm appointment locations and availability for your referral.

What to expect

We review your referral and any deadlines with you. If an assessment is needed, a clinician discusses your substance use history, health, and support needs. We explain the recommended level of care, schedule, fees, and any screening that applies. Ask us what information may be shared with your referral source and whether a separate release is needed.

ASAM levels of care

Nairobi offers outpatient substance use services (ASAM Level 1) and intensive outpatient services (ASAM Level 2.1) for adults and adolescents. Your clinician will explain which level is recommended based on your assessment and treatment needs.

Other Nairobi services

Nairobi also provides outpatient mental health therapy, peer recovery support, medication management, and DOT Substance Abuse Professional (SAP) services. Ask our team about eligibility and scheduling if you need help connecting with another service.

VASAP Intake Forms

Staff will explain which forms apply to you and give you time to review them and ask questions.

1. Consent for VASAP-related treatment

I consent to the assessment, counseling, group services, or other treatment Nairobi discussed with me that applies to my referral. Staff explained the purpose, what participation involves, potential benefits and risks, and alternatives. I had an opportunity to ask questions. I may discuss declining or withdrawing from services with Nairobi. My referral source may have separate requirements. Staff will document the services discussed before asking me to sign.

2. Privacy notice and 42 CFR Part 2 acknowledgment

I acknowledge that I received Nairobi's Notice of Privacy Practices, including its explanation of protections for substance use disorder records under 42 CFR Part 2 when applicable. I had an opportunity to ask questions. My signature acknowledges receipt of the notice. Nairobi will provide the approved notice before asking me to sign.

3. Release to VASAP, a case manager, or a supervising agency

If a release applies, staff will review a client-specific form that names the actual recipient and agency, the purpose, the information covered, when the release ends, and the applicable revocation terms. The release will identify what may be shared, such as attendance, participation, completion, or screening information when specifically authorized. Staff will review any special terms for criminal-justice referrals before requesting a signature.

4. Limited release to community providers

For care coordination, staff will review a separate release naming the provider or organization, the limited information you choose to share, the purpose, when the release ends, and the applicable revocation terms. Examples include referral status, appointment coordination, or a relevant treatment recommendation.

5–8. Participation agreements and handbook acknowledgment

The next pages explain the alcohol and drug use agreement, group rules, screening and breathalyzer agreement, and attendance and payment policy. Review each applicable item and initial it on the last page. Sign the handbook acknowledgment there after receiving your copy.

Your VASAP services at Nairobi

Welcome. This handbook explains what to expect if you were referred to Nairobi for VASAP-related assessment, counseling, or group services. Staff will explain which services apply to your referral, what you need to complete, and how to ask for help.

Getting started

Have your referral information, referring office or case manager, and any deadlines available. Staff will review your referral with you, explain the recommended services and fees, and discuss scheduling. Contact Nairobi if you need an accommodation or help completing intake paperwork.

Attendance and absences

Attend all scheduled sessions and arrive on time. For a planned absence, email admin@nairobi-services.org before the session and request approval. An absence is excused once Nairobi approves it. If an emergency prevents advance notice, contact Nairobi as soon as possible. Staff review extenuating circumstances case by case.

Two unexcused absences result in a reassessment and restart of the recommended treatment. The reassessment fee is $125. A new $125 screening package is due when treatment restarts.

Payment

Payment is due by midnight on the date of service. A $50 late-payment fee applies to an invoice that remains unpaid after that deadline. You may return to group once the outstanding balance is paid. Missed sessions during a payment hold are reviewed under the attendance policy.

VASAP fees
Self-pay: $85 per group, $150 per individual session, and $300 per initial assessment.
With eligible insurance: $50 per group and $75 per individual session.
Initial assessment after applicable discounts: $175. Nairobi will verify insurance and confirm what you owe.

Questions or concerns

Contact Nairobi Administration at 757-606-9421 or admin@nairobi-services.org for questions about attendance, fees, accommodations, or how to raise a concern. For an immediate emergency, call 911.

Group Rules and Screening

Group rules

1. Arrive on time and be ready to participate.
2. Keep your face visible and remove sunglasses. Tell staff if you need an accommodation.
3. Keep what others share in group private. Staff will explain when information may be shared for safety, required reporting, or care coordination.
4. Speak for yourself using “I” statements.
5. Respect the person speaking and give others time to finish.
6. Help create a safe, supportive space for others to share.
7. Give constructive feedback and be open to receiving it. Avoid judgmental comments and unsolicited advice.
8. Respect the privacy of group members who are absent.
9. Avoid drawing, excessive note-taking, vaping, chewing tobacco, and other distractions.
10. Treat staff and peers respectfully. Threats, personal attacks, yelling, throwing items, and name-calling are prohibited.
11. Avoid glorifying substance use or making demeaning sexual comments.
12. Stay awake and engaged. Tell staff if you need a break or an accommodation.

Alcohol and drug use agreement

While participating in treatment, I agree to refrain from alcohol, marijuana, and nonmedical use of other drugs. I will take medication as prescribed and tell my clinician about medications or clinician-authorized products that may affect treatment or screening. If I use a substance or have questions about medication or cannabis, I will discuss it with my clinician.

Drug screening and breathalyzer agreement

When recommended, the $125 screening package includes breathalyzer testing before each group, up to two random drug screens per treatment course, and two mouthpieces. I will keep and bring my mouthpieces to each group. Replacements cost $5 each. If I miss a required breathalyzer on the day of group, Nairobi will document a refusal and may require reassessment. A positive drug screen results in reassessment. If treatment restarts, a $125 reassessment fee and a new $125 screening fee are due.

Handbook Acknowledgments

Please initial each statement that applies to you. Write N/A if an item does not apply. Ask staff about anything you would like clarified before signing.

_____ I received the Nairobi VASAP Client Handbook and had an opportunity to review it and ask questions.

_____ I reviewed the attendance rules, how to request an excused absence, and what happens after two unexcused absences.

_____ I reviewed the payment deadline, late-payment fee, and how an unpaid balance may affect group attendance.

_____ I reviewed the group rules and expectations about alcohol, marijuana, and other drug use during treatment.

_____ I reviewed the screening and breathalyzer requirements, package fee, and when reassessment or a new screening fee may apply.

_____ I reviewed how Nairobi handles privacy, including 42 CFR Part 2 when applicable, referral reporting, and limited information sharing with community providers.

_____ I understand that treatment consent, any release of information, acknowledgment of the separate Notice of Privacy Practices, and confirmation of my typed intake signature are documented separately.

Client full legal name

_____

Client handwritten signature **Date signed**

_____ _____

Staff witness name, if applicable

_____



Thank you for choosing Nairobi.

We appreciate the opportunity to work with you. Please reach out if you have questions or need help understanding your next steps.

Lateefah Taylor Parker, Director

Nairobi Integrated Services, LLC

Handbook Acknowledgments

Return this page to Nairobi staff.

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Client full legal name

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Client handwritten signature

_____

Date signed

_____

Staff witness name, if applicable

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