

Twin Palms Recovery Center
Novel Coronavirus (COVID-19) Response
Remote Client Services

Dear Client,

As you are aware, the Novel Coronavirus (COVID-19) has impacted the daily lives of all Californians. All schools and some business are closed with more being affected every day. The latest direction from the Department of Health Care Services (DHCS), allows for the provisions of temporary Remote Client Services also know as Telehealth.

To avoid a delay in completing your DUI Program, Twin Palms Recovery Center will begin offering Remote Client Services on April 6, 2020.

Remote Client Services will enable you to continue your DUI classes with a certified counselor via a virtual meeting platform (Zoom) temporarily during the COVID-19 crisis. To participate in Remote Client Services, you must do the following:

- Sign the Client Letter and return it Twin Palms Recovery Center by email (lapeunte@twinpalmsrc.org) or fax (626 968-4565)
- Release forms can also be completed in person by visiting their program location during the following hours:
 - El Monte & La Puente / City of Industry offices: Monday – Thursday 10:00 – 4:30
 - Pomona: Monday – Thursday
- Register in advance for the sessions via a link sent to your email, in advance of the scheduled session
- To receive credit for the session, you must:
 - Attend the session in a private room, free of distraction
 - Stay for the entire session
 - Comply with any additional rules specified by each Zoom Meeting leader
 - Not be under the influence of alcohol or other drugs during the session

Certain technology is required to participate in this program. You must have either a computer, tablet, or smart phone with working microphone, speakers and a camera (for video meetings). You must also be able to download the free Zoom software onto a computer or download the application on tablet or phone.

Take advantage of this unique opportunity and keep your DUI treatment program on track. Please read the privacy policy on the next page and sign as requested. Return signed page via email: lapeunte@twinpalmsrc.org or fax: 626 968-4565.

If you have any question, please contact Twin Palms Recovery Center via email: lapeunte@twinpalmsrc.org or call: 626 968-8875.

Sincerely,
Craig French
Executive Director

Office Phone Numbers:

La Puente / City of Industry	626 968-8875	email: lapeunte@twinpalmsrc.org
El Monte	626 443-4008	email: elmonte@twinpalmsrc.org
Pomona	909 417-5397	email: pomona@twinpalmsrc.org

Twin Palms Recovery Center Website www.bestduiprogram.com

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Privacy Policy for Remote Client Services

Twin Palms Recovery Center will provide Remote Client Services via Telehealth utilizing the Zoom Virtual Meeting Platform. Some personal information, such as your name, email address and computer IP address will be shared with Zoom. Additionally, some meetings may be recorded and uploaded to the cloud for documentation of session completion for the State and County. To participate in Zoom meetings, you must read and agree to **Zoom’s Privacy Policy**.

Twin Palms Recovery Center will continue to maintain confidentiality as stated in our Confidentiality Policy. Clients will also be held to the Confidentiality Agreement signed upon enrollment.

To participate in the temporary Remote Client Services, sign the release below and email or fax the completed form to lapuente@twinpalmsrc.org or 626 968-4565. Clients can also visit their program location to fill out the release form in person during the following hours:

- El Monte & La Puente / City of Industry offices: Monday – Thursday 10:00 – 4:30
- Pomona: Monday – Thursday 10:00 – 3:30

REMOTE CLIENT SERVICES RELEASE

I (print your name) _____ agree to participate in a temporary Remote Client Services (Telehealth) at Twin Palms Recovery Center. I understand that specific technology is required to participate, and I certify that I have access to the required technology. Additionally, I have read and understand the Zoom privacy policy. I understand that Remote Client services are being offered on a temporary basis due to the Coronavirus (COVID-19) pandemic, and that once the threat is eliminated client services will then be available at the DUI Program location only. To Receive credit for the session,

I understand that I must:

- Attend the session in a private room, free of distractions
- Stay for the entire session
- Comply with any additional rules specified by each Zoom Meeting leader
- Not be under the influence of alcohol or other drugs during the session

I understand that fees for DUI Program Services will apply during this time and that Twin Palms Recovery Center will provide alternate payment options and methods during the Remote Client Services time period, if needed.

I have read and agree to Twin Palms Recovery Center’s and Zooms Privacy Policy.

Name – Print CLIENT NUMBER Date

Name – Signature Date

Client email address: _____

Questions call Twin Palms Recovery Center 626 968-8875

Email: lapuente@twinpalmsrc.org

Fax: 626 968-4565

Website: www.bestduiprogram.com