

Client Handbook:  
General Program  
Information, Health  
Resources, &  
Answers to  
Frequently Asked  
Questions



COUNTY OF  
SAN LUIS  
OBISPO  
BEHAVIORAL  
HEALTH  
**Drug & Alcohol Services**

Updated January 2025

ESTE LIBRO TAMBIÉN ESTÁ DISPONIBLE EN ESPAÑOL

---

## ***Discrimination is Against the Law***

---

The County of San Luis Obispo complies with all applicable State and Federal civil rights laws including but not limited to nondiscrimination information notice and taglines and beneficiary resolution processes for discrimination grievances. The County does not engage or exclude in discriminatory practices in the admission of beneficiaries, assignments of accommodations, access to programs or activities, treatment, evaluation, employment of personnel, or in any other respect on the basis of race, color, gender, gender identity, gender expression, sexual orientation, religion or spiritual practices, marital status, national origin, age, abilities, or on any other basis.

The County of San Luis Obispo:

- Provides free aids and services to people with disabilities to communicate effectively with the County, such as qualified sign language interpreters
- Written information in other formats
- Provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.
- If you need these services, please contact the Health Agency at (800) 838-1381 (toll free).

If you believe that the County has failed to provide these services or discriminated in another way on the basis of race, color, gender, gender identity, gender expression, sexual orientation, religion or spiritual practices, marital status, national origin, age, abilities, or on any other basis, you can file a grievance with:

Patients' Rights Advocate  
2180 Johnson Avenue  
San Luis Obispo, CA 93401  
(805) 781-4738  
[BH.PatientRightsAdvocate@co.slo.ca.us](mailto:BH.PatientRightsAdvocate@co.slo.ca.us)

You can file a grievance in person, by mail, fax, or email. If you need help filing a grievance, the Patient Rights Advocate (contact above) is available to help you. You can also file a Civil Rights Complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office of Civil Rights Complaint Portal, available at:

<https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue  
SW Room 509F  
HHH Building  
Washington, D.C. 20201  
1 (800) 368-1019, 1 (800) 537-7697 (TDD)

Complaint forms are available at:

<https://www.hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html>

<b>Español (Spanish)</b>	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (800) 838-1381
<b>繁體中文 (Chinese)</b>	注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 (800) 838-1381
<b>Tiếng Việt (Vietnamese)</b>	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (800) 838-1381
<b>한국어 (Korean)</b>	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (800) 838-1381
<b>Tagalog (Filipino)</b>	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa (800) 838-1381
<b>Հայերեն (Armenian)</b>	ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Ջանգահարեք (800) 838-1381
<b>فارسی (Farsi)</b>	توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما (800) 838-1381
<b>Русский (Russian)</b>	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (800) 838-1381
<b>日本語 (Japanese)</b>	注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。(800) 838-1381
<b>العربية (Arabic)</b>	رقم (800) 838-1381 - ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم
<b>ខ្មែរ (Cambodian)</b>	ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសាដោយមិនគិតល្អូល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរទូរស័ព្ទ (800) 838-1381 ។
<b>Hmoob (Hmong)</b>	LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau (800) 838-1381
<b>ਪੰਜਾਬੀ (Punjabi)</b>	ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-800-838-1381
<b>हिंदी (Hindi)</b>	ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। (800) 838-1381
<b>ภาษาไทย (Thai)</b>	เจียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร (800) 838-1381

---

## ***Table of Contents***

---

MY INDIVIDUALIZED INTAKE PLAN .....	5
GENERAL INFORMATION .....	6
EMERGENCY PHONE NUMBERS .....	7
FREQUENTLY ASKED QUESTIONS .....	8
DRUG TESTING .....	12
COMMUNITY RESOURCES .....	20
HEALTH INFORMATION & RESOURCES .....	23
RECOVERY SUPPORT SERVICES .....	28
TRANSPORTATION .....	29
STAFF CODE OF CONDUCT .....	29

## *My Individualized Intake Plan*

Primary Specialist/Clinician Name:	
Primary Specialist Phone Number:	

Drug Test Phone Number: 1-805-250-1724 <ul style="list-style-type: none"> <li>Must Call Daily (Monday Through Saturday)</li> <li>Call Between Hours of 6:00 AM to 4:00 PM</li> <li>Enter Client ID Number to Receive Drug Testing Instructions for Today</li> </ul>	
Drug Test Start Date:	
Drug Testing Hours:	
ID #:	
Drug Test Site (Circle Assigned Test Location Below):	
Grover Beach DAS 1523 Longbranch Ave.	San Luis Obispo DAS 2180 Johnson Ave.
Atascadero DAS 3556 El Camino Real	Paso Robles DAS 805 E. 4th Street

Next Appointment Date/Time:	
With Whom & Purpose	

Next Appointment Date/Time:	
With Whom & Purpose:	

---

## ***General Information***

---

Welcome to the County of San Luis Obispo Drug & Alcohol Services! This **Client Handbook** will orient you to Drug & Alcohol Services.

Our primary goal is to promote safe, healthy, responsible, and informed choices concerning alcohol and other drugs through programs that are responsive to community needs. We offer a variety of services and programs to help people with drug and alcohol problems. Services include public walk-in Clinics, outpatient treatment, prevention programs, and court-mandated programs. We hope to provide a program that fits your unique and specific needs.

The County of San Luis Obispo Health Agency Drug & Alcohol Services is the only Medi-Cal Certified outpatient treatment provider in the County, along with certified Medi-Cal providers that are contracted through the County. Clients with Medi-Cal have an entitlement to treatment, if medically necessary, when diagnosed with at least one substance use disorder.

All programs at Drug & Alcohol Services are **confidential**. Confidentiality means that the information you share is protected by law and will only be shared with the parties you have requested. It is imperative and a legal necessity that all client names and information are kept private.

---

## ***Emergency Phone Numbers***

---

Emergency and After-Hours	911
County of San Luis Obispo Behavioral Health Services (Access Line, Crisis, & Emergency Psychiatric Evaluation Services)	(800) 838-1381 24 hours a day 7 days a week
SLO Hotline (Mental Health Support, Crisis & Suicide Prevention, Mental Health Resource Information)	(800) 783-0607 24 hours a day 7 days a week
Crisis Stabilization Unit 2180 B Johnson Ave, San Luis Obispo	(805) 788-2507
Dignity Health French Hospital Medical Center 1911 Johnson Ave, San Luis Obispo	(805) 543-5353
Sierra Vista Regional Medical Center 1010 Murray Ave, San Luis Obispo	(805) 546-7600
Dignity Health Arroyo Grande Community Hospital 345 S. Halcyon Rd, Arroyo Grande	(805) 489-4261
Twin Cities Community Hospital 1100 Las Tablas Rd, Templeton	(805) 434-3500
Patients' Rights Advocate	(805) 781-4738



---

## ***Frequently Asked Questions***

---

### **WHAT IF I AM NOT READY TO START TREATMENT? WHAT IF MY FAMILY MEMBER ISN'T READY?**

Many people come in for screening who are not ready for treatment. Sometimes, they choose to be in treatment due to legal consequences (having probation or child welfare mandate that they attend services). Sometimes, they choose not to participate in services. Drug & Alcohol Services does not force anyone to participate in services.

Our philosophy is to provide education and information so that you or someone you love has options. We don't want people who are struggling to feel alone or isolated. Many people struggle with addiction. **We know that treatment works and can help people live a happier, healthier life.**

### **WHAT ASSISTANCE IS AVAILABLE FOR MY FAMILY MEMBERS?**

Drug & Alcohol Services offers opportunities for family members to attend education groups at part of your Treatment Plan. The goal of an education group is to provide family members with education about drugs and alcohol, substance use disorders, and about the recovery process. Keep in mind that family treatment groups are different from family therapy. Family therapy may be recommended as part of your treatment plan with a licensed clinician, which is also available through Drug & Alcohol Services.

## **HOW LONG WILL TREATMENT LAST?**

**No one person is the same**, and the progression through treatment varies greatly depending on many factors. In some cases, a course of treatment could be a matter of one to six individual sessions. In other cases, treatment may last for 18 months. At the time of your screening and assessment appointments, we will provide you with an estimation of a course of treatment. We will provide a new Treatment Plan every ninety (90) days, at a minimum, to further identify progress and work with you on addressing your time in Treatment.

## **I NEED TO LIVE IN AN ENVIRONMENT THAT WILL SUPPORT MY RECOVERY. CAN DRUG & ALCOHOL SERVICES HELP ME WITH THAT?**

Drug & Alcohol Services provides Recovery Residence/Residential Treatment placement of adults into higher levels of care. If assessed as needing a highly structured, sober environment, a referral will occur. Recovery Residences are gender specific and create a structured and nurturing environment which foster a safe place to live and emphasize the peer-to-peer concept of recovery principals. Residential Treatment placement include treatment services onsite.

Each independently operated Recovery Residence is contracted with San Luis Obispo for a determined rate, ranging from \$22/day to \$35/day. Self-pay is available, as well as, in limited cases, funding through specific sources with the assistance of other agencies and grants. Recovery Residences are spaced throughout the County, from Oceano to Paso Robles. Contact your Specialist/Clinician or Case Manager to discuss placement availability.

## **WHAT IF I HAVE A RELAPSE?**

If you are at **risk of relapse** because you are experiencing triggers and/or a strong desire to use drugs or alcohol, we recommend that you utilize your relapse prevention plan that you have developed while in treatment. Contact those people in your life that are of support to you and get in touch with your Specialist/Clinician as soon as possible. If it is after business hours or on the weekend, contact the County's Behavioral Health toll-free crisis phone number at: (800) 838-1381.

**Your Specialist can help!** Simply defined, relapse is the return to a previous situation regarding drug or alcohol use. Regardless of how long someone has been sober, a return to substance abuse is a relapse. But this does not mean a person is back to square one! It is important to remember that knowledge can be gained from the experience that may be useful during the next attempt at treatment and in avoiding future relapses.

If you experience a relapse during treatment, it is important that you contact your Specialist/Clinician right away. Your Specialist can provide assistance during an individual counseling session to help with understanding the circumstances that led to relapse. This is called a Relapse Analysis. Based upon your individualized needs, we may discuss a Behavioral Intervention Agreement – a contract that asks you to complete specific actions to help you to comply with your Treatment Plan and to provide the safest care possible. We can also help you walk through other steps that might be necessary on your part should there be other agencies involved in your treatment such as Probation, Parole, or Child Welfare Services. Being honest about the relapse is the best approach so that the various people involved in your care can adequately support you.

## **UNDER WHAT CIRCUMSTANCES COULD I BE ASKED TO LEAVE THE TREATMENT PROGRAM?**

Drug & Alcohol Services is a **drug-free, alcohol-free, weapon-free, gang-free, and tobacco-free zone** for the health, welfare, and safety of all clients and staff members. Here are some important rules to keep in mind:

- All Drug & Alcohol Services sites are drug and alcohol-free environments.
- To maintain your safety and the safety of others, a Drug & Alcohol Services employee may ask you to leave your treatment appointment if you arrive under the influence. You will be asked to arrange (or may be assisted with arrangements) a safe ride home before leaving the premises.
- All Behavioral Health Clinics, including Drug & Alcohol Services, have a no weapons policy. This includes knives, guns, or other weapons. Exceptions include law enforcement officers or security guards acting in the line of duty at the program site.
- Appropriate dress is always expected. No clothing that displays alcohol advertisements, drug, or gang references will be allowed. If dressed inappropriately, work together with your Specialist/Clinician or Case Manager so that you can stay in the treatment session.
- **Confidentiality of treatment groups** is incredibly important during your treatment at Drug & Alcohol Services. Group confidentiality helps all clients feel that their treatment group is a safe place to share their thoughts and experiences. Thus, no recording is allowed, nor is talking about what is shared in group outside of the group session.

Here are some situations which could result in termination from Treatment:

- Any form of violence, threats of violence, property destruction or breaking the law while on premises.
- The possession of any type of weapon.
- Verbally abusive language.
- Possession of drug/alcohol/illegally obtained prescription drugs while on the premises.
- Persistent failure to appear at program sessions.
- Alteration of a drug test or use of a cheating device.
- Theft of any program property or the property of another client.
- Not adhering to program rules, your treatment plan, or any other condition.

#### **WHAT IF I HAVE A MEDICAL CANNABIS 215 CARD?**

Medical cannabis (215) cards are not honored at Drug & Alcohol Services. The goal of outpatient drug-free treatment is abstinence, including abstinence from marijuana and alcohol. Please talk with your Specialist/Clinician and primary care physician about alternative medications.

---

### ***Drug Testing***

---

All quality substance use treatment programs will employ some form of testing as part of an outpatient protocol. The reason for testing is to assist in recovery by giving personal accountability to a client. If there were to be a relapse, we know it is best

to address it as soon as possible to learn from the relapse and make necessary adjustments. By requiring testing, a client will know there is no point in trying to hide what has happened and encourages honesty. In addition, there can be a motivation for a person to see the tangible results of their success as demonstrated by consistent negative test results. Some clients have told us that the knowledge that they will be randomly tested has made the difference when they were contemplating a relapse.

### **HOW TO COMPLETE DRUG TESTING**

- Drug Testing Phone Number: 1-805-250-1724
- Website: [www.mycallin.com](http://www.mycallin.com)
- Follow instruction sheet provided to you during admission for full details, including your client ID number.
- Must call the drug testing phone number daily (Monday through Saturday).
- Call between the hours of 6:00 AM to 4:00 PM.
- Enter client ID number to receive drug testing instructions for today (i.e. "You are required to test today" or "Do not test today.")
- Drink plenty of fluids an hour prior to testing which gives the body time to produce a testable amount which is to the temperature line on the specimen cup provide.
- Please bring a photo I.D. with you. You will be asked to present your photo I.D. each time you test.
- Be prepared for drug testing to be observed. Staff will witness the collection of urine.

- Three attempts are allowed to produce a sample in a reasonable amount of time (5-15 minutes per attempt during the hours of operation and time permitting).
  - When attempting to submit a specimen, you must remain at the office. If you leave the office, the remaining specimen attempts are forfeited.
  - If you cannot produce a specimen, the event is documented as a shy bladder.
- Address problems you have with the urine-screening program with your assigned Specialist/Clinician at Drug & Alcohol Services.
- Be sure to report any prescription medications to your Drug & Alcohol Specialist/Clinician.
- Failure to appear for testing will be considered a compromised drug test.
- To obtain copies of your drug test results, please talk with your Specialist/Clinician.
- Any cheating on a drug test will be reported to your assigned Specialist/Clinician and to any referring agency.

## **APPROVED MEDICATIONS & SUPPLEMENTS**

Some medications and supplements can cause positive drug test results. This list below will help you determine what over-the-counter medications will not interfere with your test results.

### **WHAT IS OKAY TO TAKE?**

**Nicotine Replacements** are all okay to take (gum, patch, oral, etc.)

### Herbal Supplements

There are many herbal supplements on the market. If the supplement is not listed here, check with your Specialist/Clinician before you start using it.

✓ Aloe	✓ Garlic	✓ Kava	✓ St. John's Wort
✓ Andrographis	✓ Ginko Biloba	✓ Saw Palmetto	✓ Valerian
✓ Echinacea	✓ Ginseng		

### For Cold/Allergies

✓ Benadryl	✓ Genahist	✓ Nasal Saline	✓ Spec-T
✓ Chloraseptic	✓ Guaifenesin	✓ Neo-Synephrine	✓ Sucrets
✓ Chlor-Trimeton	✓ Halls Mentho-	Nasal Spray	✓ Tavist (NOT
Tablets	Lyptus	✓ Organidin	Tavist D)
✓ Claritin (NOT	✓ Humibid Med	✓ Propylene	✓ Triaminic
Claritin D)	Quell Squares	Glycol/	✓ Uni-Hist
✓ Diphenhydra-	✓ Mucinex	Polyethylene	✓ Teldrin Tablets
mine	✓ Naldecon Senior	Spray	✓ Zyrtec
✓ Delsym	DX	✓ Rhinaris	
✓ Dextro-	✓ Naldecon Senior	✓ Robitussin	
methorphan	EX	✓ Salinex	
✓ Fenesin			

### For Pain and Sleep

✓ Acetaminophen	✓ Aspirin	✓ Melatonin	✓ Orudis
✓ Actron	✓ Bufferin	✓ Midol	✓ Pamprin
✓ Advil	✓ Datril	✓ Motrin	✓ Premsyn
✓ Alka-Seltzer	✓ Ecotrin	✓ Naproxen	✓ Sominex
✓ Aleve	✓ Empirin	✓ Naprelan	✓ Tylenol
✓ Anacin	✓ Excedrin		✓ Valerian Root



✓ Anaprox	✓ Ibuprofen	✓ Non-aspirin pain reliever	
✓ Ascriptin	✓ Medipren		

For Gastrointestinal Problems			
✓ Alophen Tablets	✓ Docusate/	✓ Loperamide	✓ Perdiem
✓ Alternagel	Dulcolax	✓ Lopex	Granules
✓ Amphojel	✓ Dramamine	✓ Maalox	✓ Peri-Colace
✓ Benefiber	✓ Emetrol	✓ Metamucil	✓ Prilosec
✓ Camalox	✓ Ex-Lax	✓ Milk of Magnesia	✓ Riopan
✓ Citromag	✓ Fiber-Con	✓ Mitrolan	✓ Roloids
✓ Correctol Tablets	✓ Fibermed	✓ Mylanta	✓ Senna
✓ Colace	✓ Fleets Enema	✓ Mylicon	✓ Senokot
✓ Diasorb	✓ Gas-X	✓ Modane	✓ Surfak
✓ Dialose Plus	✓ Gaviscon	✓ Neoloid	✓ Tagamet
✓ Di-Gel	✓ Gelusil	✓ Pepcid	✓ Tums
✓ Donnagel	✓ Imodium	✓ Pepto-Bismol	✓ Zegerid
✓ Doxidan	✓ Kaopectate		

For Toothache/Cold Sore/Topical Skin Treatment			
✓ Anbesol	✓ Campho-	✓ Gynezol	✓ Burow's Solution
✓ Amosan	Phenique	✓ Femstat	✓ Poloris Poultice
✓ Aveeno	✓ Carmex	✓ Herpeccin-L	✓ Pramoxine
✓ Balmex	✓ Cortaid	✓ Hydrocortisone	✓ Salicylic Acid
✓ Bentoquatam	✓ Desitin	✓ Ivy block	✓ Sarna Lotion
✓ Benzocaine	✓ Domeboro	✓ Kank-Aid	✓ Tanac
✓ Benzodent	✓ Duofilm	✓ Monistat	✓ Vagistat
✓ Blistex	✓ Gly-Oxide	✓ Numzident	✓ Zinc Oxide
✓ Boudreaux's Paste	✓ Gold Bond	✓ Orajel	
	✓ Gyne-Lotrimin	✓ Orasept	

### WHAT IS NOT OKAY TO TAKE?

- Medication that has not been prescribed to you
- Exceeding the recommended dosages of either prescribed or over-the-counter medications
- Any illicit drug
- Alcohol and Marijuana
- Cannabis Products (synthetic cannabinoids, edibles, drinks, teas, etc.)
- CBD Products

### DO NOT USE:

- Food containing poppy seeds
- Any medication containing alcohol; Tinctures
- Any medication/supplement containing Ephedrine
- Any tea or herbal supplement containing Ma Huang or L. Ephedra
- Over-the-counter diet pills
- Any medication containing pseudoephedrine/ephedrine (Sudafed, Afrin)

### **PRESCRIBED MEDICATIONS (MEDICATION POLICY FOR CLIENTS AT DRUG & ALCOHOL SERVICES)**

The use of **psychotropic medications** for mental health support is common and accepted at Drug & Alcohol Services (DAS). It is important to follow the directions provided by your prescribing physician for all medications. To support your care:

- Please provide a **copy of your current prescriptions** to be kept in your health record.

- Failure to provide this information may result in **false positive drug testing results (from prescription stimulants, opioids, or benzodiazepines)**.
- All prescription medications will be **reviewed** by your Specialist/Clinician, who may coordinate with your medical providers (with an authorized release of information), including DAS medical staff, to ensure continuity of care.

If you experience **side effects** or concerns with your medications, contact your prescribing provider immediately. Your Specialist/Clinician can also assist you in navigating these concerns.

#### **MEDICATIONS WITH POTENTIAL FOR MISUSE:**

Certain medications have a higher risk of misuse or dependency. These include:

##### **1) Benzodiazepines**

- Examples: **Xanax** (alprazolam), **Ativan** (lorazepam), **Klonopin** (clonazepam), and **Valium** (diazepam).
- These medications are often prescribed for anxiety, panic, or sleep issues but can be habit-forming with prolonged use.

##### **2) Opioids**

- Examples: **Vicodin** (hydrocodone/acetaminophen), **Norco**, **OxyContin** (oxycodone), and **Percocet**.
- Commonly prescribed for pain management, opioids carry significant risks of dependency and misuse.

##### **3) Stimulants**

- Examples: **Adderall** (amphetamine), **Ritalin** (methylphenidate), **Concerta**, and **Vyvanse** (lisdexamfetamine).

- These are typically prescribed for conditions like ADHD but are sometimes misused for energy, focus, or weight loss.

#### 4) Other Medications

- Examples include **Gabapentin** (used for nerve pain/anxiety) or certain **muscle relaxants** like Baclofen, Soma (carisoprodol), which can also be misused.

#### **SPECIAL ARRANGEMENTS FOR COMMONLY MISUSED MEDICATIONS:**

If you enter services with a prescription for any of the medications listed above (or similar medications), special arrangements may be made to ensure your safety and the effectiveness of your treatment. These arrangements may include:

- Attending **individual counseling** sessions prior to participating in group treatment.
- Collaborating with your physician to **titrate off or transition** to safer alternatives when appropriate.

It is essential to discuss **any mind or mood-altering medications** with your Specialist/Clinician **before starting or stopping** them (except in emergency situations). Open communication will help ensure your treatment plan remains aligned with your recovery goals.

---

## ***Community Resources***

---

### **COMMUNITY RESOURCES**

For your convenience, please reference the frequently requested resources below. A larger list of resources is available at all Drug & Alcohol Services clinics. Please request this information at the front desk or from your Specialist/Clinician.

- 211 SLO County Information.....2-1-1
  - [www.211.org](http://www.211.org)
- Access Support Network.....(805) 781-3660
  - [www.asn.org](http://www.asn.org)
- Community Health Centers of the Central Coast.....(866) 614-4636
  - [www.communityhealthcenters.org](http://www.communityhealthcenters.org)
- Community Action Partnership.....(805) 544-4355
  - [www.capslo.org](http://www.capslo.org)
- Department of Social Services..... (805) 781-1600
  - [www.slocounty.ca.gov/Departments/Social-Services.aspx](http://www.slocounty.ca.gov/Departments/Social-Services.aspx)
  - Locations:
    - Arroyo Grande: 1086 Grand Avenue, Arroyo Grande, CA 93420  
(805) 474-2000
    - Atascadero: 9630 El Camino Real, Atascadero, CA 93422  
(805) 461-6000
    - Morro Bay: 600 Quintana Road, Morro Bay, CA 93442  
(805) 772-6405
    - Nipomo: 681 West Tefft Street Suite 1, Nipomo, CA 93444  
(805) 931-1800
    - Paso Robles: 406 Spring Street, Paso Robles, CA 93446  
(805) 237-3110

- San Luis Obispo: 3433 South Higuera, San Luis Obispo, CA 93401  
(805) 781-1600

Food Bank of San Luis Obispo.....(805) 238-4664

- [www.slofoodbank.org](http://www.slofoodbank.org)

#### Medi-Cal Coverage

- Inquiries about Medi-Cal Coverage can be made at any of the six Department of Social Services Offices or online at [www.coveredca.com](http://www.coveredca.com) or [www.BenefitsCal.com](http://www.BenefitsCal.com)

### **NALOXONE: OVERDOSE ANTIDOTE**

Naloxone (Narcan) is a safe, effective medication that can save a life by stopping an opioid overdose. It is an opioid antagonist that binds more tightly to the opioid receptors than opioids (heroin or oxycodone), so it knocks opioids off the receptors. This reverses the overdose and allows the person to breathe again. Naloxone can be safely administered by laypersons via injection or nasal spray with virtually no side effects. Naloxone is not a controlled substance, is non-addictive, and has no potential for abuse.

In a suspected overdose emergency, **CALLING 911** and **GIVING NALOXONE** as soon as possible is the best chance at saving lives! Naloxone is available at no cost or low cost at locations countywide, including confidential or anonymous settings. It is fully covered (free) with Medi-Cal and is covered fully or in part by most insurances. It is available for people who use opioids for any reason and for those who know someone who does.

Naloxone is also available at the following locations:

- County of San Luis Obispo Drug & Alcohol Services provides **FREE & CONFIDENTIAL** access to Naloxone and free education sessions to all community

members. This service is available Monday-Friday, 8am-5pm at any of the four Drug & Alcohol Services locations in Paso Robles, Atascadero, San Luis Obispo, & Grover Beach. For more information, call (805) 781-4756.

- SLO Bangers Syringe Exchange and Overdose Prevention Program also offers FREE & CONFIDENTIAL Naloxone distribution to all community members. For more information, call (805) 458-0123.
  - Open Mondays from 2:00-4:00pm in Morro Bay at the Public Health Building. 760 Morro Bay Blvd, Building B.
  - Open Wednesdays from 5:30-8:30pm in San Luis Obispo at the Public Health Building. 2191 Johnson Ave.
- In California, pharmacists are allowed to dispense Naloxone without a prescription if they have completed the required training. Most major retail pharmacies will dispense Naloxone without a prescription, although it is advised to call ahead, to ensure the licensed pharmacist is there and that Naloxone is in stock. Ask your healthcare professional for a prescription or see below for a list of local pharmacies offering Naloxone without a prescription. Individual co-pay costs for Naloxone vary depending on insurance. It is free with Medi-Cal.
  - CVS Pharmacy – all CA locations (including those located in Target)
  - Rite Aid Pharmacy – all CA locations
  - Wal-Mart Pharmacy – all CA locations
  - Walgreens Pharmacy – all CA locations
  - Vons Pharmacy – all CA locations
  - Costco Pharmacy – recipient must have a Costco Membership
  - Cayucos Pharmacy
  - Cal Poly Health Services – recipient must be a student at Cal Poly
  - Nipomo Rexall Pharmacy
  - En Soleil Pharmacy: 5735 El Camino Real, Atascadero

---

## ***Health Information & Resources***

---

### **RISK OF NEEDLE SHARING**

Sharing needles (or other items used for intravenous drug use) carries the risk for contracting HIV/AIDS and Hepatitis C.

### **HEP C, HIV, AND TB: INFORMATION & REFERRALS**

#### **HEPATITIS C**

**Q:** What is Hepatitis C?

**A:** Hepatitis C is a liver disease caused by the Hepatitis C virus, which is found in the blood of people who have this disease. Hepatitis C is serious for some people, but not for others. Most people who get Hepatitis C carry the virus for the rest of their lives.

**Q:** How do you get Hepatitis C?

**A:** Hepatitis C is spread by contact with an infected person's blood. Examples of this include: sharing drug injection equipment (including things other than the syringe); having received blood transfusion prior to 1992; having multiple sexual partners; and possibly sharing razors, toothbrushes, tattoo and piercing equipment.

**Q:** How do you know if you have Hepatitis C?

**A:** Many persons with long-term Hepatitis C have no symptoms and feel well. For some persons, the most common symptom is extreme tiredness. The only way



to know if you've been infected is to have a blood test that looks specifically for the Hepatitis C virus.

**Q:** Where can I get tested?

**A:** Access Support Network.....(805) 781-3660

- [www.asn.org](http://www.asn.org)

The Center.....(805) 544-2478

- [www.capslo.or/programs/sec-health-services](http://www.capslo.or/programs/sec-health-services)

The Noor Clinic.....English: (805) 439-1797/Spanish: (805) 226-1799

- [www.slonoorfoundation.org](http://www.slonoorfoundation.org)

SLO HEP-C Project.....(805) 543-4372

## **HIV/AIDS**

**Q:** What is AIDS?

**A:** Acquired Immune Deficiency Syndrome is caused by a virus called HIV (Human Immunodeficiency Virus). The virus can destroy the body's ability to fight off infection. The person may then get sick and not be able to get well again.

**Q:** How do you get HIV?

**A:** Participating in high-risk behaviors may put you at risk for contracting HIV. High risk behaviors include unprotected sex—vaginal/anal/oral; needle sharing (tattoo needles included); having sex with someone who does the above; exchanging sex for money or drugs; having a sexually transmitted disease. The virus can pass from mother to baby during pregnancy, childbirth, or breastfeeding.

**Q:** How can you find out if you have HIV?

**A:** There is a special test called the HIV antibody test. If the test result is "Positive," it shows that you are infected with HIV. It does not tell you if you have AIDS. You need to see a doctor to find that out. If the test is "Negative," it means you either

have not been infected or not enough time has passed to show the infection (6 months).

**Q:** Where can I get tested?

**A:** Access Support Network.....(805) 781-3660

- [www.asn.org](http://www.asn.org)

Public Health Department Morro Bay.....(805) 781-5500

Public Health Department San Luis Obispo.....(805) 781-4878

Public Health Department Paso Robles.....(805) 237-3050

- [www.slocounty.ca.gov/Departments/Health-Agency/Public-Health/Clinic-Locations](http://www.slocounty.ca.gov/Departments/Health-Agency/Public-Health/Clinic-Locations)

## **TUBERCULOSIS**

**Q:** What is TB?

**A:** "TB" is short for a disease called Tuberculosis. The TB germ is spread from person to person through the air. If someone coughs, sneezes, laughs, or shouts the germs are put into the air and people nearby may breathe the TB germs into their lungs. A person can become infected by the TB germ if contaminated air is breathed in.

**Q:** Who gets TB?

**A:** Anyone can get TB, but substance users and people who have AIDS are at higher risk. Living in an environment with a lot of other people or being homeless also increases the chances of being exposed and/or infected by the TB germ.

**Q:** How do you know if you have TB?

**A:** A skin test is the only way to tell if you have been exposed to TB. A chest X-ray can tell if you have the infection or if there is damage to your lungs from TB disease. Having the disease can cause symptoms such as weakness, weight and/or

appetite loss, high fever, or sweating a lot at night. If you have ever had any of these symptoms, please tell your doctor.

**Q:** Where can I get tested?

**A:** Public Health Department San Luis Obispo.....(805) 781-4878

Public Health Department Grover Beach.....(805) 473-7050

Public Health Department Paso Robles.....(805) 237-3050

- [www.slocounty.ca.gov/Departments/Health-Agency/Public-Health/Clinic-Locations](http://www.slocounty.ca.gov/Departments/Health-Agency/Public-Health/Clinic-Locations)

### **TOBACCO USE DISORDER AND NICOTINE REPLACEMENT THERAPY:**

When participating in the intake/admission process with Drug & Alcohol Services, you will be asked if you use tobacco products and screened for a Tobacco Use Disorder (mild, moderate, severe). The National Institute on Drug Abuse has published research that cigarette smoke increases the likelihood of relapse for people that are in recovery from a Substance Use Disorder. The research indicates that quitting smoking improves the chance for someone in recovery to stay in sustained (long-term) recovery from use of other drugs/alcohol.

“The researchers cite possible explanations why cigarette smoking might increase the likelihood of SUD relapse:

- Cigarette smoking often accompanies illicit drug use, and cigarettes may serve as a drug cue and relapse trigger.
- Some studies have linked nicotine exposure to cravings for stimulants and opiates.” ([Cigarette Smoking Increases the Likelihood of Drug Use Relapse | National Institute on Drug Abuse \(NIDA\) \(nih.gov\)](#))

Therefore, if you are using tobacco products or have a Tobacco Use Disorder, Drug & Alcohol Services recommends treatment for this at the same time as receiving treatment for substance use.

The following resources are options for Nicotine Replacement Therapy (NRT):

- If you are participating in Medication Assisted Treatment with Drug & Alcohol Services, the Nurse Practitioner from this program can provide NRT medications.
- Drug & Alcohol Services can recommend that you discuss NRT with your Primary Care Physician.
- You can visit [www.kickitca.org](http://www.kickitca.org) which provides free tobacco cessation information.
- You can contact the County of San Luis Obispo Tobacco Control Program by email if you have any questions or would like information at [tobaccofree@co.slo.ca.us](mailto:tobaccofree@co.slo.ca.us). The Tobacco Control Program's website is <https://www.slocounty.ca.gov/Tobacco>.

## **PREGNANCY: THE EFFECTS OF USING DRUGS AND ALCOHOL**

A woman who uses drugs and/or alcohol during pregnancy may harm the developing baby. The chemicals from smoking, drinking, and using drugs while pregnant pass to the fetus. Fetal Alcohol Spectrum Disorder describes the mild to severe mental or physical problems that can affect a child that is exposed to alcohol in utero. Heavy alcohol use while pregnant can also lead to stillbirth, miscarriage, or premature birth. Illicit drug use during pregnancy can cause birth defects, behavioral problems as well as stillbirths, premature, and underweight babies. (Information is from WebMD).

It is important to seek prenatal care when you find out that you are pregnant, and to attend all your medical appointments throughout your pregnancy. Please visit [www.cencalhealth.org](http://www.cencalhealth.org) for a list of providers that accept Medi-Cal for OBGYN healthcare.

## **DENTAL CARE**

**Q:** Where can I obtain dental services with Medi-Cal insurance?

**A:** [Medi-Cal Dental Providers in San Luis Obispo County - County of San Luis Obispo](#)

---

## ***Recovery Support Services***

---

Recovery Support Services are important to your long-term recovery and wellness. As client's complete treatment, they are connected to Recovery Support Services to build connections within the recovery community and to develop self-management strategies to prevent relapse. Clients may access medically necessary Recovery Support Services after their course of treatment. Recovery Support Services are available to clients whether they have relapsed, been triggered, or as a preventative measure to prevent relapse. It is easy and voluntary to come back to services to maintain sobriety and recovery.

After-care Recovery Support Services include the availability of group counseling, individual counseling, case management, and peer-to-peer services. During the end phase of Treatment, Recovery Support Services will be discussed and offered as part of your discharge and recovery planning. Drug & Alcohol Services may also follow

up with you or your family member after the completion of treatment regarding after-care services.

---

### ***Transportation***

---

CenCal Health members (County of San Luis Obispo's Medi-Cal Insurer) may be able to help you with transportation to Drug & Alcohol Treatment. Members can contact Ventura Transit System at (855) 659-4600 or CenCal Health's Member Services Department at 1 (800) 814-1861 to inquire about eligibility.

---

### ***Staff Code of Conduct***

---

Drug & Alcohol Services has a written Code of Conduct that pertains to and is known by staff, paid employees, volunteers, and the Governing Body and Community Advisory Board Members. The code of conduct includes the program policies regarding the following:

- Use of alcohol and/or other drugs on the premises and when off the premises
- Limitations of personal relationships with clients
- Prohibition of sexual contact with clients/former clients
- Sexual harassment
- Unlawful discrimination
- Conflict of interest

- Confidentiality

You can find the Code of Conduct for County of San Luis Obispo Health Agency posted on the Client Information Center in each clinic lobby.