

# EXECUTIVE DIRECTIVE

NARCONON ARROWHEAD ED 201RA

December 1, 2002

Revised: April 26 2003

Re-revised: 15 August 2003

ALL STAFF

ALL STUDENTS

ALL PROGRAM FINANCIERS

## NARCONON ARROWHEAD CONSUMER SERVICE POLICY

### THE NARCONON PROGRAM DEFINED

The Narconon Arrowhead drug and alcohol rehabilitation program has an excellent success rate for students who actively and honestly participate in, and complete the entire Narconon drug and alcohol rehabilitation program. Our program is designed to achieve this positive result with specific program steps and sequences, in a manner and gradient found to be most workable and successful based on the Narconon Organization's more than 35 years experience in treating chemical dependency.

Narconon of Oklahoma Inc., d/b/a/ Narconon Arrowhead, a non-profit corporation, delivers a comprehensive residential drug and alcohol treatment program which is based on students completing treatment goals that are established by a manualized treatment modality, rather than a set number of days or weeks in treatment. The amount of time it takes each individual to complete the program varies but should average between 2-3 months.

### PROGRAM DURATION

There are a number of circumstances that can add to or subtract from the amount of time it takes for a person to complete the full Narconon drug rehabilitation program. Some of the most common are: length and type of drug or alcohol use; physical condition at the time of enrollment; legitimate legal, medical, or bereavement emergencies that may require a leave of absence from the program; the degree of staff intervention required to keep a student focused on successfully completing each of the steps of their program; or, how well a student adheres to the program rules as described in Narconon Arrowhead's Student Rules of Conduct (See NNAH ED # 6RI).

### STUDENT RULES OF CONDUCT VIOLATIONS

It is common knowledge that some of the primary symptoms of drug or alcohol addiction include declining moral values, unethical conduct and dishonesty. The severity of these symptoms will vary from individual to individual but nonetheless are present to some degree in all cases and are an important aspect of addiction that must be addressed if successful rehabilitation is to occur. The Narconon Arrowhead Student Rules of Conduct are designed to provide a social guideline of conduct that, when followed, creates a positive treatment environment that is conducive to successful rehabilitation.

When students break the rules of conduct their progress in the rehabilitation process is impeded. Therefore, the Narconon drug and alcohol rehabilitation program has an effective treatment system that addresses unethical or immoral behavior that is incorporated throughout the student's treatment program. When there are infractions of the rules, staff counselors intervene with disciplinary counseling actions used on a gradient scale of severity. The degree of discipline used depends on the seriousness of the infraction and if the person is a repeat offender or not. Because treatment staff understand that raising a drug or alcohol addicted person's moral and ethical awareness and responsibility is a critical part of the recovery process, great measures are taken throughout the program that go far and beyond what most other programs will tolerate to help the student realize that conducting oneself ethically and treating others with honesty and respect is a key factor in accomplishing long term sobriety.

Corrective actions and counseling will be employed where possible with a student for less severe violations of the Student Rules of Conduct, but repeated or serious violations that result in the student leaving the program or the facility suspending or dismissing them, will result in the individual's program fees being ineligible for any repayment.

#### STUDENT SUSPENSION AND DISMISSAL

Suspension from the program is one of the more severe disciplinary measures and is used only after a student does not respond favorably to earlier ethics counseling actions. Suspension is not banishment from the Narconon drug and alcohol rehabilitation program, but is used for the purpose of achieving improved behavior and program focus for students who are having extreme difficulty in complying with the student rules. It is hoped that through suspending a difficult student from Narconon Arrowhead they will re-focus on their rehabilitation program and actively participate in accomplishing their treatment objectives. Family members, loved ones or others directly involved in the student's life can be instrumental in helping get a student through their suspension program and returned to successfully complete the entire Narconon rehabilitation program. When a student is suspended from the residential program Narconon Arrowhead ethics staff develop an individually tailored re-entry program of actions for the student to accomplish outside of the facility, preferably at home. The length of the suspension and re-entry program is based on the degree of difficulty the suspended student has had in following the student rules. The student and immediate family or loved ones will be notified by Narconon Arrowhead how long a period the student will be suspended. Family Consultants or Ethics Counselors can be contacted during the suspension period to ask questions or seek advice in the best way to help the student through the student's ethics program so they can successfully return to resume the residential portion of their treatment program.

It is important to note that suspension from the program can be an extremely valuable tool to help students with a history of discipline problems. If this treatment tool is used with the support of family or loved ones, great results can be achieved with the student stably on the road to successful recovery.

If while on suspension, the student has relapsed to drug or alcohol use, a new medical assessment and withdrawal services will be required as part of the terms of re-enrollment along with the fees related to these services. There is no reduced fee for withdrawal and medical services and the financier will be charged full rate for those services.

If the extent of the student's drug and alcohol use also requires the student to redo any portions of the program that had previously been completed, additional fees for those services will be charged. All services that must be redone, with the exception of withdrawal and medical services, will be provided at one-half the original fee. The Senior Case Manager determines which services may have to be re-done beyond withdrawal and medical services.

### NO TOLERANCE POLICY

There are three basic offenses that, if committed by a student while on the program, can result in immediate dismissal from the program without recourse to return. They are: 1) smuggling or using drugs or alcohol on the facility grounds or while a resident in the Narconon Arrowhead program; 2) violent behavior that poses a threat to the physical well being of any student, staff or staff trainee; or 3) committing a crime while enrolled in the Narconon Arrowhead program or on the facility grounds.

### STUDENT DISMISSAL

Dismissal is the most severe disciplinary penalty used in the Narconon Arrowhead program. Once a student has been dismissed from the program their chances of being allowed back in residence are greatly diminished. A dismissal may come about only after all existing disciplinary measures, including suspension, have been unsuccessful in correcting a student's negative behavior or if a student has committed any of the three major offenses as described in Narconon Arrowhead's "No Tolerance Policy" above. Dismissal from the program is the last resort to correct a student whose continued disregard for the program rules has caused serious disruption to the organization or the progress of other students in the program. Narconon Arrowhead reserves the right to determine if a student who has been dismissed from the program has any recourse to resume their resident status or not. Such action can result in a student being permanently barred from this or any other Narconon drug rehabilitation program.

### PROGRAM FEES

Narconon Arrowhead charges a flat rate of \$21,700.00 for its program and offers a 10% discount for any program paid in full within 30 days. This is the fee regardless of how long it takes the individual to complete the program. It is important to note that the flat rate fee applies only to those program participants who complete the entire Narconon drug rehabilitation program and the Narconon Arrowhead Senior Case Manager has confirmed program completion.

## INTEGRATED AGREEMENT

The Admissions and Services Agreement represents the entire agreement between the parties and supercedes all prior written and oral agreements. No subsequent written agreement shall become part of the original agreement unless executed with equal dignities, i.e., signed by all parties, captioned as an amendment to the original agreement and the same formalities as the original agreement. No oral agreements or understandings shall have any standing or validity with regard the agreement between the parties. The parties are only those parties named in the Admissions and Services Agreement.

BOARD OF DIRECTORS  
NARCONON OF OKLAHOMA, INC.

BODNNO:MNS:gws  
Copyright © 2002, 2003, Narconon of Oklahoma, Inc.  
All Rights Reserved.

NARCONON is a registered trademark and service mark owned by Association for Better Living and Education International and is used with its permission. Printed in U.S.A.

## NN ARROWHEAD ED 201RA-1R

## NARCONON FEE SCHEDULE AND REPAYMENT REQUIREMENTS

## REPAYMENT

No refund will be paid on any services which the Student has started. Repayments of unused portions of program fees will only be paid under the following conditions:

(a) *Discharge on Medical Grounds.* If a physical examination and/or lab tests disclose that the student has a medical condition which would not allow the student to do the Narconon program, all funds paid on the student's behalf will be repaid to the Financier, minus any of the following applicable charges:

- (i) all out of pocket expenses incurred by Narconon on the student's behalf (e.g., medical exams, lab tests, special diet, transportations costs, etc.);
- (ii) the cost of any services provided; and
- (iii) cost or estimate of cost to repair any damages by the student to any property owned, leased or rented by Narconon.

(b) *Discharge on Other Grounds.*

- (i) Any student who takes an unauthorized leave from Narconon Arrowhead once enrolled, or is suspended or dismissed from the program for major or repeated violations of the Student Rules of Conduct (NNAH ED # 6RG), is ineligible for any repayment of any program fees.
- (ii) A student who discontinues the Narconon drug rehabilitation program, for reasons other than previously stated, will have the following scale applied to any repayment request received in writing from the program financier within 30 days of the student's departure from the program.

(c) *Procedure and General Rules.* A request for repayment must be made in writing no later than thirty days after Applicant is discharged from the program. Narconon shall have a reasonable time after receipt of the request to process. The minimum time for processing is four weeks.

The scale shows the amount that will be charged, for the time or service started by the student. The fee scale by either time or service is more expensive during the first several weeks of the program. This is because of the amount of counselor and medical staff time to service the new students is most intensive. Additionally, there are preliminary medical assessments, blood tests, urine work and other lab services that are required as part of the enrollment procedure that in most cases are not required in the later phases of treatment. Additional charges will be made, as applicable, for overdrawn

personal spending accounts, out-of-pocket costs on behalf of the student, or damages to the facility created by the student. If a repayment is issued, it is with the stipulation that the student is no longer eligible to return to any Narconon rehabilitation program.

Scale By Time	Full fee	Discounted Fee
Week 1 or any portion thereof	4200.00	3750.00
Week 2 or any portion thereof	2500.00	2250.00
Week 3 or any portion thereof	2500.00	2250.00
Week 4 or any portion thereof	2500.00	2250.00
Week 5 or any portion thereof	1500.00	1350.00
Week 6 or any portion thereof	1500.00	1350.00
Week 7 or any portion thereof	1500.00	1350.00
Week 8 or any portion thereof	1500.00	1350.00
Week 9 or any portion thereof	1000.00	900.00
Week 10 or any portion thereof	1000.00	900.00
Week 11 or any portion thereof	1000.00	900.00
Week 12 or any portion thereof	1000.00	900.00
<b>TOTAL COST</b>	<b>21,700.00</b>	<b>19,500.00</b>
<b>Scale by Service Started</b>	<b>Full fee</b>	<b>Discounted Fee</b>
<b>Intake, Labs, Medical, Books and Materials</b>	<b>2200.00</b>	<b>1950.00</b>
<b>Withdrawal</b>	<b>2000.00</b>	<b>1800.00</b>
<b>Therapeutic Training Routines Course</b>	<b>2000.00</b>	<b>1800.00</b>
<b>New Life Detoxification Program</b>	<b>4000.00</b>	<b>3600.00</b>
<b>Learning Improvement Course</b>	<b>500.00</b>	<b>450.00</b>
<b>Basic Study Manual</b>	<b>1000.00</b>	<b>900.00</b>

Communication & Perception, Part A	2250.00	2025.00
Communication & Perception, Part B	2250.00	2025.00
Ups & Downs In Life Course	1500.00	1350.00
Personal Values & Integrity Course	1000.00	900.00
Changing Conditions in Life Course	1000.00	900.00
The Way to Happiness Course	1000.00	900.00
Extended program, discharge planning	1000.00	900.00
<b>TOTAL COST</b>	<b>\$21,700.00</b>	<b>\$19,500.00</b>

#### PROGRAM FINANCIER

Charges to the financier of the program will be assessed either by the time scale, or the services started by the individual scale, whichever is greater, and in all cases, the fees for intake, lab, medical, books and materials, which involve out-of-pocket costs to the facility, will be charged upon student admittance and acceptance into the program, and are not refundable.

Written requests for repayment must be addressed to the Narconon Arrowhead Service Consultant and will require a minimum of four weeks to be processed. The Service Consultant will obtain all information required from several departments within the facility to ensure that all necessary information is gathered so the correct charges are known and assessed. The Service Consultant will contact the financier, as necessary, during this process for any additional information that may be required in order to process a repayment.

#### REAPPLICATION

An individual who leaves prior to completion of their program often regrets that decision and days or weeks later realizes they would like to return and do a thorough and honest program. Thus, a student may return to the program subject to re-application, clearance through the Ethics Department and payment for all applicable fees. A student who has already received a repayment is not eligible to return to the program.

#### THE FAMILY AS PART OF THE TREATMENT TEAM

Narconon Arrowhead is dedicated to helping individuals achieve a drug-free, productive life. We work closely with family members to assist them to also help the student achieve this objective, and expect that family members will work with Narconon

Arrowhead personnel to help us help the student achieve this overall treatment objective. It is Narconon Arrowhead's intention that all students enrolling will complete the full program and this is best achieved with input and assistance from family members, in addition to the student themselves.

If you are aware of any difficulties the student is experiencing during their program, we ask that you immediately contact one of our Family Consultants, who will work with you and the Narconon Arrowhead staff to resolve any difficulties and help the student through the barriers they must overcome, in order to achieve their overall treatment goal.

The retention and success rate of the Narconon drug and alcohol rehabilitation program is directly proportional not only to the program's treatment modality, the active and honest participation of the student with the facility, but also the family's input and assistance with both the facility and the student. The family can and should be part of the treatment team.

#### **FAMILY COMMUNICATION IS VITALLY IMPORTANT**

If you have any questions about how you can best contribute to the successful completion of your loved-one's program, at this time or any time during their treatment in residence, please contact the Family Consultant.