



LOUISIANA

Addictive Disorder Regulatory Authority

Policy Name: Copy Request Policy

Approval Authority: The ADRA Board is responsible for final approval of new or revised policies and procedures. The ADRA office will be responsible for ensuring that necessary policies, procedures and guidelines are current and available on the appropriate departmental web site and implemented accordingly.

Revisions: March 14, 2013

Errors or changes? Send email to admin@la-adra.org

1. **Policy Statement**

ADRA records (copy) requests play an essential role in the conduct of our business and we value our ability to provide requested information to our colleagues, counselors and the public.

2. **Reason for Policy**

The purpose of this policy is to ensure the fulfillment of copies request in the order received in a timely manner according to the statute/rules in an effort to increase operational efficiency.

3. **Who Should Read This Policy**

The following individuals should observe this policy and follow its procedures and understand this policy in order to perform job duties.

- All members of the ADRA community including but not limited to:
 - ADRA Staff
 - ADRA Board Members
 - All individuals regulated by the ADRA
 - All individuals applying to be regulated by the ADRA
 - Counselors/Prevention Specialist in Training
 - Addiction Treatment Assistants
 - Certified Clinical Supervisors
 - Public

4. **Related Documents**

Addictive Disorders Practice Act
Professional and Occupational Standards

5. **Contacts**

ADRA Office
4919 Jamestown Avenue, Suite 203
Baton Rouge, Louisiana 70808
225-361-0698 (phone)
admin@la-adra.org (email)



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6. **The Policy**

In an effort to ensure the fulfillment of copies request in the order received in a timely manner according to the statute/rules:

If an individual is requesting information from his/her application/renewal files:

- The request must be submitted in writing to the ADRA office via mail – the request must include contact information including the individual's email address. Also include in the written request the format in which the requestor wishes to receive the requested information (ie: email, fax, or hard copy)
- Also include with the written request the following: a copy of the requestor's driver's license, a copy of the requestor's ADRA issued wallet card, and a money order in the amount of the costs of the total copies (\$0.25 per page)
- Please allow one week from the date of receipt of the request for processing.
- Please note if additional information is required processing could be delayed.

If an individual is requesting printed applications, renewal applications and/or other ADRA forms to be mailed:

- The request must be submitted in writing to the ADRA office via mail – the request must include the requestor's most current contact information to include a daytime telephone number
- Also include with the written request a self-addressed stamped envelope
- Please allow one week from the date of receipt of the request for processing.
- Please note if additional information is required processing could be delayed.

General information and application instructions regarding all ADRA credentials can be found on the ADRA website at www.la-adra.org. The most current copy of this policy is also maintained on our website for your reference.

7. **Compliance with this Policy**

Failure to comply with this policy may result in untimely and inaccurate transfer of information. If there is anything in this policy that you do not understand, please contact the ADRA office using the information provided.

Please note that the procedures and policies outlined in this policy, and in any related policy, may be reviewed or changed at any time. You will be alerted to important changes [and updates will be published on our website].