



Orientation Handbook

Table of Contents

I. WELCOME.....	4
II. ORGANIZATIONAL ISSUES	4
Mission Statement	4
Our Organization	4
Operating Philosophy.....	4
Purposes	5
History	5
Civil Rights.....	5
Code of Ethics.....	6
Hours of Operation.....	6
Access to After-Hour Services.....	7
Site Map.....	7
Smoking Policy	7
Use of Legal / Illegal Drugs brought to MDC Site.....	7
Weapons Policy.....	8
Emergency & Safety Precautions	8
Weather Emergencies	8
What if there is a Fire or Other Emergency?.....	8
III. CLIENT/STUDENT ISSUES	10
Client/student Rights in Ohio.....	10
Client/student Rights Procedures.....	12
Confidentiality.....	12
Trauma-Informed Services	13
Addiction Counseling Services	14
Client/student Complaints or Grievances.....	14
Client/student Satisfaction	15
Sexual Harassment.....	15
IV. ISSUES RELATED TO SERVICES	15
Your Responsibilities	15
Admission	16
Person-Centered Planning / Individualized Service Plan	17
Services.....	17
Discharge Criteria.....	18
How do I Change my Appointment Time?	19
If I need to talk with my Service Provider and they aren't here, what do I do?....	19
What do I do if I want a different Service Provider?	19
Restrictions to Services	20
ORIENTATION CONFIRMATION STATEMENT	21



I. WELCOME

Welcome to May Dugan Center (MDC). We are honored to serve you. This handbook has been designed to introduce you to MDC and help you understand the nature of the services that you will receive at MDC

This is a guide to your services. Please review this handbook carefully. Sign and date the acknowledgement located at the back of this handbook and return to MDC staff.

MDC is a private agency whose services are made possible through the support from the state of Ohio Department of Mental Health.

We welcome you as a Client/student of MDC. Our desire is to provide professional services in a time and cost efficient manner, while rendering the highest quality of care possible.

II. ORGANIZATIONAL ISSUES

Mission Statement

**May Dugan Center's mission is
"to help people enrich and advance their lives and communities".**

Our Organization

May Dugan Center is a social service agency which delivers several health and human service programs. We are an independent, not-for profit organization operating as a lifeline for over 8,000 individuals and families from all ages, not only from the Near West-Side but also from the Greater Cleveland community since 1969. May Dugan provides this support through its Community Education, Food and Clothing Program, Information and Referral Services, Comprehensive Case Management, and Counseling Services. The diverse ethnic, cultural, and economic backgrounds of the Clients/students who visit May Dugan are virtually all living at or below the poverty index level under Federal guidelines. In addition to our programs and services, May Dugan provides space to other not-for-profits within the social network.

Operating Philosophy

MDC provides services to the citizens of Cuyahoga County in Ohio without regard for race, ethnicity, age, color, religion, creed, gender, national origin, sexual orientation, veteran status, financial condition, handicap, developmental disability, and HIV infection, AIDS - related complex or AIDS.

Purposes

The purposes of MDC are:

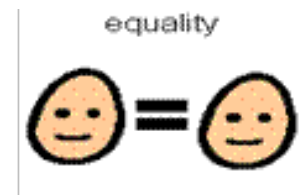
- To offer professional, clinical, education, and resource services to such persons;
- To cooperate with other agencies, organizations, systems and groups now assisting in the delivery of needed social services;
- To work toward the establishment of appropriate facilities and service delivery systems that address mental illness and its disorders;
- To operate in a manner that serves to enhance the dignity and protect the human and legal rights of all who seek our services;
- To maintain a competent, professional staff team sufficient to implement these organizational purposes.

History

MDC was founded in 2009 and is recognized by the Ohio Department of Mental Health serving Cuyahoga County. MDC provides outpatient and case management services.

We are committed to providing our Client/student/students/students with the latest advances in evidence based social services. Our staff of highly skilled professionals is dedicated to providing innovative, individualized, clinical interventions and services that serve the best interests of the Client/student/student and the community.

Civil Rights



All individuals requesting services from MDC have a right to receive such services without regard to race, ethnicity, age, color, religion, creed, gender, national origin, sexual orientation, veteran status, financial condition, handicap or disability, HIV infection - whether asymptomatic or symptomatic, AIDS-related complex or AIDS in accordance with Title VI of the Civil Rights Act of 1964, as amended, 42 USC 2000d, Title XI of the Education Amendments of 1972, 20 USC 1681-1686 and s. 504 of the Rehabilitation Act of 1973, as amended, 29 USC 794, and the Americans with Disabilities Act of 1990, as amended, 42 USC 12101-12213.

No distinction will be made in determining eligibility for participation in services provided by MDC based on any of these identifiers, conditions or circumstances.



Code of Ethics

All MDC employees are expected to maintain acceptable job performance and to conduct themselves in a professional and courteous manner. MDC follows an ethics policy that address issues in the business provision of service delivery, professional responsibilities, billing, marketing, contractual relationships, admissions practices and human resources. Professional service providers are expected to comply with any codes for professional conduct or ethical behaviors adopted by their respective licensure or certification authorities.

Hours of Operation

Services are provided on-site as well as in the community based on need, professional agreements and staff availability.

Location	May Dugan Center 4115 Bridge Ave. Cleveland, OH 44113
May Dugan Center 4115 Bridge Avenue Cleveland, OH 44113-3304	Phone-(216)-631-5800 Fax- (216)-631-4595
Administrative Office Hours of Operation	Monday 8:00 AM – 5:00 PM Tuesday 8:00 AM – 5:00 PM Wednesday 8:00 AM – 5:00 PM Thursday 8:00 AM – 5:00 PM Friday 8:00 AM – 5:00 PM Closed Saturday and Sunday
GED/Education Hours	Monday-Thursday 9:30am-12:30pm, 4:30pm-7:00pm Only morning classes on Fridays

Access to After-Hour Services

MDC provides after-hour services to the persons it serves. By contacting the phone number listed below, you are provided with crisis support and resources that are available to you 24-hours / day by phone. All calls are confidential.

If you need emergency mental health assistance at any point outside of business hours please call:

- **Mental Health Services (216) 623-2134**
- **Mobile Crisis (216) 623-6888**
- **St. Vincent's Charity Hospital (216) 861-6200**

Site Map

If you need emergency mental health assistance at any point outside of business hours please call:

- **Mental Health Services 216-623-2134**
- **Mobile Crisis- 216-623-6888**
- **St. Vincent's Charity Hospital- 216-861-6200**

Site Map

Maps are posted within each hallway in the MDC facility. On these maps are identifiers for Fire Suppression equipment, First Aid kits, routes to leave the building in case of emergencies, as well as "safe areas" in the case of violent weather.

Smoking Policy

Smoking and the use of all tobacco products are prohibited in the MDC offices, facilities, and vehicles owned, leased or used by the organization at all times. This policy is to protect the health and safety of all employees, clients/students, family members or significant others of clients/students being served, and visitors to MDC.



Use of Legal / Illegal Drugs brought to MDC Site

MDC is a drug-free work place. The manufacture, distribution, dispensing, possession or use of alcohol or other drugs, except for lawfully obtained prescription medications and over the counter medications is prohibited in the workplace of MDC. MDC also prohibits the sharing of any type of medications/drugs including prescription medication.

Weapons Policy

Firearms and other deadly weapons of any kind are strictly forbidden on the premises of MDC. The term “premises” includes all offices, buildings and property that are operated as part of MDC. This prohibition shall not prevent firearms and other deadly weapons from being kept in vehicles as long as the firearm is properly stored according to state and local law. This policy applies to clients/students, visitors, employees, and any other persons entering a MDC facility for any reason. MDC intends to prosecute anyone who knowingly violates this prohibition and refuses to leave after being informed of the prohibition. This policy shall not prohibit (1) law enforcement officers, and (2) probation / parole officers from carrying a firearm on MDC premises.

If a handgun, or other deadly weapon, is discovered on a client/student, such as when a client/student presents in an emergency, the MDC employee discovering the handgun or other deadly weapon will inform the client/student of this policy and notify the Executive Director or other supervisor immediately.

III. EMERGENCY PROCEDURES

All recipients of MDC services will be provided, when applicable, with a tour of MDC facilities and given instructions of emergency and safety procedures to include: identification of emergencies, evacuation procedures, location of fire suppression equipment, and first aid kits.

Weather Emergencies

There may be times during the year when MDC needs to delay opening or, in extreme cases, close the office because of weather related circumstances. If you question if MDC is open please call the office. If MDC will be closed or delay opening, there will be a specific message you will hear explaining the circumstances.

Fire or Fire Drill

During a fire or fire drill:

- 1) You will hear an alarm.
- 2) You should walk, **DON'T RUN**, to the nearest exit. There is an Emergency Evacuation map located throughout the building. Refer to the map to find the exit closest to you and leave in a quick, but orderly manner. If an exit is blocked, other exits will be identified and used. As you exit, make sure all office doors are closed and that no one is in them.
- 3) You should stay at a safe distance from the building and go into the parking lot across the street from the building.
- 4) Don't go back into the building until a MDC staff person in charge or fireman says it is OK to do so.



Tornado or Tornado Drill

During a tornado or tornado drill:

- 1) If a tornado is sighted in the immediate area, a tornado warning will be issued and you will hear an alarm from the city. Refer to the Site Map for the designated tornado shelter area.
- 2) You should go to the designated Tornado area on the site map for your location
- 3) Once in the assigned area, sit on the floor with your head between your knees and hands over your head.
- 4) Don't leave the area until the MDC Staff in charge says it is OK.
- 5) If there is major damage, MDC Staff will call 911.

Power Failure or Power Failure Drill

During a power failure or power failure drill:

- 1) When the lights go out, stay where you are until the MDC Staff person in charge tells you it's OK to move.
- 2) Emergency lights will come on, and flashlights will be used, if needed.

Bomb Threat or Bomb Threat Drill

During a bomb threat or bomb threat drill:

- 1) MDC Staff will either use the intercom or verbally tell you to stay in your location until the authorities arrive.
- 2) You should comply with the staff's directions until law enforcement or other authorities arrive and then you should comply with all of their instructions.
- 3) Once told to evacuate, you should go to the parking lot across the street from the building and remain at least 100 yards away from the building.
- 4) Don't go back into the building until the MDC Staff person in charge, law enforcement officer or fireman says it is OK to do so.

Gas Leak or Gas Leak Drill

During a gas leak or gas leak drill:

- 1) MDC Staff will either use the intercom or verbally tell you to leave the building.
- 2) You should walk, **DON'T RUN**, to the nearest exit.

-
- 3) You should go to a space in the parking lot or on the sidewalk by the street.
 - 4) Don't go back into the building until a MDC Staff person or fireman says it is OK to do so.

Earthquake or Earthquake Drill

During an earthquake or earthquake drill:

- 1) Find a place to protect yourself from falling objects. You can get under a desk or a doorway. Cover your head with your arms.
- 2) When the earthquake ends, stay where you are until MDC Staff tells you where to go.

IF THERE IS MAJOR DAMAGE, MDC STAFF WILL CALL 911.

Medical Emergencies / Illness or Injury of a Client, Volunteer or Volunteer/Intern

- 1) After talking with the person needing medical attention, appropriate medical attention shall be requested immediately.
- 2) If injury is due to a fall resulting in trauma, do not move the person until authorized to do so.
- 3) If the person requires immediate medical attention, 911 will be called unless the person requests other services.
- 4) If the injured person does not require immediate attention but does require examination, arrangements will be made for someone to accompany the person to the emergency room of the nearest hospital or to the Volunteer/Intern's physician.
- 5) An incident report is to be completed and, after review by the Executive Director, it should be placed in the incident report log book.

III. CLIENT/STUDENT ISSUES

Rights in Ohio

You are entitled to be treated in a humane and dignified way at all times, and with full respect to:

+ Personal Dignity + Right to Privacy + Right to Personal Property + Civil Rights

All individuals requesting services from MDC shall receive a copy of this handbook as part of the screening, intake and initial orientation process, and, if applicable, on an annual basis. Client/student rights at MDC are aligned with all applicable regulations issued by State, Federal and other funders.

Your rights as a client/student at MDC include, but are not limited to the following:

- (1) The right to be treated with consideration and respect for personal dignity, autonomy, and privacy;
- (2) The right to service in a humane setting which is the least restrictive feasible as defined in the treatment plan;

-
- (3) The right to be informed of one's own condition, of proposed or current services, treatment or therapies, and of the alternatives;
 - (4) The right to consent to or refuse any service, treatment, or therapy upon full explanation of the expected consequences of such consent or refusal. A parent or legal guardian may consent to or refuse any service, treatment or therapy on behalf of a minor client;
 - (5) The right to a current, written, individualized service plan that addresses one's own mental health, physical health, social and economic needs, and that specifies the provision of appropriate and adequate services, as available, either directly or by referral;
 - (6) The right to active and informed participation in the establishment, periodic review, and reassessment of the service plan;
 - (7) The right to freedom from abuse, humiliation and neglect;
 - (8) The right to freedom from unnecessary or excessive medication;
 - (9) The right to freedom from unnecessary restraint or seclusion;
 - (10) The right to participate in any appropriate and available agency service, regardless of refusal of one or more other services, treatments, or therapies, or regardless of relapse from earlier treatment in that or another service, unless there is a valid and specific necessity which precludes and/or requires the client's participation in other services. This necessity shall be explained to the client and written in the client's current service plan;
 - (11) The opportunity to select the composition of the service delivery team;
 - (12) The right to be informed of and refuse any unusual or hazardous treatment procedures;
 - (13) The right to be advised of and refuse observation by techniques such as one-way vision mirrors, tape recorders, televisions, movies, or photographs;
 - (14) The right to have the opportunity to consult with independent treatment specialists or legal counsel, at one's own expense;
 - (15) The right to confidentiality of communications and of all personally identifying information within the limitations and requirements for disclosure of various funding and/or certifying sources, state or federal statutes, unless release of information is specifically authorized by the client or parent or legal guardian of a minor client or court-appointed guardian of the person of an adult client in accordance with rule 5122:23-11 of the Ohio Administrative Code;
 - (16) The right to have access to one's own psychiatric, medical or other treatment records, unless access to particular identified items of information is specifically restricted for that individual client for clear treatment reasons in the client's treatment plan. "Clear treatment reasons" shall be understood to mean only severe emotional damage to the client such that dangerous or self-injurious behavior is an imminent risk. The person restricting the information shall explain to the client and other persons authorized by the client the factual information about the individual client that necessitates the restriction. The restriction must be renewed at least annually to retain validity. Any person authorized by the client has unrestricted access to all information. Clients shall be informed in writing of agency policies and procedures for viewing or obtaining copies of personal records;
 - (17) The right to be informed in advance of the reason(s) for discontinuance of service provision, and to be involved in planning for the consequences of that event;
 - (18) The right to receive an explanation of the reasons for denial of service;
 - (19) The right not to be discriminated against in the provision of service on the basis of religion, race, color, creed, sex, national origin, age, lifestyle, physical or mental handicap, developmental disability, or inability to pay;
 - (20) The right to know the cost of services;
 - (21) The right to have access or referral to legal entities for appropriate representation, self-help and advocacy support services;
 - (22) The right to be fully informed of all rights;

-
- (23) The right to exercise any and all rights without reprisal in any form including continued and uncompromised access to service;
 - (24) The right to file a grievance; and
 - (25) The right to have oral and written instructions for filing a grievance.

Grievance - Perceived Violation of Client Rights: The Executive Director shall serve as Client Rights Representatives for May Dugan Center and shall function in this capacity as specified in the Client Grievance Policy.

Client/student Rights and Procedures

- 1) Each agency and each board which itself provides services must have a written Client/student/student rights policy which contains the following:
 - a) Specification of the client/student rights as listed in paragraphs (D)(1) to (D)(22) and/or (E)(1) to (E)(12) of this rule;
 - b) The name, title, location, hours of availability, and telephone number of the client/student rights officer with a statement of that person's responsibility to accept and oversee the process of any grievance filed by a client/student or other person or agency on behalf of a client/student; and
 - c) Assurance that staff will explain any and all aspects of client/student rights and the grievance procedure upon request.
- 2) A copy of the client/student rights policy must be distributed to each applicant or client/student at the intake or next subsequent appointment in writing and orally. Each agency policy shall specify how distribution shall be accomplished, and shall include:
 - a) Provision that in a crisis or emergency situation, the client/student or applicant shall be verbally advised of at least the immediately pertinent rights, such as the right to consent to or to refuse the offered treatment and the consequences of that agreement or refusal. Written copy and full verbal explanation of the client/student rights policy may be delayed to a subsequent meeting; and
 - b) Provision that clients/students or recipients of the type of services specified as "community services" (information and referral service, consultation service, mental health education service, prevention service, training service; see paragraphs (D)(11) to (D)(15) of rule 5122:2-1-01 of the Administrative Code) may have a copy and explanation of the client/student rights policy upon request.
- 3) A copy of the client/student rights policy shall be posted in a conspicuous location in each building operated by the agency.
- 4) Each agency shall provide that every staff person, including administrative and support staff, is familiar with all specific client/student rights and the grievance procedure.

Confidentiality



MDC believes that you have the right to privacy. With few exceptions, everything you say while in receiving services at MDC is private. Clients/students come to the MDC for help with problems that they consider being extremely sensitive and private. It is, therefore, the obligation of every staff member to

preserve this trust. Confidentiality includes, but is not limited to, the fact that a person is coming to the center, financial information about the client/student, information incorporated into the record, and any contact the staff member has with a client/student within the MDC or within the purview of the relationship with the client or student. This information is only to be shared with other staff on a need-to-know basis and may only be shared with non-staff or other agencies with your consent of the client/student. If there is good reason, a judge can order your records for court review. To provide you the best treatment possible, case managers often ask each other's advice. Occasionally, our records are inspected by reviewers and lastly, if you admit you're involved in abuse of the elderly or youth (child abuse includes domestic violence in homes where children live), or if you tell us you plan to hurt yourself or someone else, or that someone is hurting you, we have to report that to the proper authority because it's the law.

Trauma-informed Services

Services provided at MDC are trauma-informed. Trauma-informed care is developed to support change through which individuals improve their health and wellness, live a self-directed life and strive to reach their full potential. MDC's trauma-informed services adhere to the following 6 principles:



Safety: MDC staff and volunteers strive to make MDC facilities and services physically and emotionally safe for everyone.

Trustworthiness and transparency: MDC staff and volunteers strive to build and maintain trust with clients/students. Services are provided with as much clarity as possible.

Peer support: MDC staff and volunteers believe that clients/students are valuable partners in service delivery.

Collaboration and mutuality: We believe that healing happens in relationships. Because of this, we also believe that everyone has something to share in the services provided at MDC. Your opinion and your contribution are valued.

Empowerment, Voice and choice: Services at MDC are strength-based. The strengths of clients/students at MDC are recognized, built on and validated. Everyone's experience is unique and requires an individualized approach. Clients/students at MDC are encouraged to embrace resiliency. Short and long-term recovery from trauma is promoted.

Cultural, historical and gender issues: MDC offers "gender responsive services", focusing on the unique needs of each individual. MDC rejects cultural stereotypes and biases based on religion, race, color, creed, sex/gender, sexual orientation, gender identity, national origin, age, lifestyle, physical or mental handicap, developmental disability, or inability to pay.

In a trauma-informed environment, like MDC, clients/students are encouraged to:

- 1.) treat everyone in the facility with dignity and respect and observe everyone's right to privacy;
- 2.) be a willing partner in the services provided;
- 3.) approach conflict with positive outcomes in mind;

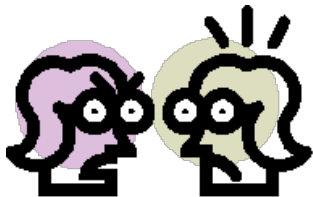
-
- 4.) refrain from bringing illegal items, such as weapons or illicit substances, into the building; and
 - 5.) Avoid using vulgar or disrespectful language while on MDC property.

Addiction Counseling Services

May Dugan offers a 16 week comprehensive, outcome-driven treatment program focused on helping people through their recovery and lead healthy lives. Our programs are specifically tailored to meet the needs of each individual, focusing on solutions, support and results delivered with compassion, care and respect. They include: Individual and group sessions. The goal of the program is to help individuals develop the skills and tools so they can recover and remain abstinent. In this recovery program, the individual must assume responsibility for their illness and then use the skills and tools that they have developed to manage their recovery. Individuals are conducted as needed weekly and group are conducted 3 times per week.

In an addiction treatment environment, like MDC, clients are encouraged to:

- 1.) treat everyone in the facility with dignity and respect and observe everyone's right to privacy;
- 2.) be a willing partner in the services provided;
- 3.) approach addiction with positive outcomes in mind;
- 4.) refrain from bringing illegal items, such as weapons or illicit substances, into the building; and
- 5.) Avoid using vulgar or disrespectful language while on MDC property.
- 6.) Avoid using drugs and/or alcohol while in treatment & recovery.



Client/student Complaints or Grievances



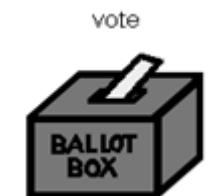
You have the right to complain if you are not happy, or if you believe you've been disrespected. If you have a problem, talk to your case manager / counselor / teacher first. If you're still not happy, ask to talk to the supervisor. Also, there are complaint forms you can fill out, and forwarded to the Executive Director.

MDC has an internal client/student complaint system through which, in most cases, resolve complaints or grievances quickly and satisfactorily. You can address any complaint you have to the following individuals:

-
- a. The Clinical Director / Education Coordinator; or
 - b. the Executive Director

We request you address your complaint with the Clinical Director or Education Coordinator first. If it is not resolved to your satisfaction, you may complete a Complaint / Grievance form. Forms are available with the receptionist. Give the form to any staff member and ask them to forward the form to the Executive Director. Your complaint will be promptly investigated and action will be taken to resolve it.

Client/student Satisfaction



The input and suggestions of all Clients/students regarding the quality of service is welcomed at any time. For this purpose, MDC will conduct periodic client/student satisfaction surveys. Surveys will be utilized for measuring the quality of services being delivered and implementing any needed corrective actions.

Sexual Harassment

Sexual harassment is not allowed at MDC. Sexual harassment is using words or actions, of a sexual nature, that make someone feel uncomfortable. It also includes any situation where you feel that your job or success may be in danger if you do not go along with what the person who is harassing you want, whether they say it outright or in a roundabout way. It also includes any behavior, by anyone, that would get in the way of someone doing their job, by making an uncomfortable work environment.

Male and female program participants have the right to be treated with dignity and respect and must tell their case Manager / counselor /teacher anytime sexual harassment happens. All reports of sexual harassment will be looked into and written down. A written report of what will be done will be given by management. All reports of sexual harassment are kept private.

IV. ISSUES RELATED TO SERVICES

Your Responsibilities

While you have several rights protected by law, you may be wondering what are some responsibilities expected of you. Your success at MDC will be greatly enhanced by your participation in the services you are receiving and your honest input when your individualized service plan needs to be revised. To make your time at MDC successful, we need to work together. There are a few things you can do to enhance the services you receive and develop a good relationship with our agency. Your part is to take responsibility for the following:

- 1) MDC asks that all recipients provide the agency and staff with clear, complete and truthful information at all times. We do our part by providing you with information concerning your rights and the services we offer.
- 2) Treat others with respect, consideration, and to deal honestly at all times;

-
- 3) Respect other's cultures and cultural differences.
 - 4) Comply with program rules and treatment plans;
 - 5) Bring nothing into the building, which might be used to hurt another person accidentally or on purpose.
 - 6) **Keep scheduled appointments and call to cancel or reschedule if you cannot make your scheduled appointment.**
 - 7) Bring up and process your concerns related to services provided with staff; ask questions when you don't understand or when you want more information.
 - 8) Participate actively to create goals that will help you at MDC. Be very involved in developing and reviewing your person-centered plan. And follow the plans that you and your providers have agreed upon.
 - 9) Talk to your case manager / counselor / teacher often about your needs, preferences and goals and how you think you are doing at meeting your goals.
 - 10) Tell staff members when you are experiencing problems.
 - 11) Take medications as they are prescribed for you by your family physician and to tell your doctor if you are having unpleasant side effects from your medications, or if your medications do not seem to be working to help you feel better.
 - 12) Discuss medication issues or concerns with your doctor, nurse, and/or therapist;
 - 13) Invite the people (family, friends, etc.) who will be helpful and supportive to you to be included in your treatment.
 - 14) Control yourself so you are not harmful to yourself or others;
 - 15) Be respectful with your peers' issues and not bring them up at inappropriate times;
 - 16) Respect the confidentiality and privacy of other clients/students;
 - 17) Follow the steps described in this handbook if you want to file a grievance or appeal with MDC;
 - 18) Let your provider know if you decide to discontinue services; and
 - 19) Let your provider know about changes in your name, insurance, address, telephone number or your finances.



Admission

All persons who are willing to participate in their individualized treatment plan as applicable adhere to program guidelines and who do not present an imminent danger to themselves or others will be afforded the right and opportunity to participate in services offered by MDC.

When you come to the Intake Orientation we may ask some questions about you and your family. Together, we will decide how we can help you and your family to feel and function better.

All clients/students will attend an orientation session. During this orientation session a staff member will conduct necessary assessments to determine the client/student's strengths, needs, abilities, skills, interests and desires for service outcomes. After this session the client/student may be referred to any of our services as appropriate. All recommendations for services will be determined based on both urgency and need.

All persons seeking counseling services must meet the standards for a mental health diagnosis through the DSM-IV/ICD-9 Diagnostic Codes and ASAM placement criteria, be court ordered to therapy, or be referred for assessment purposes.

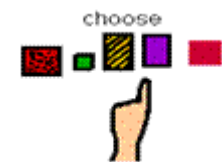
All services must be voluntary on the part of the recipients unless determined otherwise through the legal system.



Person-Centered Planning / Individualized Treatment Plan

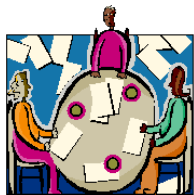
The goals and activities of clients/students participating in an assessment at MDC will be documented in an Individualized Service Plan.

Individualized service plans then guide the process of delivering services at MDC. Individualized service plans are developed with client/student input and will incorporate a prioritized focus on the problem areas identified in the assessment, the client/student's strengths or assets, weaknesses or limitations, abilities and preferences as were also identified in the assessment.



Individualized service plans will include:

- Problems to be addressed while receiving services at MDC;
- Measurable goals developed in response to the client/student's needs;
- Measurable objectives with a timeframe for the completion of each objective;
- Frequency, duration and types of services to be provided;
- Original signature of the client/student;
- Date, original signature and credentials of the Intake Specialist (or case manager/counselor/teacher) who completed the service plan and is qualified to provide the services described.



Services

Case Management / counseling / community Support services can be provided to the client/student in his/her home and in other community settings. These services include:

- 1) Assisting or cueing the participant to perform or become engaged in:

-
- a) Family, social, recreational activities.
 - b) Appropriate use of natural community supports (e.g., social clubs, faith-based supports).
 - c) Appropriate use of routine medical / dental services
 - d) Use of medications as prescribed, including self administration of medications.
 - e) Healthy habits (e.g., healthy diet, exercise, and behaviors designed to alleviate stress).
 - f) Fulfillment of personal commitments, and adherence to scheduled appointments / meetings (e.g., clinical, vocational, educational, and judicial/court).
- 2) Assisting or cueing to avoid:
 - a) Risky behaviors
 - b) Substance abuse
 - c) Overspending
 - d) Unnecessary conflicts
 - 3) Supportive and problem solving-oriented discussions with the participant; and
 - 4) Other activities directed at reducing disability, restoring participant functioning and achieving independent participation in social, interpersonal, family, or community activities and full community re-integration and independence.

Discharge Criteria



Discharge planning begins upon admission and is an on-going, collaborative process involving the client/student, service provider, and referral agencies. Every effort is made to refer client/students to the most appropriate resource. When it is evident that a client/student has received optimum benefit from the services provided at MDC, the client/student will be discharged.

Voluntary clients/students will normally be discharged following successful completion of the agreed upon service plan goals set out in their course of treatment. Involuntary client/students must complete all phases of treatment/services as determined by the judicial system in order to successfully complete treatment.

Clients/students who are assessed to need substance abuse treatment or who engage in substance abuse behaviors while in receiving services at MDC may also be referred for substance abuse services.

Other reasons clients/students may be discharged may include:

- 1) Client/student chooses to withdraw from service delivery area of MDC.
- 2) Client/students who fail to attend three scheduled sessions or demonstrate a pattern of non-compliance to service recommendations and further attempts to provide treatment is deemed non-beneficial will be considered to be not engaged in treatment and may be discharged.

-
- 3) Clients/students who are in need of services not available through MDC will be referred to other agencies for services. MDC will provide these agencies with information regarding the client/student's individualized service plan when authorized by the client/student and will be limited to what is authorized.

How do I Change my Appointment Time?



If you are scheduled for an appointment and need to change it, call the MDC office at least one business day in advance and let the receptionist know you need to reschedule your appointment. Please be aware that it may be some time before another appointment can be scheduled. If we do not receive at least one business day notice of the cancellation there may be a cancellation fee charged directly to you. Insurance and Medicaid will not pay cancellation fees.

If I need to talk with my Service Provider and they aren't here, what do I do?

Leave a detailed message for your service provider with the receptionist telling them what you need. If you need to talk with someone right, away tell the receptionist and they will connect you with the appropriate staff person. If you do leave a voice message include in your message the best way and time to reach you.



What do I do if I want a different Service Provider?

We encourage you to let your service provider know if you are not happy with their services. If you are not comfortable in doing this or have tried and are not satisfied, ask to speak with the Executive Director and that person will work with you to come to a resolution.



Restrictions to Services



MDC reserves the right to restrict services to a client/student in the event that the client/student demonstrates behaviors or attitudes that are detrimental to the therapeutic process for themselves and other clients/students. Aggressive or extreme defiance, refusal to participate in services provided, or hostile or threatening gestures to MDC staff or other persons receiving services shall result in the removal of the client/student served from some or all of the services available.

MDC will attempt to continue delivering services to the client/student in an environment that may be more restrictive. When MDC staff determines that the behaviors or attitudes that caused restrictions have been resolved, the client/student will be allowed to return to the previous level of services. If the behaviors or attitudes continue or worsen, MDC staff will determine if the client/student is in need of discharge or transition.

MAY DUGAN CENTER

ORIENTATION CONFIRMATION STATEMENT

Your initials
here indicate
agreement

1.	<p><u>ADMISSION INFORMATION:</u> I acknowledge that I have received, read and understand the following client/student information. I have had the opportunity to ask questions regarding these issues and they have been explained to me.</p>	
	Service Policies and client/student Responsibilities	
	Client/student Rights and Privileges	
	MDC Guidelines & Rules	
	Confidentiality	
	Trauma-informed Services	
	Complaints/Grievance System	
	Orientation into the building (including emergency exits, fire extinguisher, and first aid kits.)	
2.	<p><u>SMOKING POLICY:</u> I understand that the MDC is an indoor smoke free facility and prohibits the use of all tobacco products in and around its facilities. I agree to abide by this policy while receiving services.</p>	
3.	<p><u>STATEMENT OF EMERGENCY MEDICAL PROCEDURES:</u> I understand that if I am injured or become ill while receiving services at MDC, emergency medical personnel will be summoned.</p>	
4.	<p>I acknowledge that I have been provided with an ORIENTATION HANDBOOK providing extended details of covered information.</p>	
5.	<p><u>PATIENT CERTIFICATION, AUTHORIZATION TO RELEASE INFORMATION AND PAYMENT REQUEST:</u> I certify that the information given by me in applying for payment, if applicable, is correct. I authorize any holders of medical or other information about me to release that information to my insurance payer or its intermediaries that are needed for this or a related insurance-type claim. I request that payment or authorized benefits be made on my behalf.</p>	

Client / student Signature

Date

May Dugan Center Representative

Date