



Sandhills Behavioral Center, Inc.

CONSUMER HANDBOOK

**Anson Program
Hoke Program
Richmond Program
Scotland Program**

**Business Hours:
Monday through Friday
8:30am-7:00pm
Saturday
8:00am-12:00pm**

**After Hours/Emergency On-Call:
910-691-4605**

TABLE OF CONTENTS

Our Organization	Page 3
Our Missions & Philosophy	Page 4
When you receive Services	Page 4
Definitions	Page 5
Your Rights are Guaranteed by Law	Page 5
You have the right to a service plan	Page 7
You have the right to be informed about medications	Page 7
You have the right to confidentiality	Page 7
You have the right to refuse treatment	Page 8
You have the right to see your own record	Page 8
You have the right to privacy	Page 8
You have the right to know the cost of services	Page 8
You have the right to be free from unnecessary physical restraint	Page 9
Advanced Instruction	Page 9
Client Choice	Page 9
Changing Providers	Page 10
Medicaid Service Appeals	Page 10
Rules related to clients	Page 10
Your Responsibilities	Page 11
Giving Feedback	Page 11
You have the right to make a complaint	Page 12
Use of After-Hours Emergency On-Call Phone	Page 12
How Can I Get Involved	Page 12
SBC Important Numbers	Page 13

OUR ORGANIZATION

Sandhills Behavioral Center, Inc. (SBC) was established in 2010, to provide community-based care for at-risk youths and adults in the state. Today, SBC is a statewide provider of quality supports for at-risk children and for adults with mental health and substance abuse disorders.

As a local human services provider, SBC offers an array of quality and innovative care to adults and children. The following services are available:

Adult Services:

- Assessment and Referral
- Outpatient Mental Health and Substance Abuse Treatment
- Sex Offender Treatment
- Batterer Intervention Program (BIP)
- Substance Abuse Prevention Program
- Substance Abuse Comprehensive Outpatient Treatment (SACOT)
- Substance Abuse Intensive Outpatient Program (SAIOP)
- DWI (English and Spanish)
- Trauma Focused Therapy
- Anger Management (16 session Course)
- Parenting Education (16 session Course)
- Laboratory Urinalysis

Children services:

- Substance Abuse Intensive Outpatient Program (SAIOP)
- Substance Abuse Prevention Program
- Outpatient therapy
- Diagnostic Assessment
- Trauma Focused Therapy
- Anger Management (16 session Course)
- Sex Offender Treatment
- Laboratory Urinalysis

For more information on SBC, please visit our website at www.sandhillsbc.com.

OUR MISSIONS AND PHILOSOPHY

OUR MISSIONS

- ★ To provide the highest quality chemical dependency, behavioral modification, and mental health treatment services, which are assessable and affordable to adults, adolescents, and their families in a variety of treatment settings.
- ★ To assist those who are impacted by mental illness and/or chemical dependency in decreasing the disease effects by promoting behavior change, providing support, and education so that clients may obtain and maintain mental health stabilization and abstinence from chemical dependency.

OUR PHILOSOPHY

Our philosophy is to introduce concepts that enforce the practice of a multidisciplinary team approach to treatment. Sandhills Behavioral Center, Inc. believes in helping individuals develop healthy behavior patterns in all areas of their life, including family, school, relationships, social, and living skills. We believe such changes are crucial in a successful transition back to a healthy lifestyle. Action strongly emphasizes family involvement to create a support network both during and after treatment.

- We believe that human relationships are the basis for growth and change.
- We maintain that individuals have both a right and a responsibility to be active participants in the service planning / life planning process.
- We respect the individuals we serve, their families, our employees and mentors, as well as the customers with whom we do business.
- We are committed to finding positive solutions for both the individuals we serve and their families.
- We believe that in natural community settings, the individuals we serve have the best opportunity to develop relationships and to realize their full potential.

SBC strives to hire only the best and most competent staff members. SBC's staff undergo thorough background checks and credential verifications. Our organization has a compliance program in effect that has established a Code of Conduct for all employees and contractors. Staff and foster parents are required to complete preservice, orientation and inservice training in addition to any State licensure or service definition requirements.

WHEN YOU RECEIVE SERVICES through SBC you have certain rights. This handbook will tell you about those rights and what to do if you have problems or questions. As you review this information, please keep in mind that the rights being discussed cover a wide variety of situations.

DEFINITIONS



What is a right? Something you can do by law.

What is a responsibility? Something you agree to do to the best of your ability.

What is a program rule? Something set up in a program so things will run smoothly.

What is a rights restriction? Rights restrictions limit or take away a person's right to do something. Rights restrictions cannot and should not be imposed on people in the absence of safeguards to protect those rights. This does not mean that individual rights can never be restricted. Before a person's rights are restricted in any way, due process must be in place. Rights restrictions should not be imposed on people because of the behavior of others, the lack of adequate staff or resources, for the convenience of staff, or to ensure the smooth operation of the program

What is due process? Due process is a set of procedural safeguards to protect individual rights. Before a person's rights can be curtailed in any way, due process must be in place to protect the person. The type and extent of due process used depends on which right is being restricted. The greater the impact that the restriction has on a person's life, the greater the requirement is for review and protection.

The person's participation in this decision making is an important part of due process.

Principles of due process for considering rights restrictions:

- The type of restriction, is guided by the person's behaviors
- Restrict only specific rights
- Use the least amount of restriction possible
- Always obtain consent and approval
- Plan for review and reinstatement of rights
- Teach the person what it takes to have rights reinstated



YOUR RIGHTS ARE GUARANTEED BY

An inclusive listing of all your rights will be given and explained to you at admission and annually thereafter.

As an adult, unless a court has declared you incompetent, you have the same basic civil rights and remedies as other citizens, including the right to buy or sell property, sign a contract, register and vote, sue others who have wronged you, marry or get a divorce.

As a minor, you also have rights guaranteed by North Carolina General Statute 122C, Article 3 These include (but are not limited to):

1. The right to sufficient clothing, food, shelter, and recreation to ensure proper development.
2. The right to be treated with dignity and respect.
3. The right to be free from physical, sexual, verbal abuse, and neglect.
4. The right to privacy and freedom from intrusion.
5. The right to communicate with family, peers, and members of the community through visitation, telephone contact and mail, unless otherwise indicated in your PCP. This includes the right to participate in appropriate/generally acceptable social interactions/activities with other clients/non-client members of the community.
6. The right to practice, or not to practice, a religion of your choice.
7. The right to an education.
8. The right to professional, age appropriate services and treatment, including the right to be free from unnecessary or excessive medication (Medication shall not be used for punishment, discipline, or staff convenience).
9. The right to be involved in your service planning process and to express opinions on issues concerning services to be provided and to receive a copy of your treatment plan.
10. The right to freedom from physical punishment.
11. The right to a competent guardian if your biological or adoptive parents are unable or unwilling to assume the role.
12. The right to file complaints and grievances.
13. The right to be free from exploitation in employment-related training or gainful employment.
14. The right to contact the Governor's Advocacy Council for Person's with Disabilities at 1-800-821-6922.

IN ADDITION, CHILDREN IN 24-HOUR FACILITIES HAVE THE FOLLOWING RIGHTS:

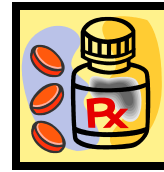
15. The right to be provided an atmosphere conducive to uninterrupted sleep.
16. The right to suitably decorate his/her room, or a portion of his/her room, with respect to choice, normalization principles, and with respect to the physical structure.
17. The right to dignity, privacy, and humane care in the provision of personal health, hygiene and grooming care. Including the opportunity to bathe/shower and shave at least daily, obtain the services of a barber or beautician, the provision of towels, toilet paper and soap, and that adequate toilets, lavatory and bath facilities equipped for use by a person with a mobility impairment should be available.

18. The right to proper storage of clothing and possessions.
19. The right to proper maintenance, record keeping and financial reports of your personal funds maintained at the facility.

YOU HAVE THE RIGHT TO A SERVICE PLAN

You will participate in developing a written service plan (Person Centered Plan), based on your individual needs upon admission. You have the right to receive treatment in the most normal, age-appropriate, and least restrictive environment possible. You are entitled to review your service plan and obtain a copy of it from your provider.

YOU HAVE THE RIGHT TO BE INFORMED ABOUT MEDICATIONS



You have the right to have medication administered in accordance with accepted medical standards and upon the order of a physician. When medication is needed, you have the right to receive it in the lowest therapeutic dose. You cannot be treated with experimental drugs or procedures without your (or your legal guardian's) written permission and without being informed of the risks, benefits, and alternatives.

You may refuse to take medication; however, you will be informed of the risks of doing this. Medication cannot be used for punishment, discipline, or staff convenience.

YOU HAVE THE RIGHT TO CONFIDENTIALITY

The confidentiality of your care and treatment is protected by law. Unless the law requires it, your records and other information about you will not be released without your permission. There are some situations when we may be required to share information about the services you receive. These situations are listed here:

- If you give permission, we may share information with any person that you name.
- Your next of kin or other family member with a legitimate role in your services may receive certain information about your services if it is in your best interest.
- A client advocate may review your record when assigned to work on your behalf.
- The court may order us to release your records.
- Our agency attorney may need to see your record in special legal circumstances.
- If your care is transferred, another public agency may need to receive your files.
- If you become imprisoned, we may share your file with prison officials if they determine you need mental health, developmental disabilities, or substance abuse services.

- In an emergency, another professional who is treating you may receive your records.
- A physician or psychologist who referred you to our facility may receive your files.
- If we believe that you are a danger to yourself or to others, or if we believe that you are likely to commit a crime, we may share information with law enforcement.
- Special confidentiality rules apply if you have a legal guardian appointed, are a minor, or are receiving treatment for substance abuse.
- When a child is receiving services and his/her parents are divorced, both biological parents may have access to their child's record unless parental rights have been terminated.
- Also, law binds us to report suspected abuse, neglect, or exploitation of minors or disabled adults.

YOU HAVE THE RIGHT TO REFUSE TREATMENT



Before you agree to your service plan, you will be informed of the benefits or any risks involved in the services you will receive. You have the right to consent to your service plan and may withdraw consent at any time.

You will be informed of the risks of refusing treatment/service. There are situations (i.e. risks to yourself or others) when you may be legally required to receive services.

YOU HAVE THE RIGHT TO SEE YOUR OWN RECORD

If you wish to see your record, you have the right to do so except under certain circumstances specified by law and according to agency procedures. You have the right to have those circumstances and procedures explained to you.

YOU HAVE THE RIGHT TO PRIVACY

You have the right to be free from any unwarranted search of your person or property. Staff of SBC may only search your person or property if there is suspicion that you are in possession of dangerous or illegal substances. Should search and seizure apply to a program from which you are receiving treatment, the specific procedures will be explained when you enter the program.



YOU HAVE THE RIGHT TO KNOW THE COST OF SERVICES

Any fees for services should be discussed with you at your first visit. If this does not occur, please let us know. A listing of charges for services is available to you. We will ask that you allow Sandhills Behavioral Center, Inc. to work directly with your insurance company.

YOU HAVE THE RIGHT TO BE FREE FROM UNNECESSARY PHYSICAL RESTRAINT

Some programs use special behavioral interventions (i.e. an approved restraint) to control dangerous behaviors. You will be informed about these approved interventions if the program where you receive services uses any interventions (Some programs use no restrictive interventions). You have the right to refuse any planned interventions. There are very strict rules governing staff conduct when a behavioral intervention is used.

At no time is corporal punishment allowed. Staff must protect clients from harm in the program setting and must report any form of abuse, neglect, or exploitation.

In an emergency, if your behavior is dangerous to yourself or others, authorized staff may use restrictive interventions such as restraint or therapeutic holds. Several special safeguards must be in place when these interventions are used and you or your guardian has a right to request that a designated person be notified. Staff that perform these interventions are trained and certified to ensure they are applied correctly.

Some emergencies may require law enforcement assistance or initiation of involuntary commitment procedures. These interventions may never be used as retaliation, for the convenience of staff, or in a manner that may cause harm or undue discomfort.

ADVANCED INSTRUCTION:

In North Carolina, an advanced instruction for mental health treatment is a legal document that tells doctors and health care providers what mental health treatments you would want and what treatments you would not want, if you later become unable to decide for yourself. The designation of a person to make your health care decisions, should you be unable to make them yourself, must be established as part of a Health Care Power of Attorney. Further information can be requested from SBC or your Local Management Entity's Client Advocacy Department.

CLIENT CHOICE

All clients of SBC must be assured an opportunity to make informed choices of qualified providers as outlined in client choice procedures. Whenever possible, SBC will maintain a list of providers that include a choice of at least three providers of comparable services. This list may be provided through a written directory or access to Provider web-sites. You are welcome to access these sites on a computer at one of our offices, with the assistance of SBC staff members. Providers must follow best practice models that foster recovery, prevent relapse, promote self-determination, and utilize person-centered planning. Quality assurance information will be available to support your informed choice.

In addition, your Local Management Entity (LME) for mental health services maintains an up-to- date master list of all endorsed providers for a variety of services within the area in which you reside. You may contact your local LME if you need further information regarding client choice or the SBC' state corporate office at 910-852-5121.

Local LME Access Number: Alliance Behavioral Healthcare 1-800-510-9132
Eastpointe 1-800-913-6109
Sandhills Center 1-800-256-2452
Trillium Health 1-866-998-2597

CHANGING PROVIDERS

If you decide you would like to change providers, SBC will assist you with that process. If you would like you may also contact your local LME Access Unit or Client Advocacy Department for assistance.

The Access Unit or the Client Advocacy Department will ensure that appropriate action and a smooth transition will be taken between your current provider and the provider you have chosen.

SBC will assist all consumers and clients with transitions to and from our services, to the best of our ability.

SERVICE APPEALS



SBC works closely with Local Management Entities (LME) to meet the needs of the residents of North Carolina. You have the right to disagree with your service authorization by the LME or Insurance Company, the service decisions made by SBC, or service decisions made by any of your other providers under the following circumstances:

- A request for service is denied
- A current service is reduced, suspended or terminated

If a decision is made concerning your services, you will receive a letter from the State explaining changes to your services and the appeal process. After receiving the letter, you will have ten (10) days to appeal the change(s) made to your service. During the ten (10) day appeals process, your services will continue. If you have any questions regarding the letter or filing an appeal, please contact your local LME.

RULES RELATED TO CLIENTS

The following rules apply to all services of SBC:

1. All programs and buildings are maintained as smoke-free environments.
2. There is no smoking allowed in program vehicles.
3. In all SBC buildings, no weapons, drugs, or alcoholic beverages are permitted on the premises.
4. Clients are to refrain from physical and/or verbal altercations with other clients or staff, violations can result in suspension and/or termination from program.
5. Clients who are eligible for transportation services must wear seat belts and/or be transported in approved child safety booster seats. Children must be seated per state and federal law.
6. Clients who are eligible for transportation services, are to respect staff and the timeliness of pickup/drop-off routes.

If the program where you will be receiving services has rules other than those listed above, you will receive a list of those rules.

DEPENDING ON THE CIRCUMSTANCES, YOUR FAILURE TO FOLLOW RULES MAY RESULT IN SUSPENSION OR DISMISSAL FROM A PROGRAM.



YOUR RESPONSIBILITIES

As we work to protect your rights, we ask that you work to live up to these responsibilities:

- Give us all the facts about the problems that bring you to us for help, along with a list of all other doctors providing care for you.
- Once you have agreed to your Person Centered Plan (PCP), please follow it.
- Tell us if you have any concerns following your Team meetings.
- Please keep appointments or call 24 hours before an appointment if you cannot attend. This allows us to give your appointment time to someone else who may be waiting to be seen. If you arrive for an appointment 20 minutes or more past the time of your scheduled appointment, your appointment may be rescheduled to the next available time. Being late takes time away from your treatment, and clinicians are not then able to provide you with the quality of care you deserve.
- If you have Medicaid, Health Choice, Medicare, or Private Insurance, bring your card each time you come in for an appointment.
- Let us know about changes in your name, insurance, address, telephone number, or your financial status.
- If relevant, pay your bill, your co-pay or let us know about problems you have in paying.
- Treat staff and other clients with respect and consideration.
- Follow the rules of the program where you receive services.
- Let us know when you have a complaint so we can help you find a solution to the problem.
- Do not leave your children unattended in the waiting area.
- Respect the confidentiality of other clients.

WE WANT YOUR FEEDBACK

You will have many opportunities to provide feedback to SBC on your level of satisfaction with your services and treatment. You will be part of your treatment team and you can express your satisfaction, or dissatisfaction, with your services at any time. Routinely, our organization provides additional avenues for consumer feedback. Satisfaction surveys, public forums, confidential Client Interviews, anonymous suggestion boxes, and follow up after discharge are some examples of the ways you may be asked to provide feedback to SBC on the quality of our services. Please take the opportunity to tell us how you feel and what we can do better.

YOU HAVE THE RIGHT TO MAKE A COMPLAINT

If you are dissatisfied with a service delivered through SBC (or any other provider), you have the right to state a complaint at any time. Before making a written complaint, we urge you to first discuss the matter with program staff or the Program Manager and allow them an opportunity to help resolve the complaint. If this is unsuccessful, we encourage you to file a formal grievance. Information on the Grievance Process will be given to you upon admission and annually thereafter.

For complaints please contact:

QA/QI Coordinator- Veronica McPhatter

veronica.mcphatter@sandhillsbc.com or 910-852-5121(office); 910-852-5122 (fax)

Chief Operating Officer- Chanel Turner

chanel.turner@sandhillsbc.com or 910-852-5121 (office); 910-852-5122 (fax)

OR

Contact your local LME office

Use of After Hours Emergency/Crisis Phone

If you have an emergency after regular business hours, you may contact the On-Call staff for SBC at: Cell: (910) 691-4605.

This number should only be used in the event of a true mental health emergency situation. Please discuss use of the On-Call system with SBC staff.

Client Advocacy Information



HOW CAN I GET INVOLVED?

A **C**lient and **F**amily **A**dvisory **C**ommittee or **CFAC** has been established within every LME. The CFAC ensures client and family participation through the following activities:

- Advice on the implementation of the local business plan.
- Assist in recognizing underserved populations.
- Provide advice/direction regarding development of services.

- Ensure client and family participation in quality improvement.

If you are a client or family member and would like to become involved, please contact the Client Advocacy Department of your local LME.

OTHER RESOURCES FOR CONSUMER ADVOCACY & SUPPORT:

- Local LME ACCESS Unit (*see page 9 for phone numbers*)
- Local LME Client Advocacy Department (Sandhills LME: 910-673-7800)
- Local LME Client Advocacy Department (Eastpointe: 800-760-1238)
- North Carolina Governor’s Advocacy Council for Persons with Disabilities (1-800-821-6922)
- Mental Health Association (1-888-881-0740)
- National Alliance on Mental Illness (1-800-451-9682)
- NC Council on Developmental Disabilities (1-800-357-6916)
- NC Department of Public Instruction (1-919-807-3300)

SBC IMPORTANT INFORMATION YOU MAY WANT TO KEEP

Program Name: __

Number:

After-Hours Emergency On-Call Telephone #: Cell: 910-691-4605.

Office Manager: _____ **Phone:**

(Therapist/QP): _____ **Phone:** _____

My child's Child & Family Team

Parents/Guardian: _____ **Phone:** _____

Community Support Agency: _____ **Phone:** _____

Team Coordinator/QP: _____ **Phone:** _____

Other Assigned Community Support Team Members:

Name: _____ **Phone:** _____

Name: _____ **Phone:** _____

Name: _____ **Phone:** _____

Name: _____ Phone: _____

Name: _____ Phone: _____

Other Child & Family Team Members

	<u>Agency</u>	<u>Phone</u>
DSS Caseworker: _____	_____	_____
Therapist: _____	_____	_____
Residential Coordinator: _____	_____	_____
Foster Parent(s): _____	_____	_____
Respite Provider: _____	_____	_____
School Representative: _____	_____	_____
Court Counselor: _____	_____	_____
Guardian ad Litem: _____	_____	_____
Psychiatrist: _____	_____	_____
Family Doctor: _____	_____	_____

<u>Other Supports:</u>	<u>Name</u>	<u>Relationship</u>	<u>Phone</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

*Thank you for allowing us to serve you!
The Staff of SBC*