

and pay for your treatment. For example, you might agree to allow us to share your Protected Health Information with a drug company so that it can send you information about new medication to treat your condition.

Can I revoke my authorization?

YES. Your Protected Health Information can be shared without your prior consent or authorization:

1. In an emergency so long as an effort is made to obtain consent as soon as possible.
2. When required by law according to specific requirements:
 - For public health activities - To protect victims of abuse, neglect, or domestic violence
 - For health oversight activities - For judicial and administrative proceedings
 - For law enforcement purposes - To a coroner/medical examiner
 - To a funeral director - For organ/tissue donation
 - For research purposes - To avert serious threats to health or safety
 - To facilitate specialized government functions - To correctional institutions
 - For Workers Compensation
3. When there are substantial communication barriers and it is reasonable to believe that you are giving your consent or authorization.

What about other uses of my health information?

Other uses and disclosures of health information not covered by this notice or the laws that apply to us will be made only with your written permission. If you provide us permission to use or disclose health information about you, you may revoke that permission, in writing, at any time. If you revoke your permission, we will no longer use or disclose health information about you for the reasons covered by your written authorization. You understand that we are unable to take back any disclosure we have already made with your permission, and that we are required to retain our records of the care that we provided to you. Woodland Centers, Inc. is not responsible for the misuse or re-release of your Protected Health Information by another individual or entity.

What will WCI do to protect my health information?

We will maintain the privacy of your Protected Health Information as required by law. At your request, we will provide you with a copy of our policy on Privacy, Use, and Disclosure of Protected Health Information. We will follow the terms of the Privacy Notice currently in effect.

WE RESERVE THE RIGHT TO CHANGE THE TERMS CONTAINED IN THIS PRIVACY NOTICE, INCLUDING THE RIGHT TO CHANGE THESE TERMS RETROACTIVELY. IF WE DO THIS, IT WILL AFFECT ALL PROTECTED HEALTH INFORMATION MAINTAINED BY US. WE WILL NOTIFY YOU THAT WE HAVE CHANGED THE PRIVACY NOTICE BY POSTING IT IN OUR OFFICES, ON OUR WEBSITE, OR BY MAILING IT TO YOU AT THE ADDRESS YOU PROVIDE.

Who will follow this Privacy Notice?

Any health care professional authorized to enter information into your medical records at WCI.

All departments, units, and clinics of WCI that you may visit.

Any member of a volunteer group that WCI allows to help you while you are a client here.

All employees, staff, and other personnel who may need access to you information.

All entities, sites, and locations of WCI follow the terms of this Notice and may share medical information with each other for treatment, payment, and/or health care operations as described in this notice.

What can I do if I have questions or want to complain about the use and disclosure of my Protected Health Information?

All questions and complaints about the use and disclosure of your Protected Health Information can be sent to:

Cheryl Laudermit, Clients Rights Officer

-or-

Mary Jo Frank, Ph.D., Privacy Officer

Woodland Centers, Inc.

3086 St. Rt. 160

Gallipolis, OH 45631

Phone: (740) 446-5500

We may not retaliate against you for complaining about the use and disclosure of your Protected Health Information.



WOODLAND CENTERS, INC. Comprehensive Community Behavioral Health Services

Client Handbook

July 2008

Responsibilities, Rights and General Information on Alcohol, Drug Addiction and Mental Health Services

- A larger print version of this handbook is available upon request

Gallia	Jackson	Meigs
3086 State Route 160 Gallipolis, OH 45631 (740) 446-5500	1 Acy Avenue Jackson, OH 45640 (740) 286-5075	112 E. Memorial Drive Pomeroy, OH 45769 (740) 992-2192

For additional information you can contact us anytime at 1-800-252-5554 or visit us on the internet at www.woodlandcenters.org



Welcome to Woodland Centers, Inc.

Thank you for giving us the opportunity to serve you. We are a private non-profit Community Mental Health Center that has been serving the people of Gallia, Jackson and Meigs counties since 1974. Our mission as an agency is to provide a comprehensive program of behavioral health services (and drug and alcohol services for ODADAS clients) to support and promote the improvement of the quality of life for the residents of the communities we serve.

We operate three clinics. Our main office is located in Gallia County at 3086 State Route 160 (across from Holzer Hospital) in Gallipolis, Ohio. Our phone number is (740) 446-5500. Our Jackson County office is located at 1 Acy Avenue (just off McCarty Lane) in Jackson, Ohio. The phone number for that location is (740) 286-5075. Our Meigs County office is located at 112 East Memorial Drive (in the same building as the Health Department) in Pomeroy, Ohio. The phone number for that location is (740) 992-2192.

We have a highly trained and motivated team of caring professionals who will work with you to identify your problems and to develop a treatment plan that will help you succeed in getting your life back in order.

Please read this handbook carefully. It will help you understand the services we offer and your responsibilities and benefits as a client of Woodland Centers Inc. You should keep this handbook handy and use it to find the information you need. If you have any questions, please feel free to contact us any time at 1-800-252-5554. We look forward to working with you.

Services

Woodland Centers, Inc. will provide services in a manner consistent with respect and empowerment of families and individuals. Services will be provided in the least restrictive environment consistent with the needs of the individual.

We provide both:

- **General Outpatient Services** consisting of diagnostic assessment, individual/family/group counseling, medications, and community support services.
- **Emergency Services** which include crisis intervention, pre-hospital screening, Crisisline, and crisis stabilization services.

Services generally will be short-term, solution focused, and will view the client within the total context of his or her environment. Treatment will emphasize a team approach with behavioral health counseling and therapy, pharmacological management, community psychiatric supportive treatment and crisis intervention mental health services. Therapy will generally be short-term or intermittent with appropriate levels of community psychiatric supportive treatment and pharmacological management interventions. In selected instances, especially for the severe mentally disabled population, long-term therapy or maintenance is often indicated.

Emphasis will be placed on designing the mode of treatment to fit the client's presenting problem rather than attempting to force the client's problems into a preconceived, uniform method of treatment. This implies the need for a continuum of treatment services and modalities and individualized treatment based upon assessed client needs and strengths. Services will not only include a continuum of traditional mental health services, but will address basic needs such as food, clothing and shelter as well as social, vocational and recreational needs.

A wide range of mental health professionals with sensitivity to cultural diversity, differing skills, training and disciplinary background will be recruited so as to maximize the range of services which can be provided (cultural diversity and who reflect the cultures of persons served.)

In those instances where the presenting problem lies outside the expertise of any staff member, the Center will locate, contact, refer and serve as liaison to another program or individual able to provide the needed service.

Close linkages will be maintained between collateral agencies and Woodland Centers Inc.'s programs so as to maximize effectiveness. Services will be available, efficient, effective, accessible, and satisfaction-based. This implies the need for services to be provided in a culturally sensitive manner.

Clinics will be located within each county so as to meet the mental health needs of all its residents.



This notice has been prepared by Woodland Centers, Inc. It tells you how Protected Health Information about you can be created, shared, protected, and maintained.

WHAT IS MY PROTECTED HEALTH INFORMATION?

Anything from the past, present, or future about your mental or physical health or condition that is spoken, written, or electronically recorded, and is created by or given to anyone providing care to you; a health plan; a public health authority; your employer; your insurance company; your school or university; or anyone who processes health information about you.

WHAT RIGHTS DO I HAVE ABOUT MY PROTECTED HEALTH INFORMATION?

You have the right to consent to the use and disclosure of your Protected Health Information for the limited purpose of diagnosing you and administering and paying for your treatment.

You have the right to authorize the sharing of your Protected Health Information for other purposes.

You have the right to see and copy your Protected Health Information. Normally, requests for copies will apply to information within the six months prior to the request, unless otherwise specified. Exceptions to this information are information prepared for certain legal proceedings and information maintained by clinical laboratories.

You have the right to request that we amend your Protected Health Information.

You have the right to be informed about and to share your Protected Health Information in a confidential manner chosen by you. The manner you choose must be feasible for us to do.

You have the right to restrict how we use and disclose your Protected Health Information. We do not have to agree with your restrictions, but if we do agree, we must follow your restrictions.

You have the right to obtain a copy of a record of certain disclosures of your Protected Health Information that we make. If you request a copy of the information, we may charge a reasonable fee for the costs of copying, mailing, or other supplies associated with your request.

You have the right to have a copy of the Privacy Notice. We may change the terms of this Privacy Notice from time to time. You can always get a copy of the current Privacy Notice by requesting it from your service provider, the receptionist at the front desk, or the Client Rights Officer. **A copy of this Privacy Notice can be viewed on the Woodland Centers, Inc. website at wci.centersite.org.**

CONSENT

What can be done with my information if I consent to disclose it for my diagnosis or to administer and pay for my treatment?

TREATMENT—With your consent, we can share information about your health with other specialists so that you can receive the most appropriate treatment. For example, your counselor could share with your treating physician that you are depressed. The doctor could then prescribe medication to help you feel better.

PAYMENT—With your consent, we can share information about when and for what purpose you were seen, so that we can be paid for treating you. For example, we could send a form to your insurance company stating when and for what condition you were seen at the office. They can then send us money to help cover your costs of being seen.

OPERATIONS—With your consent, we can share information with other healthcare entities to ensure that you obtain the correct diagnosis. For example, if you require lab tests in order to continue to receive medication, the lab can send us information about your tests so that we can continue to prescribe and/or supply your medication.

Can I revoke my consent?

YES. You can revoke your consent. You must do this in writing and bring it to us so that we can stop using and disclosing your Protected Health Information. We are permitted to use and disclose your Protected Health Information based on your consent until we receive your revocation in writing. However, if you revoke your consent, we reserve the right to refuse to provide further treatment to you, on the basis of your refusal to allow us to share your information for the purposes of treatment, payment, and healthcare operations.

AUTHORIZATION

What can be done with my information if I authorize its disclosure for other purposes?

With your permission, we can share your Protected Health Information for reasons other than to diagnose you and to administer



CLIENT RIGHTS CONTINUED

- 11. The right to be informed and refuse and unusual or hazardous treatment procedures.
- 12. The right to be advised of and refuse observation by techniques such as one-way vision mirror tape recorders, televisions, movies, or photographs.
- 13. The right to have the opportunity to legal consult with independent treatment specialists or legal counsel at one's own expense.
- 14. 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 may 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.
- 15. 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.
- 16. The right to receive an explanation of the reasons for denial of service.
- 17. The right not to be discriminated against in the admission to and the provision of service on the basis of religion, race, color, creed, sex, national origin, age, lifestyle, physical or mental handicap, developmental disability, ethnicity, sexual orientation, HIV infection, AIDS-Related Complex, or inability to pay.
- 18. The right to know the cost of services.
- 19. The right to be fully informed of all rights.
- 20. The right to exercise any and all rights without reprisal in any form including continued and uncompromised access to services.
- 21. The right to file a grievance.
- 22. The right to have oral and written instructions for filing a grievance.
- 23. Corporal punishment and/or verbal abuse shall be prohibited. Corporal punishment and verbal abuse include, but are not limited to the following: acts of physical violence against a client; acts which unduly restrict the treatment or care of a client; and acts which violate the human rights of a client.
- 24. No client shall be denied a meal as a form of discipline or for any other reason except as specified in the individualized client plan.
- 25. No client shall be denied educational programming for any reason except as specified in the individualized client plan

All questions and complaints about Client Rights should be directed to:

Cheryl Laudermilt
Client Rights Officer
Woodland Centers, Inc.
112 E. Memorial Drive
Pomeroy, OH 45769
Phone: (740) 992-2192

About Woodland Centers Inc.

Woodland Centers Inc. was incorporated in 1974 as a private not-for-profit provider of mental health services. A nine member Board of Trustees who represents Gallia, Jackson and Meigs counties and a variety of professions, occupations and disciplines governs the agency. Primary and secondary consumers are represented.

We operate three locations, in Gallia, Jackson and Meigs counties, to best serve the population of Southeast Ohio.

Please be sure to read our Policies and Brochures which provide information regarding our operations and client mandates.

Our Mission:

It is the mission of Woodland Centers Inc. (WCI) as an agency to provide a comprehensive program of behavioral health services to support and promote the improvement of the quality of life for residents of the community.

Strategic Goals:

In order to accomplish our mission, WCI has developed a Strategic Plan with the following agency goals:

- Increase quality behavioral health service delivery throughout our community to support every opportunity to achieve wellness and recovery
- Provide a full continuum of care for all age groups to support prevention, treatment and recovery
- Provide services to foster independent living and improved quality of life
- Provide systemic services through both clinical and community collaboration
- Provide support systems for recovery and integration into the community
- Provide culturally appropriate services with an emphasis on customer service
- Maintain compliance with all ODMH, ODADAS, HIPAA and CARF standards
- Demonstrate accountability to all stakeholders through a plan of continuous performance improvement that includes consumer outcomes as a key indicator of effectiveness
- Implement an aggressive staff professional development and retention plan
- Maintain a strong fiscal position
- Integrate technology to effectively and efficiently serve the community as a behavioral health service provider

Our CARF Accredited Programs serve:

- Adults, Children and Adolescents
 - Crisis Intervention: Mental Health
 - Outpatient Treatment: Mental Health
 - Case Management/Service Coordination: Mental Health
- Accredited Program Serving Adults only
 - Crisis Stabilization: Mental Health

CRISIS INTERVENTION MENTAL HEALTH SERVICE: Crisis Intervention Mental Health service is a response to an individual, family or system, which is experiencing a crisis or emergency situation. Crisis Intervention Mental Health services are designed to provide or assist the person in crisis and the referral source as appropriate (1) to obtain all services necessary to stabilize the crisis/emergency situation within a safe environment that affords the person respect and dignity, (2) to obtain consultation, (3) to locate other services and resources, and (4) to obtain follow-up services. Program goals and outcomes include:

- De-escalating and/or stabilizing the individual
- Linking the individual to the appropriate level of care and services including peer support
- Assuring safety
- Developing a crisis plan
- Providing information as appropriate to family/significant others
- Resolving the emergency situation.

MENTAL HEALTH ASSESSMENT: This is an intensive clinical evaluation of a person and may include the subsequent issuance of a formal report (i.e., Intake/Mental Health Assessment and Psychological Evaluation). The focus may be on determination of functional level, psychological state, formulation of a diagnostic impression, assessment of need, or assessment of physical health status. Special testing by psychologists is available by appointment and referral.

BEHAVIORAL HEALTH COUNSELING and THERAPY: This is a face-to-face interaction, usually verbal, with a person served in which the focus is on treatment of the person's mental illness or emotional disturbance. When the person served is a child or adolescent, the face-to-face interaction may also be with family members and/or parent, guardian and significant others when the intended outcome is improved functioning of the child or adolescent and when such interventions are part of the Individualized Service Plan/ISP.

client.

If not resolved—

- Client should be advised and referred to outside entities. CRO may assist client in contacting any resource upon request.**

OUTSIDE ENTITIES ARE LISTED BELOW:

* Gallia, Jackson, Meigs Board of Alcohol, Drug Addiction and Mental Health Services 53 Shawnee Lane, Gallipolis, OH 45631 (740) 446-3022			
* Ohio Department of Mental Health	30 East Broad Street, Suite 1180	Columbus, OH 43215	(614) 466-2596
*The Ohio Legal Rights Services	8 East Long Street, 6th Floor	Columbus, OH 43266-0410	(614) 466-7264
*Ohio Department of Alcohol & Drug Addiction Services	280 Plaza 280 North High Street	Columbus, OH 43215-2550	(614) 752-8842
*Attorney General's Office	Medicaid Fraud Control System	30 East Broad Street, 17th Floor	Columbus, OH 43266-0410 (614) 466-4320
*Governor's Office of Advocacy for People with Disabilities	8 East Long Street,	Columbus, OH 43266	(614) 466-9956
*U.S. Department of Health & Human Services, Attn: Marilyn Brusherd	Office for Civil Rights, Region V 300 S. Wacker Drive, Chicago, IL 60606	(312) 886-5078	
* Nursing Education & Nurse Registration Board	65 S. Front Street, Room 509	Columbus, OH 43266	(614) 466-3947
* State Board of Psychology	65 S. Front Street, Suite 507	Columbus, OH 43266	(614) 466-8088

Upon request, all relevant information about the grievance may be provided to one or more of these organizations with whom a person has filed a complaint

CLIENT RIGHTS

It is the policy of Woodland Centers, Inc. to protect and enhance the rights of persons applying for or receiving mental health services by establishing specific rights of clients and procedures for responsive and impartial resolution of client grievances.

All clients will be apprised of their rights, verbally and in writing, upon admission to the agency. A copy of the Client Rights and Grievance Procedure will be given and explained to the client. A copy will be posted in each facility operated by Woodland Centers, Inc. Additional copies are available from the front desk upon request.

ALL CLIENTS OF THE AGENCY HAVE THE FOLLOWING CLIENT RIGHTS.

- The right to be treated with consideration and respect for personal dignity, autonomy, and privacy.
- The right to confidentiality of communications and of all personally identifying information within certain limitations and requirements for disclosure to 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 an adult client.
- The right to service in a humane setting which is the least restrictive feasible as defined in the treatment plan.
- The right to be informed of one's own condition, or proposed or current services, treatment or therapies, and of the alternatives.
- 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.
- 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 services, as available, either directly or by referral.
- The right to active and informed participation in the establishment, periodic review and reassessment of the service plan.
- The right to freedom from unnecessary or excessive medication.
- The right to freedom from unnecessary restraint or seclusion.
- The right to participate in any appropriate and available agency service, regardless of refusal of one or more other services, or therapies, or regardless of relapse from earlier treatment in that or another services, unless there is a valid and

GROUP BEHAVIORAL HEALTH COUNSELING and THERAPY: This is a face-to-face interaction, usually verbal, with person served where the focus is on treatment of the person's mental illness or emotional disturbance. When the person served is a child or adolescent, the face-to-face interaction may also be with family members and/or parent, guardian and significant others when the intended outcome is improved functioning of the child or adolescent and when such interventions are part of the Individualized Service Plan/ISP.

CASE MANAGEMENT: Case Management Services shall consist of rehabilitation, recovery, environmental support, and targeted case management activities which are considered essential to assist the person served in gaining access to necessary services; and in the provision of rehabilitative services intended for maximum reduction of symptoms of psychiatric illness to restore the client to the best possible functional level; and which are identified in the ISP of the person served. Program goals include:

- Reduce psychiatric hospitalization.
- Assist the person to function more effectively in the community.
- Assure that basic human needs are met.
- Reduce impairment of mental illness.

PSYCHOTHERAPY and MEDICATION MANAGEMENT: Woodland Centers offers pharmacologic Management services that are face-to-face medical interventions which may include, but not be limited to: physical examination, prescription or supervision of medication, medical education, consultation, referral and medical intervention that addresses the mental health needs of the person being served.

ADULT RESIDENTIAL CRISIS STABILIZATION/RESPIRE UNIT (Residential Treatment Facility): The Crisis Stabilization Unit (CSU) is an 11 bed unit which provides short-term crisis intervention, crisis residential and respite service for the severely mentally disabled population and others at risk of psychiatric hospitalization. CSU also provides short-term housing for homeless clients who have been identified as meeting the criteria for Severely Mentally Disabled and as a step-down unit for clients who have been psychiatrically hospitalized.

BEHAVIORAL HEALTH HOTLINE: Behavioral Health Hotline service is available 24-hours per day, 7 days a week to all individuals, agencies and systems in the catchment area. This service can be accessed toll-free from Gallia, Jackson and Meigs Counties through 1-800 252-5554. Hearing impaired persons can access the system through the agency's Telecommunications Device for the Deaf (TDD) located in the Gallia Clinic.

CONSULTATION SERVICE: This is a formal and systematic information exchange between Woodland Centers and a person other than a client, which is directed towards the development and improvement of individualized service plans and/or techniques involved in the delivery of mental health services. Consultation service can also be delivered to a system (e.g., school or workplace) in order to ameliorate conditions that adversely affect mental health.

MENTAL HEALTH EDUCATION SERVICES: This service consists of formal educational presentations made to individuals or groups that are designed to increase community knowledge of and to change attitudes and behaviors associated with mental health problems, needs and services. One area of focus is through the work at each of the Head Start programs and early childhood mental health education. WCI has an opportunity to serve both staff and families through educational services. WCI actively participates in the Parent Summit held each year in our area.

EARLY CHILDHOOD SERVICES: This service is provided to local Head Start programs with training and support offered to Head Start staff, parents, and community partners as early identification is a priority to improve the school success as students transition into the public school system.

ALTERNATIVE SCHOOL SERVICES: These services are provided to meet the needs of both long term and short-term students in the school setting to provide supports to help with school success through group and individual therapy.

Frequently Asked Questions

How can I access services?	What is an intake?
Who provides services?	What if I am not sure I need help?
What exactly is Crisisline?	What is the cost?

How can I access services? Services can be accessed by calling the clinic locations or by calling the 1-800-252-5554 Crisisline number. The phone admissions worker will ask you a few questions about your needs and will schedule an intake appointment.

What is an intake? An intake is an assessment to get to know you and to assist you in determining your needs. Once complete, you and the intake coordinator will make a decision regarding the types of services and treatment you need.

Who provides services? Services are provided by caring professionals including board certified psychiatrists, licensed psychologists, counselors, social workers, and other qualified staff.



Confidentiality of Substance Abuse Records

For individuals who have received treatment, diagnosis or referral for treatment from our alcohol or drug abuse programs, the confidentiality of alcohol or drug abuse records are protected by federal law and regulations. As a general rule, we may not tell a person outside of the programs that you attend any of these programs, or disclose any information identifying you as an alcohol or drug abuser, unless:

- You authorize the disclosure in writing; or
- The disclosure is permitted by a court order; or
- The disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit or program evaluation purposes; or
- You threaten to commit a crime either at the alcohol or drug abuse program sites or against any person who works for our alcohol or drug abuse programs.
- You commit a crime either at the alcohol or drug abuse program sites or against any person who works for our alcohol or drug programs.

A violation by us of the federal law and regulations governing alcohol or drug abuse is a crime. Suspected violations may be reported to the United States Attorney in the district where the violation occurs. Federal law and regulations governing confidentiality of alcohol or drug abuse permit us to report suspected child abuse or neglect under state law to appropriate state or local authorities. Please see 42 U.S.C. § 290dd-2 for federal law and 42 C.F.R., Part 2 for federal regulations governing confidentiality of alcohol and drug abuse patient records.

Notification of Appointments: Woodland Centers Inc. may contact you to provide appointment reminders. You may contact our Privacy Officer or the Site Manager to request that you not be notified of appointments.

What can I do if I have questions or want to complain about the use and disclosure of my Protected Health Information? All questions or complaints concerning our privacy policies may be sent to:

Privacy Officer
Woodland Centers, Inc.
3086 State Route 160
Gallipolis, OH 45631
(740) 446-5500

The U.S. Department of Health and Human Services
200 Independence Avenue, S.W.
Washington, D.C. 20201
Toll Free 1-877-696-6775

The Ohio Revised Code states that if you are receiving mental health and substance abuse services, you have the same rights as all other people living in the State of Ohio as well as additional rights and protections. It also makes sure you receive the treatment that is suited to your situation. These laws protect your rights while you are being treated. Information about you is kept confidential and private. It is up to us to make sure you know and understand what you are consenting or agreeing to share.

CLIENT RIGHTS

1. The right to be treated with consideration and respect for personal dignity, autonomy and privacy; to include freedom from any type or form of abuse, exploitation, retaliation, humiliation and neglect.
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; this includes involvement in research projects.
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 be informed how to access self-help and advocacy support services.
7. The right to active and informed participation in the establishment, periodic review, and reassessment of the service plan.
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 right to be informed of and refuse any unusual or hazardous treatment procedures.
12. The right to agency adherence to research guidelines and ethics, if applicable.
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.



Who Should Get Tested? The sooner HCV is detected, the more quickly treatment can start. Treatment may slow the progression of the disease and minimize its harmful effects. Unfortunately, because symptoms may take decades to develop, most people do not know they have HCV until the disease has progressed to the stage where significant, life-threatening liver damage has already occurred.

All of this reinforces the need for early diagnosis. You should definitely be tested for HCV if you answer yes to one or more of the following questions:

- | | |
|--|---|
| <input checked="" type="checkbox"/> Did you have a blood transfusion before 1992? | <input checked="" type="checkbox"/> Have you ever injected drugs into your body? |
| <input checked="" type="checkbox"/> Have you had a tattoo or had any part of your body pierced? | <input checked="" type="checkbox"/> Have you had multiple sex partners? |
| <input checked="" type="checkbox"/> Have you or your partner ever been treated for a sexually transmitted disease? | <input checked="" type="checkbox"/> Does your partner have HCV? |
| | <input checked="" type="checkbox"/> Is your partner in a high-risk group for HCV? |

How Can I Reduce My Risk? These recommendations on preventing HCV transmission are from the Federal Government's Centers for Disease Control:

- * Do not ever shoot drugs. If you do shoot drugs, stop and get into a treatment program. If you relapse, never reuse or share syringes, water or drug works, and get vaccinated against Hepatitis A and Hepatitis B.
- * Do not share toothbrushes, razors or other personal-care articles. They may have blood on them.
- * If you are a health care worker, always follow routine barrier precautions and safely handle needles and other sharp objects that may have blood on them. Also, get vaccinated against Hepatitis B.
- * Consider the health risks if you are thinking about getting a tattoo or body piercing. You can get infected if:
 - the tools being used have someone else's blood on them, or
 - the artist or piercer does not observe healthy practices such as hand washing and using disposable gloves.

HCV can be spread through sex, although this does not occur very often. If you are sexually active with more than one partner, always use condoms.

Where Can I Get a Hepatitis Test? You can get a Hepatitis test from your doctor or local health department.

Fire & Safety Information

FIRE: Extinguishers are located throughout the building on the interior walls. If you see a fire, report it immediately to the closest staff member. An alarm will sound or you will hear the page **CODE RED**. You will leave the building and go to a designated area.

EXIT: Exit signs are located above each door. The emergency evacuation routes are posted in each hallway. Please take a moment to review the exit route when you are here.

BOMB: In the event of a bomb threat you will hear over the paging system that we have a **CODE ORANGE**. We will evacuate the building in the same manner as if there is a fire drill. Proceed to the designated area and wait for further instructions from the staff.

TORNADO WATCH OR WARNING: If the area is under a tornado watch the Woodland Centers Inc. staff will monitor the weather alerts. If a Tornado Warning is issued for the county, a **CODE BLACK** will be announced. Please follow the posted signs to the designated shelter in place offices without interior windows. Staff will inform you when conditions are safe to return to your appointment or the waiting room.

INJURY: If you are in need of First Aid, notify the nearest staff person. You will hear the page **CODE BLUE**. First Aid kits are located in each building; however, for anything other than a very minor injury or illness, Woodland Centers Inc. staff will call the paramedics.

THREAT OF VIOLENCE: If there is a threat of violence in the building, Woodland Centers Inc. staff does not use seclusion or restraint. Law Enforcement authorities may be called immediately. Woodland Centers Inc. may use emergency interventions until law enforcement authorities arrive.

CHEMICAL SPILL: In the event of a chemical spill you will hear the page **CODE GREEN**. Please follow the posted signs to the designated shelter in place offices without interior windows. Staff will inform you when conditions are safe to return to your appointment or the waiting room.

If you see any condition that you believe could be hazardous, please notify staff immediately.



Vaccine: Two doses of vaccine to anyone over 2 years of age.

Who is at risk? You are at risk if you have household or sexual contact with infected person or living in an area with HAV outbreak, traveling to developing countries, engaging in anal/oral sex, and using intravenous drugs.

Prevention: Ways to prevent include immune globulin within 2 weeks of exposure, vaccination, washing hands with soap and water after going to the toilet, use of household bleach to clean surfaces contaminated with feces, such as changing tables and practicing safe sex.

Hepatitis B (HBV)

HBV is a virus that causes inflammation of the liver. The virus can cause liver cell damage, leading to cirrhosis and cancer. The incubation period is 6 to 23 weeks (average 17 weeks). It is spread by contact with infected blood, seminal fluid, vaginal secretions, contaminated drug needles, including tattoo/body-piercing tools, infected mother to newborn, human bite and sexual contact.

Symptoms: You may not have any. Some persons have mild flu-like symptoms, dark urine, light stools, jaundice, fatigue, and fever. Antiviral medications have been used to treat the chronic diseases with varying success.

Vaccine: Three doses may be given to persons of any age.

Who is at risk? You are at risk if you are having sex with infected persons or multiple partners, using intravenous drugs, engaging in anal/oral sex, hemodialysis patients. Others who are at risk include infants born to an infected mother, emergency responders and health care workers.

Prevention: Ways to prevent include immune globulin within 2 weeks of exposure, vaccination, use of protective gloves when cleaning up infected blood with household bleach, practice safe sex, and do not share razors, toothbrushes or needles.

Hepatitis C (HCV)

HCV is a virus that causes inflammation of the liver. This infection can lead to cirrhosis and cancer. The incubation period is 2 to 25 weeks (average 7 to 9 weeks). It is spread by contact with infected blood; contaminated needles, razors and tattoo or body piercing tools, and infants born to an infected mother. HCV is NOT easily spread through sexual contact.

Symptoms: Same as HBV. Interferon and combination therapies have been used to treat HCV with varying success.

Who is at risk? Individuals who are at risk include those who received a blood transfusion before July 1992, health care workers, injection drug users, hemodialysis patients, infants born to an infected mother, and multiple sex partners.

Prevention: Ways to prevent include use of protective gloves when cleaning up infected blood with household bleach, practice safe sex, and do not share razors, toothbrushes or needles.

Hepatitis D (HDV)

HDV is a virus that causes inflammation of the liver. It infects those persons with HBV. The incubation period is 2 to 8 weeks. HDV is spread by contact with blood that is HDV-infected, needles that are HDV-contaminated and sexual contact with an HDV-infected person.

Symptoms: Same as HBV. Interferon has been used to treat HDV with varying success.

Vaccine: HBV vaccine prevents HDV infection.

Who is at risk? Individuals who are at risk include those who use intravenous drugs, engage in anal/oral sex, and have sexual with an HDV-infected person.

Prevention: Ways to prevent include Hepatitis B vaccination and practice safe sex.

Hepatitis E (HEV)

HEV is a virus that causes inflammation of the liver. It is rare in the U.S. There is no chronic state. The incubation period is 2 to 9 weeks (average 6 weeks). HEV is transmitted through fecal/oral route. Outbreaks are associated with contaminated water supply in other countries.

Symptoms: Same as HBV. Treatment is not applicable.

Vaccine: None

Who is at risk? Individuals who are at risk include those traveling to developing countries and who may be pregnant.

Prevention: Ways to prevent include avoid drinking or using potentially contaminated water.

1. The right to confidentiality of communication 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 5122:2-3-11 of the Administrative Code.
2. 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 of 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.
3. 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.
4. The right to receive an explanation of the reasons for the denial of services.
5. 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.
6. The right to know the cost of services.
7. The right to be fully informed of all rights.
8. The right to exercise any and all rights without reprisal in any form including continued and uncompromised access to service.
9. The right to file a grievance.
10. The right to have oral and written instructions for filing a grievance.

Consumer Responsibilities

In a system that protects consumers' rights, it is reasonable to expect and encourage consumers to assume certain responsibilities. Greater involvement by consumers in their care increases the likelihood of achieving the best outcomes in your ongoing recovery. You are encouraged to:

- ✓ Become involved in specific decisions about your care; tell us your problem and what you think might help your situation.
- ✓ Tell us about any changes in your life.
- ✓ Cooperate with care providers in developing and carrying out agreed upon treatment plans.
- ✓ Recognize the limitations of behavioral and medical science.
- ✓ Show respect for other consumers and providers.
- ✓ Keep appointments or call as soon as you know that you much cancel.
- ✓ Meet your financial obligations, along with helping us to decide if you are eligible for subsidy.
- ✓ Follow the law.
- ✓ Use the agency's internal complaint and appeal process to address concerns that may arise.
- ✓ Report wrongdoing and fraud to appropriate resources or legal authorities.
- ✓ Take responsibility for maximizing healthy habits, such as exercising, not smoking, eating a healthy diet and managing stress.

Advance Directives

Many people with a history of mental illness live in fear of what will happen if they lose their ability to make health care decisions. An Advance Directive Durable Power of Attorney for Health Care is a legal document that ensures you a voice in health care decisions when an attending physician determines you do not have the capacity to make informed health care decisions. When you develop an Advance Directive for Health Care, you name an agent (a trusted friend or family member) to act on your behalf. It is a proactive approach to making your own decisions about your care.

An Advance Directive for Health Care may address such issues as:

- Choices of medication you may or may not want to take
- Choices of where treatment is provided
- Preferences about types of treatment
- Choices about discharge plans
- Choices about temporary care of children

Your primary provider can help you determine if an Advance Directive is right for you; you can log onto the Ohio Legal Rights website (www.state.oh.us/olrs/POAHC.htm) to download an Advance Directives form.

Safety Practice and Procedures

Woodland Centers Inc. has procedures in place to protect the health and safety of clients and staff. Also, for health and safety reasons, there is NO SMOKING allowed in WCI's buildings or vehicles. There are NO illicit drugs or weapons allowed in WCI's buildings or vehicles.



Please take a few minutes to review these procedures. In the event of any emergency, WCI's staff will also direct you in the procedures to follow. Please let us know if you require any special accommodations if there is an emergency in the building. The agency will hold periodic drills to ensure that our procedures are effective. If a drill occurs, please remain calm and follow staff instructions.

Consumer Education on AIDS/HIV, TB, & Hepatitis

If you are a consumer of the Substance Abuse Treatment Services offered by Woodland Centers Inc., this section contains additional information to be shared with you as required by the Ohio Department of Alcohol and Drug Addiction Services.

AIDS Fact Sheet

What is AIDS? AIDS is a disease that kills people. The name AIDS stands for Acquired Immune Deficiency Syndrome. Those four words mean that the body's defense system, which protects us from disease, is not working correctly. Because the defense system is not working correctly, the body is open to a number of illnesses that are normally not a threat to a healthy person.

What causes AIDS? AIDS is caused by a type of germ called a virus. This virus is named the Human Immunodeficiency Virus, also known as HIV. Some people refer to HIV as "the AIDS virus." We will use the term HIV to mean the virus, which causes AIDS. Most people who have HIV in their bodies are not sick. They might not even know they have HIV. A person can be a "carrier" and pass on HIV to other people without either of them knowing it. **Once you have HIV in your body, you will always have the chance of getting AIDS, and HIV will always stay in your body.**

HIV enters the body through the blood stream by contact with blood, semen, or vaginal fluids. When someone has HIV, it is found in those three things. No everyone with HIV has AIDS. Some people may become mildly ill and others show no signs at all, but can still spread the virus to others.

How do you get HIV? The good news is there are only a few ways to get HIV. Here is how you can get HIV:

- ✓ By having sex with someone who has HIV. The virus is found in semen, blood and vaginal fluid. It is passed through sex (anal, vaginal and possibly oral). Use of a latex condom during sex helps to keep HIV from getting in your bloodstream.
- ✓ By sharing I.V. drug needs (works) with someone who has HIV. When needles are shared, blood is shared too.
- ✓ If you are a woman with HIV, you can pass it on to your unborn child.
- ✓ By receiving blood, or blood products, from someone with HIV. In early 1985, blood banks began screening for AIDS, so this is mainly a problem for people who received blood before then.

How can I learn more about AIDS? Talk to your substance abuse program provider about this fact sheet or if you have more questions that you would like answered. The Ohio Department of Health has a toll free hotline number; for local information on safer sex, testing site for HIV, social and medical health, drug treatment centers and resources call: **1-800-332-AIDS or 1-800-AIDS-TTY (for the deaf and hearing impaired).**

Many public libraries have books on AIDS as well as videos. Local health departments, AIDS Task Forces and American Red Cross Chapters can provide information as well as pamphlets and booklets on AIDS.

Tuberculosis Fact Sheet

What is TB? TB is short for a disease called tuberculosis. Tiny germs that can float in the air spread TB. The TB germs may spread into the air if a person with **TB disease** of the lungs or throat coughs, shouts or sneezes. The people nearby can breathe TB germs into their lungs.

TB germs can live in your body without making you sick. This is called **TB infection**. Your immune system traps TB germs with special germ fighters. Your germ fighters keep TB germs from making you sick. Sometimes the TB germs can break away, thus causing **TB disease**. The germs can then attack the lungs or other parts of the body. They can go to the kidneys, the brain or the spine. If anyone has **TB disease**, s/he needs medical help. Without help, they risk death.

What are the symptoms of TB? Symptoms of TB of the lungs may include cough, chest pain and/or coughing up blood. If you get TB disease in another part of the body the symptoms will be different. Only a doctor can tell if you have the TB disease.

No one gets TB any more, do they? YES! Approximately 8 million new cases occur in the world each year; over 22,000 cases are reported each year in the United States. There are also an estimated 10 to 15 million people in the U.S. who are infected with the TB germ who have the potential to develop TB disease in the future.

Who gets TB? Anyone can get TB, but some people are at a higher risk. Those at higher risk include:

- ✓ People who share the same breathing space (such as family members, friends, co-workers) with someone who has TB disease
- ✓ Poor people
- ✓ Homeless people

- ✓ Foreign born people from countries where a lot of people have TB
- ✓ Nursing home residents
- ✓ Prisoners
- ✓ Alcoholics and intravenous drug users
- ✓ People with medical conditions such as diabetes, certain types of cancers and being underweight
- ✓ **Especially** people with HIV infection (the virus that causes AIDS)

What's the difference between TB infection and TB disease? People with TB disease are sick from germs that are active in their body. They usually have one or more of the symptoms of TB. These people are often capable of giving the infection to others. Permanent body damage and death can result from this disease. Medicines that can cure TB are prescribed for these people.

People with TB infection (without disease) have the germ that causes TB in their body. They are not sick because the germ lies inactive in their body. They cannot spread the germ to others. However, these people may develop TB disease in the future, especially if they are in one of the high-risk groups listed under "Who gets TB?" Medicine is often prescribed for these people to prevent them from developing TB disease.

How do I know if I have TB infection or TB disease? A skin test is the only way to tell if you have **TB infection**. The test is "positive" if a bump about the size of a pencil eraser or bigger appears on your arm. This bump means you probably have **TB infection**.

Other tests can show if you have **TB disease**. An X-ray of your chest can tell if there is damage to your lungs from TB. TB germs may be tested deep inside your lungs. Phlegm ("flem") you cough up will be tested in a laboratory to see if you the TB germs are in your lungs.

If TB germs are in your lungs or throat, you can give **TB infection** to your friends and visitors. They can get sick with **TB disease**. You should be separated from other people until you cannot spread TB germs. This should not take very long if you are taking your prescribed TB medicine.

Where can I get a TB skin test? You can get a TB skin test from your doctor or local health department.

Can TB disease be cured? YES! Using special drugs that kill TB germs can cure TB disease. However, TB germs are strong. It takes at least 6-9 months of medication to wipe them all out. It is very important that you take all of your medicine.

If you stop taking medication too soon, it is a big problem. The TB germs that are still alive become even stronger. You may need stronger drugs to kill these "super" TB germs. This does not have to happen. If you take all of the medicine, the TB germs will die.

It is very important that you take your preventive treatment as your doctor recommends. It takes at least 6 months to a year to kill all of the TB germs. Remember, you will always have TB germs in your body unless you kill them with the right medicine.

The Connection Between TB and HIV

People infected with HIV (the virus that causes AIDS) are more likely to get other infections and diseases as well. Tuberculosis (TB) is one of these diseases.

Why is it important to know if I have TB and HIV infections? People who have TB disease get TB infection first. A person can have TB infection for years without any signs of the disease. Without treatment, these two infections can work together to shorten the life of the person infected with both.

Good News! The good news is that people with TB infection can be prevented from developing TB disease and people with TB disease can be cured. The first step is to find out if you are infected with the TB germ.

If you think you might have **HIV infection** talk to your doctor about getting an HIV test. If you have **HIV infection** and **TB infection** the sooner you start taking anti-TB medicine, the better your chances to stay healthy for many years.

If you have **HIV infection** it is very important to get tested for **TB infection** at least once a year. Anti-TB drugs are strong; they can prevent or cure **TB disease** even in people with **HIV infection**.

TB is one of the few diseases related to HIV infection that is easily prevented and cured with medication.

The ABC's of Hepatitis

Hepatitis A (HAV)

HAV is a virus that causes inflammation of the liver. It does not lead to chronic disease. The incubation period is 2 to 7 weeks (average 4 weeks). It is transmitted by fecal/oral route, through close person-to-person contact or ingestion of contaminated food and water.

Symptoms: In some people, there may not be any symptoms. Others may have light stools, dark urine, fatigue, fever, nausea, vomiting, abdominal pain and jaundice.

