

Firelands Counseling & Recovery Services

A Guide to Services

*Our mission:
Provide excellent healthcare
Promote community wellness
Improve the lives we serve*



 **FIRELANDSHEALTH**
Firelands Regional Medical Center

firelands.com/behavioral-health

Dear Client,

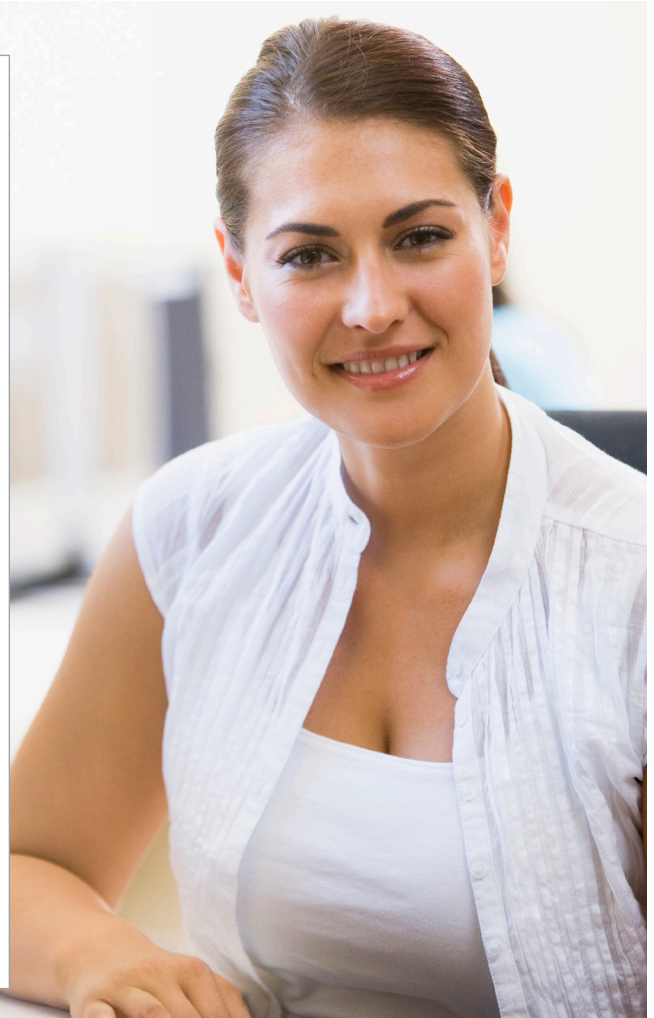
Thank you for choosing Firelands Counseling & Recovery Services for your treatment needs. It is important to us that you are satisfied with your services. We encourage you to ask questions, give us feedback and share any suggestions or concerns about our services. You may provide feedback at any time directly to our staff or through the use of our suggestion box system, which is located in the waiting area of each service location. Input is also solicited through the use of written surveys.

Please take the time to complete a survey if one is given or mailed to you; your input is very valuable to us. The results of surveys, suggestions and other feedback are communicated to the Senior Director of our department, our management team, and all of the staff here. Firelands Counseling & Recovery Services (FCRS) is an outpatient department of Firelands Regional Medical Center (FRMC). Therefore, your feedback is also communicated through the Performance Improvement Department of Firelands Regional Medical Center to the hospital's Board of Trustees. We follow up on this information and use it in our efforts to constantly improve the quality of the care we provide.

Please let us know if you need assistance or have any questions about the information contained in this handbook; we are happy to assist you.

Sincerely,

The Staff of Firelands Counseling & Recovery Services



Preventing the Spread of COVID-19

The health and safety of patients, visitors and staff is a priority. If you do not feel well, have been exposed to someone with COVID-19, and/or are currently being tested for the virus; please do not come into the agency for services. Please do not let our case managers visit or transport you.

Tele-services may be an option if you are unable to come in for services. Thank you for your cooperation in making this a safe and healthy environment!

Organizational Ethics

To achieve its mission of being a leader in quality healthcare, Firelands includes as one of its values, the provision of compassionate clinical care. One goal of this value is to provide care in a manner that recognizes and respects each person served with regard to fundamental human, civil, constitutional, and statutory rights and within a framework of ethical behavior. Additionally, care for each person served will be delivered according to an individualized plan of care consistent with the client's values, beliefs, and capabilities.

A detailed policy on the organizational ethics practiced at Firelands Regional Health System appears in the Administrative Manual and is available by asking your therapist or any one of our team members.

Introduction to FCRS

Firelands Counseling & Recovery Services (FCRS) is an outpatient department of Firelands Regional Medical center offering rehabilitative services. Behavioral health refers to services that help people who are struggling with symptoms of a mental health or drug/alcohol problem. “Rehabilitative” services mean the behavioral health services are designed to help improve overall functioning and quality of living of persons served.

FCRS has been in operation since 1985 and we have six offices in five counties. FCRS is certified to provide services by the Ohio Department of Mental Health and Addiction Services (OhioMHAS). Firelands is also accredited by the Accreditation Commission for Healthcare (ACHC) and The Commission on Accreditation of Rehabilitation Facilities (CARF) as well. All of these certifications/accreditations help ensure we are providing safe, quality care.

Services at Firelands are funded, in part, by the local mental health and recovery services boards - the Huron County Board of Mental Health and Addiction Services; the Alcohol, Drug Addiction, and Mental Health Services of Erie County; and the Mental Health and Recovery Services Board of Seneca, Ottawa, Sandusky and Wyandot Counties.

Understanding the Intake Process

Services at FCRS begin with an intake. During this process you will talk with a financial resource specialist who will gather information about your insurance and income. We request your financial information to see if you qualify for any public funds to help you pay for services. Our goal is to reduce any potential financial burdens so you can participate in treatment without worrying about the costs.

Next, you will talk with a therapist for a diagnostic assessment. The therapist will ask you questions about your health, educational history, employment history, relationships, past experiences and more. We know we ask a lot of questions and this is sometimes frustrating for our clients. Please understand we are required to ask these questions by our funding and licensing bodies. Many of these questions are required because it also helps ensure the therapist gets a complete picture of who you are, what problems you are struggling with and how we can work together to create the best possible plan to help you.

The assessment will also determine if you meet criteria to be admitted to our services. Admission criteria are designed to ensure you have a diagnosis that is appropriate for us to treat given the types of services we provide. Admission criteria are as follows:

1. A current mental health or drug/alcohol diagnosis (according to the DSM 5) is established; and
2. The services we can offer are clinically appropriate in terms of type, intensity and duration and volume of treatment necessary to treat your diagnosis; and
3. We can reasonably assume that treating the symptoms of your diagnosis will lead to improved health, welfare, and a return to your typical way of functioning, or
4. Without treatment it is reasonable to assume that symptoms will continue or get worse which will eventually lead to further deterioration of functioning and potentially increased risk of harm to self or others.

When your assessment is complete you and your therapist will talk about your diagnosis and what that means as well as services from FCRS (and other agencies) that are available to help meet your needs. You and your therapist will develop a treatment plan during the next couple of sessions. The treatment plan will outline goals and services that we will provide or refer you to help you meet your goals. This plan is developed with your (or your guardian's) consent.

Transitions to Higher or Lower Levels of Care

Over the course of your treatment, we will revise your treatment plan based on your needs. When clients make progress in treatment, we prepare them to transition to less intensive services. Sometimes clients need new services to help treat their symptoms. These new services may include more intensive treatment – longer and/or more frequent sessions. Such changes in services only occur with the client/guardian’s involvement and consent.

Your treatment team will discuss these changes with you, and changes will only be made with your consent. A plan will be made to help you prepare for these changes; this is called a “Transition Plan.” You will receive a written copy of this plan.

Transition Plans are created, for example, when clients are referred to intensive services such as Day Treatment, Intensive Out Patient (IOP), and Partial Hospitalization Program (PHP). If you are receiving Vocational Rehabilitation services, a Transition Plan will be created when you begin “Community Based Assessment Services” or to help you prepare for employment.

Services at FCRS

FCRS offers a variety of services designed to help you recover from your mental health or drug/alcohol problems. Recovery does not necessarily mean “cured.” Recovery is a term used to describe the process of returning to a place where you feel well, like yourself.

Recovery is an individualized process. For example, recovery may mean fulfilling roles as a parent, partner, or employee without feeling overwhelmed. Recovery may mean I am able to socialize without using drugs or alcohol. The ability to recognize and effectively manage feelings of depression or anxiety may be a recovery goal. Our services are designed to help you achieve recovery as you define it.

Therapy Services

Therapy services are provided by trained, licensed staff. Therapy helps you improve or develop skills to cope with your problems. Therapy services may be offered in individual sessions, family or group sessions. Family therapy is a great tool to help improve communication with and support from your loved ones.

Clients are sometimes uncomfortable with the idea of group therapy. Group therapy services are confidential and we require that all group members respect each other’s confidentiality so everyone feels safe to share personal information. People sharing their challenges and ideas to overcome those challenges is a powerful tool for recovery. Sometimes it helps simply to know you are not alone. Group therapy services are offered at different times and different locations based on our clients’ needs.

Some examples of group therapy for mental health problems include groups designed to increase coping skills or anger management skills or groups that focus on dealing with past traumas. Groups that help people with drug/alcohol problems are offered to help people manage these problems and, ideally, achieve sobriety.

Mental health and drug/alcohol treatment services vary in intensity based on clients’ needs. For example, the Day Treatment (DT) Program is an intensive, day treatment program that consists of education, group therapy, psychiatric monitoring, and medication management services. DT is designed for individuals who are experiencing symptoms of a mental illness which are seriously limiting their ability to function at their usual level. Clients in DT may be transitioning from an inpatient setting and/or they may be trying to increase skills to prevent a readmission to an inpatient setting. DT is offered 3 days per week at our offices located in Sandusky, Norwalk and Tiffin. Clients who need intensive service may attend this program at more than one location. Assistance with transportation is available.

FCRS also offers varied levels of support for clients with drug/alcohol problems. Group treatment is the primary modality for these services. The number of hours of service each week will vary based on each client’s needs.

Case Management

FCRS also offers case management services. These services help with a variety of life needs. Case managers help clients get services for food, clothing, shelter, health care, health insurance, employment, self-help and other social service needs. Case managers also help clients increase skills for budgeting, housekeeping, communication, self-care, parenting and more.

Emergency Services

Emergency Services are available 8:00 a.m. - midnight, seven days a week. In the event of a mental health or drug/alcohol related emergency please contact our Hope Line at 567-867-HOPE (4673).

Medication Concerns After Hours

If you are receiving psychotropic medication from Firelands Counseling & Recovery Services and are experiencing problematic side effects, please call this office during business hours, or you may utilize this hot line after hours. Hot line can consult with the on-call psychiatrist and/or a nurse. If side effects appear severe, please call 9-1-1 or go to your local hospital Emergency Room.

Drug and Alcohol Addiction

The Ohio Department of Health reported that 4,915 people died of unintentional drug overdoses in 2022, a 7% increase from just the previous year. (Report: Unintentional Drug Overdoses Fell 5% in 2022, 12-15-23, odh.ohio.gov). Opioids are prescription pain medications, such as Vicodin or Percocet, or illegal drugs, such as heroin.

Opioids interfere with the brain's ability to tell the body to breathe. In high doses, it will stop sending the signals all together which means levels of oxygen in the blood stream fall, and the organs and tissues it normally supplies become starved for it. Permanent brain damage occurs after only six minutes. Eventually, the heart will fail as well, and death follows.

The risk of permanent injury or death increases when opioids are bought on the street. Street drugs are often cut with other drugs in order to be as potent as possible, to give the biggest "high." Heroin, for example is often cut with fentanyl, a drug 50 times stronger than heroin and 100 times stronger than morphine. Fentanyl, accounts for a significant number of the overdose deaths.

If you or a loved one are suffering from opioid addiction, we can help. Medications (Vivitrol and Suboxone) used in combination with therapy is often a very effective way to treat addiction. Firelands will assist those interested in being prescribed such medication to locate a prescriber. Chances for recovery are greatly increased when clients take medications as prescribed and actively participate in therapy.

Court Ordered Treatment

If you are court ordered to treatment, the court will expect on-going communication about your progress in treatment. Standard reporting includes: attendance, results of any urine drug screens and breathalyzer tests, participation in treatment, progress towards goals, and a final progress report at the time of discharge from treatment. This type of information will only be released with your consent unless the court orders the release of your records by issuing a subpoena.

Your Health & Nicotine Use

Tobacco use continues to be the leading cause of preventable death and disease in the United States causing nearly 1 in 5 deaths and killing about 480,000 Americans annually. Tobacco use accounts for about 90% of lung cancer deaths. One in 4 deaths from stroke and heart disease is caused by smoking cigarettes. Smoking during pregnancy is linked with a greater chance of premature delivery, low birth weight, birth defects, and sudden infant death syndrome (SIDS). (CDC National Center for Chronic Disease Prevention & Health Promotion, 2020).

Tobacco use accounts for about one-third of all cancer deaths in the United States. Smoking cigarettes increases the risk of heart disease, which is the number one cause of death in the United States. People who smoke are up to four times more likely to suffer a heart attack than non-smokers. Smoking during pregnancy is linked with a greater chance of miscarriage, premature delivery, stillbirth, infant death, low birth weight, and sudden infant death syndrome (SIDS). Up to 10% of infant deaths would be prevented if pregnant women did not smoke.

Smokeless (“chew”) tobacco contains nicotine. The amount of nicotine absorbed is usually more than the amount delivered by a cigarette. Smokeless tobacco users greatly increase their risk of other cancers including those of the pharynx (throat). Other effects of smokeless tobacco use include chronic bad breath, stained teeth and fillings, gum disease, tooth decay, tooth loss, tooth abrasion, and loss of bone in the jaw.



E-cigarettes are fairly new. Vaping is the term used to refer to the inhaling and exhaling of the E-cigarettes vapor. E-cigarettes and their ingredients are not regulated by the Food and Drug Administration (FDA) so there's no way to know for sure what is in them or how much nicotine they contain. Using an e-cigarette and even being around someone else using an e-cigarette can expose pregnant women to nicotine and other chemicals that may be toxic. E-cigarette aerosol is not "water vapor." It contains nicotine and can contain other chemicals.

Quitting tobacco or other products that contain nicotine is difficult, particularly if you are acting alone. If you join smoking cessation programs, you have a much better chance of success. If you want to quit smoking and need help, contact one of the following organizations:

Help is available by calling 1-800-QUIT-NOW (1-800-784-8669) or 1-855-DÉJELO-YA (1-855-335-3569 for Spanish speakers).

More information is available from the CDC at:

<https://www.cdc.gov/tobacco/campaign/tips/quit-smoking/guide/index.html>

PROGRAM RULES

The following rules apply to all clients, family members, and any visitors. These rules apply to all inpatient and outpatient facilities and grounds of Firelands Regional Medical Center/Firelands Counseling & Recovery Services. Additional rules may apply to specific programs and will be reviewed with you upon admission to those programs. Establishment of these rules is critical in providing a safe and therapeutic environment; therefore, violation of program rules may result in an administrative discharge from services and/or legal consequences.

1. You are not permitted to bring a weapon of any kind onto the premises. This includes concealed weapons regardless of whether or not you have a permit. If you do bring a weapon onto the premises, security and/or law enforcement will be called and you will be expected to surrender the weapon.
2. You are not permitted to possess, sell, use, or distribute alcohol or illicit drugs.
3. Medications: Firelands understands that clients sometimes bring medications to the agency when



Counseling & Recovery Services

attending appointments with the nurse and/or doctor. We ask for the following compliance in the management of medications in order to provide a safe environment for our clients.

- a. Do not bring prescription medication into services/programs unless you are bringing the medications here to discuss with your prescriber.
- b. If you must bring medication to the agency all medications must be stored in their original container.
- c. It is your responsibility to ensure any prescription or over-the-counter medications remain in your possession at all times.
- d. Please do not take any prescription medications during the provision of services (unless instructed to do so by a prescriber or nurse).
- e. Do not give any medication (prescription or over-the-counter) to any other person on our premises.
- f. Do not take any medication (prescription or over-the-counter) from any other person on our premises.

The “sharing” of medications (prescription or over-the-counter) will be considered a threat to client safety and may result in immediate discharge from services. The selling of prescription medications may also result in legal consequences.

In the event a staff person has any concerns about the manner in which any person is handling their medications while on agency grounds, the staff person will address the problem with the person and take steps to ensure the medications are handled in a manner that ensures the safety of all.

4. You are not permitted to be verbally or physically threatening, intimidating or assaultive.
5. You are not permitted to damage the property of the hospital, staff or other clients.
6. Respecting everyone’s confidentiality is a priority. You are not permitted to audiotape, videotape, live stream, face-time, photograph, or snap chat images of anyone who is in the facilities or on the grounds of any of our offices. You are not permitted to capture any form of information that would identify a person as a client of our agency. This rule applies to cell phones, tablets, and any other device capable of capturing this type of information.
7. You are not permitted to use your cell phone, or any other technological device during treatment services.
8. In order to provide a safe and healthy environment for care, Firelands Regional Medical Center/ Firelands Counseling & Recovery Services has adopted a “Tobacco Free Campus & Workplace” policy. The policy does not permit the use of tobacco products (cigarettes, electronic cigarettes, cigars, pipes and smokeless tobacco) by employees, physicians, clients or visitors and will not be permitted in the hospital or on any property owned, operated or leased by the Health System. We ask that you do not use any of these products while waiting for or during the receipt of services. We also ask that you deposit all cigarettes or other products in the appropriate receptacles before entering our buildings. Our staff will politely remind you of this policy should you forget. However, you may be asked to leave the premises if you repeatedly violate or refuse to comply with this policy.
9. Social Media and Dual Relationship - Professional relationships are developed between our staff and the clients they serve. In order to maintain professional boundaries, our staff cannot engage in personal relationships/friendships with clients. Please do not request to engage with staff through social media. Our staff is not permitted to accept “friend” requests or engage in any other manner that implies a personal relationship. Please do not attempt to message staff through personal emails or any form of social media.

CLIENT RESPONSIBILITIES

1. Provision of Information

Clients have the responsibility to provide, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters related to their health.

Clients have a responsibility to report unexpected changes in their mental and/or physical health conditions to the staff here.

Clients are responsible for making it known whether or not they understand their treatment plan, services, risks, benefits, alternatives to current/recommended treatment and any other information that is provided during the treatment process. They are also responsible for making it known whether or not they are clear about what FCRS expects from them. If they do not understand something, it is their responsibility to let the FCRS staff know so the information can be explained in a way they can understand.

Clients are responsible for providing FCRS with an Advanced Directive for psychiatric care if they have one presently or if at any time in the future they should develop one. Information regarding Advanced Directives for psychiatric care is available and FCRS is happy to assist with this at the client's request. Additional clarification regarding Advance Directives is provided later in this document.

2. Confidentiality

All clients and their support persons need to feel safe when coming in for services. They need to know that their services will remain confidential. Therefore clients, in addition to FCRS staff, have a responsibility to maintain the confidentiality of others.

Please do not: disclose to other parties the identities of anyone you see in our lobby or during the provision of services or take "selfies" on our premises, at any time, as you may accidentally include the picture of another person.

If you are receiving tele-services, you are responsible for protecting your own confidentiality. We recommend you select a location in your home where others cannot overhear the session so your privacy is assured. If you permit others to hear the session, be aware that the other parties may not maintain your confidentiality. For example, if you choose to sit in your living room while participating in these services, and another person in your home hears the session, we are not responsible if that person breaches your confidentiality. We recommend that if you receive tele-services that you not complete these services in public areas in order to help protect your own confidentiality. We retain the right to not provide service to you if we believe you are not in a confidential area. We will not provide you tele-services if you are driving or engaging in an activity that could potentially cause harm to yourself or others.

You are responsible for the purchasing, operation, and maintenance of whatever personal device you use to participate in tele-sessions. You are responsible for Internet access on your device and your own anti-virus protection. Firelands is not responsible for any breach of confidentiality through your personal devices nor are we responsible for breaches or other problems caused by your chosen method of Internet access and/or your anti-virus protection.

You are required to identify other parties participating in tele-sessions if any of the following are true: the other party 1) joins the session, 2) can hear the session, and/or 3) can view the session. Our staff are also obligated to report to you if anyone else is present during services i.e. a medical student, intern, etc.

If you are receiving group treatment via tele-services, you are required to be in a confidential area where no other parties (except for other members of the treatment group) can hear the services.

You may be discharged from treatment if you break the confidentiality of another party.

Please dress for tele-behavioral health services in the same attire that you would wear if you are in a public setting.

Firelands does not record sessions. You are prohibited from any audio or visual recording of these sessions. You are prohibited from broadcasting the session on the Internet in any form.

The equipment used for tele-services must promote the same quality of face-to-face interactions. Video equipment must relay a clear view of you, your face, and facial expressions. Adequate lighting should be used to also promote a clear picture. The audio equipment must be sensitive enough to relay your tone of voice.

The quality of the audio and video transmission between our equipment must be sufficient enough to facilitate a productive flow of conversation. Therefore, please choose a location in your home that is private and quiet. Background noise such as television, video games, or music may impair the ability to clearly hear what you are communicating.

3. Compliance with Instructions

Clients are responsible for following the treatment plan which is developed by them and their treating clinician(s). A copy of the plan is available to the client/consumer at any time. If the client/consumer is not pleased with the plan, they have a responsibility and right to refuse recommended services, to request a change in the plan, to request a formal review of the plan, or to voice any other concerns.

Clients are responsible for keeping appointments and, when unable to do so for any reason, please notify the agency within 24 hours in advance of the appointment so we may offer the appointment to another client in need of care.

4. Refusal of Treatment

Clients are responsible for the consequences of their actions if they refuse treatment, if they do not follow their treatment plan or other instructions, and/or if they miss appointments. If they repeatedly miss appointments and/or do not call to reschedule appointments for an extended period of time, their case may be closed (they will receive written notice of closure). If their services are closed, they can return to treatment at a later date by calling the office and requesting services again. Emergency mental health/chemical dependency services also remain available from 8 a.m. - midnight by calling the FCRS Hope Line at 1-567-867-HOPE (4673).

5. Respect and Consideration

Clients are responsible for being considerate of the rights, property, and personal space of others and of the agency.

6. Program Rules

Clients are responsible for complying with program rules. This includes rules specified in treatment contracts.

7. Fees

Clients are responsible to pay for services according to the terms listed in their payment agreement. If you have difficulty paying for services, ask to see the financial resource specialist and/or discuss with your treatment staff. Please do not stop services due to payment concerns. We will work with you to determine payment plans and/or sources to assist with service fees.

Patients with Commercial Insurance:

Firelands currently bills commercial insurances as a "Hospital-Based Outpatient Service." This means that the services you receive from us will likely be covered as 'Outpatient hospital services' under your insurance benefit coverage category.

Co-Pays/Deductibles

All co-pays are due at the time services are rendered. If you are a Medicare beneficiary, the typical coinsurance liability incurred by a beneficiary based on all visits to this department or facility normally ranges from \$18.80 to \$25.16.

Please note, your out-of-pocket costs are also subject to deductible and are in addition to required co-pays.

Sliding Fee Scale

Firelands has funding available, for those who qualify, to assist with the costs of services.

This funding is provided by and available for residents of these counties:

- Alcohol, Drug Addiction and Mental Health Services Board of Erie County
- Mental Health and Recovery Services Board of Seneca, Ottawa, Sandusky and Wyandot Counties
- The Huron County Board of Mental Health & Addiction Services

We evaluate your eligibility for these funds every year. This means you will need to provide proof of income for all household members every year to continue to qualify for these funds.

If you do not provide the necessary information, we will not be able to qualify you for these funds. Unfortunately, this means you will be responsible for 100% of costs.

You can contact the office where you receive services and request an eligibility review at any time.

We also offer payment plans to assist you with paying for your services.

Questions

If you have any questions, please contact our Billing Department at 419-557-5167; or call your insurance carrier to know how much your financial responsibility will be for a Hospital-Based Outpatient Service.

Responsibility to Provide Necessary Information

- If you change your insurance provider or lose insurance, you are required to notify us immediately. If insurance information is not accurate, you are responsible for 100% of your costs for services.
- If your income/household income increases or decreases at any point in the treatment process, you are required to notify us so we can update your financial agreement.
- As mentioned previously, we will contact you each year to update your financial agreement. It is important that you respond to these requests in order to remain eligible for funding.
- Please keep all identifying information current, this includes:
 - Name
 - Address
 - Telephone number where you can be reached
 - Emergency contact information

8. Requests for Information

Clients who need written progress reports and/or copies of their medical record, are responsible to provide advanced notice. FCRS will review additional details about this process upon request.

9. Medication

Note: Additional responsibilities may be covered upon admission to specific programs/services.

10. Office Safety

Emergency evacuation routes are posted on the walls throughout the offices. There are also lighted Exit signs and fire extinguishers throughout our facilities. Each office is equipped with a first aid kit, an AED machine, and Narcan.

CLIENT RIGHTS

Information about Your Rights is Available as Follows:

1. The Behavioral Health Client/Client/Consumer Bill of Rights and Responsibilities will be distributed/explained during the admission process as part of the Inpatient Handbook and the Firelands Counseling and Recovery Services Client/Consumer Handbook. For clarity reasons, postings and handouts will be separated for outpatient and inpatient services.
2. The Client Bill of Rights and Responsibilities will be posted in all waiting areas as another means of communicating this information to applicable parties as required by OhioMHAS.
3. Clients or any interested party can request a copy of the policy at any time.
4. All staff will be familiar with and able to review this policy with clients or other interested parties.
5. All persons admitted involuntarily to the inpatient unit will be informed of their basic rights within 24 hours of admission. (See form - Your Rights as an Involuntary Client).

Advance Directives for Psychiatric Care

Sometimes people who suffer from serious mental illness have problems making their own decisions about mental health care (i.e. hospitals, medications, etc.) An Advance Directive may be helpful in planning for these situations. An Advance Directive is a tool that will allow a client to appoint a trusted person to speak on his or her behalf when the symptoms of the mental illness impair his/her abilities to make decisions for psychiatric care. This person appointed to do this is referred to as an “agent” for the client. The agent uses the information in the Advance Directive to make decisions on behalf of the client that are consistent with his/her wishes. Another benefit of developing an Advance Directive when healthy is that it encourages a client to discuss signs and symptoms of their mental illness, recognize behaviors and symptoms that lead to hospitalization, and plan for treatment. As the client’s awareness of these “red flags” increases, he or she can begin building skills to prevent psychiatric crises and work towards overall recovery.

A sample form is available through Firelands Counseling & Recovery Services, which the client may choose to use, or the client may make their own Advance Directive (as long as it follows these guidelines). If you would like more information about this, please talk to your counselor or case manager.

CLIENT’S CIVIL RIGHTS

It is the policy of Firelands Counseling and Recovery Services to treat all clients without regard to race, color, religious preference, ancestry, sex, age, national origin, handicap, disability, communicable disease, ethnicity, or military service. This same statement applies to all clients, and all clients will receive equal consideration and will be eligible for services provided in a consistent manner regardless of race, color, religious preference, ancestry, gender, gender identity, sexual orientation, age, national origin, handicap, disability, communicable disease, ethnicity, or military service.

All persons or organizations that refer clients to services at Firelands Counseling and Recovery Services are advised to do so without regard to the potential client’s race, color, religious preference, ancestry, gender, gender identity, sexual orientation, age, national origin, handicap, disability, communicable disease, ethnicity or military service.

Any person who feels they have been discriminated against because of their race, color, religious preference, ancestry, gender, gender identity, sexual orientation, age, national origin, handicap, disability, communicable disease, ethnicity, or military service has the right to file a complaint as outlined in the Firelands Counseling and Recovery Services Grievance Policy. Individuals and agencies are available to assist clients in filing such complaints and are listed in the Grievance Policy.

NOTE: *If you are a guardian of a minor or adult client seeking services on behalf of a client, these rights apply to you also.*

CONFIDENTIALITY

The confidentiality of client records maintained by Firelands Counseling and Recovery Services is protected by Federal Law and Regulations. Staff may not disclose information or even acknowledge that a person is a client without written permission from the individual or their legal guardian unless:

1. The disclosure is allowed by a court order;
2. The disclosure is made to medical personnel in a medical emergency; and/or
3. The disclosure is made to qualified personnel for research, audit or program evaluation.

We are permitted or required by law to make certain other uses and disclosures of your personal health information without your consent or authorization (i.e. if we have reason to believe you may be a danger to yourself or others).

Federal Law and Regulations do not protect any information about suspected child abuse or neglect from being reported under state law to appropriate state and local authorities.

Federal Law and Regulations do not protect any information about a crime committed by a client, either at the program or against any person who works for the program, or about any threat to commit such a crime.

Violation of Federal Law and Regulations is a crime. Suspected violations may be reported to appropriate authorities in accordance with Federal regulations.

To reference these laws and regulations see: 42 USC, 290 DD-3 and 42 USC; 290 EE-3, 45 CFR part 160 and 164 (HIPAA) for Federal Laws; and 42 CFR Part 2 for Federal Regulations. (*only applies to protection of information related to alcohol and drug abuse client records*).

CLIENTS' RIGHTS, RESPONSIBILITIES AND GRIEVANCE PROCEDURE

RIGHTS:

OAC 5122-26-18

The following rights apply to patients/clients/consumers of Firelands Counseling & Recovery Services and are extended to legal guardians of patients/clients/consumers:

1. The right to be treated with consideration and respect for personal dignity, autonomy and privacy;
2. The right to reasonable protection from physical, sexual or emotional abuse and inhumane treatment;
3. The right to receive services in the least restrictive, feasible environment;
4. The right to participate in any appropriate and available service that is consistent with an individual treatment plan (ITP), regardless of the refusal of any other service, unless that service is a necessity for clear treatment reasons and requires the person's participation;
5. The right to give informed consent to or to refuse any service, treatment or therapy, including medication absent an emergency;
6. The right to participate in the development, review and revision of one's own individualized treatment plan and receive a copy of it;
7. The right to freedom from unnecessary or excessive medication, and to be free from restraint or seclusion unless there is immediate risk of physical harm to self or others;
8. The right to be informed and the right to refuse any unusual or hazardous treatment procedures;
9. The right to be advised and the right to refuse observation by others and by techniques such as one-way vision mirrors, tape recorders, video recorders, television, movies, photographs or other audio and visual technology. This right does not prohibit an agency from using closed-circuit monitoring to observe seclusion rooms or common areas, which does not include bathrooms or sleeping areas.
10. The right to confidentiality of communications and personal identifying information within the limitations and requirements for disclosure of client information under state and federal laws and regulations;
11. The right to have access to one's own client record unless access to certain information is restricted for

- clear treatment reasons. If access is restricted, the treatment plan shall include the reason for the restriction, a goal to remove the restriction, and the treatment being offered to remove the restriction;
12. The right to be informed a reasonable amount of time in advance of the reason for terminating participation in a service, and to be provided a referral, unless the service is unavailable or not necessary;
 13. The right to be informed of the reason for denial of a service;
 14. The right not to be discriminated against for receiving services on the basis of race, ethnicity, age, color, religion, gender, national origin, sexual orientation, physical or mental handicap, developmental disability, genetic information, human immunodeficiency virus status, or in any manner prohibited by local, state or federal laws.
 15. The right to know the cost of services;
 16. The right to be verbally informed of all client rights, and to receive a written copy upon request;
 17. The right to exercise one's own rights without reprisal, except that no right extends so far as to supersede health and safety considerations;
 18. The right to file a grievance;
 19. The right to have oral and written instructions concerning the procedure for filing a grievance, and to assistance in filing a grievance if requested;
 20. The right to be informed of one's own condition; and,
 21. The right to consult with an independent treatment specialist or legal counsel at one's own expense.
 22. The right to have access to information pertinent to the person served in sufficient time to facilitate his or her decision making.
 23. Informed consent or refusal or expression of choice regarding the composition of the service delivery team.

GRIEVANCES:

All clients and legal guardians will be fully informed of their right to initiate a complaint or grievance and the appropriate means of requesting a hearing or review of the complaint. If a client or legal guardian feels his/her rights have been violated, he/she may file a grievance to the following person:

1. Inpatient: Client Rights Advocate

The Client Rights Advocate is responsible for assisting the client in formulating his/her complaint or grievance, conducting the investigation of the complaint or grievance in conjunction with an Ad Hoc Grievance Committee, and informing the client of the resolution of the complaint or grievance per hospital policy. The Client Rights Advocate (or their designee) will be accessible during normal business hours, and during evenings, weekends, and holidays as needed for advocacy issues. The name, title, location, hours of availability, and telephone number shall be available to the client, the client's legal guardian (if applicable), and the client's family and significant others at all times.

2. Outpatient: Client/Consumer Rights Officer (CRO) at the location where he/she is served.

The CRO's responsibility is to accept and oversee the process of any grievance filed by a client/consumer or other person or agency on behalf of a client/consumer. To ensure prompt accessibility, the CRO will be available to clients or other interested parties by appointment each weekday between the hours of 8:00 a.m. and 5:00 p.m. In the event of the CRO's absence, an alternate CRO (another manager at the service location) will be designated.

Firelands Counseling & Recovery Services:

Client/Consumer Rights Officers for Outpatient Services, Office Locations & Hours*

Karen Russell

Site Director, Client Rights Officer
1925 Hayes Ave.
Sandusky, Ohio 44870
419-557-5177
Hours: M - F, 8 a.m. - 5 p.m.
Additional times by appointment only.

Amanda Hass

Site Director, Client Rights Officer
76 Ashwood Rd.
Tiffin, Ohio 44883
419-448-9440
Hours: M - F, 8 a.m. - 5 p.m.
Additional times by appointment only.

Karen Russell

Site Director, Client Rights Officer
290 Progress Drive, Suite B
Bellevue, Ohio 44811
419-483-6516
Hours: Tues, 8 a.m. - 5 p.m.
Additional times by appointment only.

Laura Miller

Site Director, Client Rights Officer
292 Benedict Avenue
Norwalk, Ohio 44857
419-663-3737
Hours: M - F, 8 a.m. - 5 p.m.
Additional times by appointment only.

Amanda Hass

Site Director, Client Rights Officer
675 Bartson Road
Fremont, Ohio 43420
419-332-5524
Hours: M - F, 8 a.m. - 5 p.m.
Additional times by appointment only.

Laura Miller

Site Director, Client Rights Officer
335 Buckeye Blvd.
Port Clinton, Ohio
419-734-2942
Hours: M - F, 8 a.m. - 5 p.m.
Additional times by appointment only.

**Hours subject to change, current hours will be posted at all locations.
Offices are closed on all major holidays and in the event of severe weather.*

A copy of this handbook is available at firelands.com/behavioral-health-resources