



FAMILY GUIDANCE CENTER

for behavioral healthcare

"Family Guidance Center exists to help individuals and families lead healthier, more productive lives by providing an array of mental health, social and health services."

CONSUMER HANDBOOK

Your guide to all of the services Family Guidance Center can provide for you and your family.

Office Locations and Hours of Operation
All offices are open Monday thru Friday 8:00 a.m.-5:00 p.m.

St. Joseph

Behavioral Health Services
724 North 22nd Street
St Joseph, MO 64506
(816) 364-1501
FAX (816) 236-2424

Addiction Treatment Services
901 Felix Street
St. Joseph, MO 64501
(816) 364-1862
FAX (816)236-2354

Maryville

109 East Summit Drive
Maryville, MO 64468
(660) 582-3139
FAX (660) 582-3130

Cameron

101 West 3rd Street
Cameron, MO 64429
(816) 632-6161
FAX 816-632-3168

We serve individuals who reside in: Andrew, Atchison, Buchanan, Clinton, DeKalb, Gentry, Holt, Nodaway, and Worth Counties.

Important Phone Numbers

CSS/Clinician _____

Email _____

Team Supervisor _____

Physician _____

Crisis Assistance

Family Guidance Center provides crisis assistance to any consumer who believes that he or she is in crisis and needs to talk with a professional immediately. Anyone who is experiencing a crisis should immediately contact a member of his/her treatment team. Should the crisis occur during non-business hours, you may contact the emergency service line which is available 24 hours a day. An emergency services staff member will respond to your call to ensure that you receive the care and services that you may need. If you are in crisis please call:

1-888-279-8188

The following are other numbers to call in the event that you feel your consumer rights have been violated or with compliance issues at a residential care facility:

Integrity Line (816) 279-6920 or (877) 279-6950

Consumer Right's Monitor (800) 364-9687 or (573) 751-4942

Department of Mental Health (800) 364-9687

General Treatment Description

Individuals and families who are seeking services at Family Guidance Center will complete an assessment with a mental health professional. At the end of this assessment, the clinician will explain to you which services you are eligible for, and you then choose which services you would like to receive. A Treatment Plan will then be developed with your input to address your most urgent needs. Within this plan we will work together to determine how often our staff will meet with you to meet your treatment needs.

After your intake and treatment plan you will meet with a staff person that is assigned to coordinate your care. They will meet with you to get to know you a little better. Together we will develop a more in depth treatment plan. This will be a plan of your goals- and what we need to do- in order to guide you to improved wellness and recovery. We encourage everyone to work towards goals that are personal, challenging and worthwhile. We hope that over time, you will achieve the goals that you have set and our support will be needed less and less. With this in mind, we feel that your family and/or other identified natural supports (church, school, friends, etc.), are important. We hope that you continue to develop, nurture and maintain these relationships in the phases of your work with Family Guidance Center so you'll have a great support system in place by the time your ready to end services.

Your treatment plan will be regularly reviewed and revised to meet your needs while you're in treatment with us and services will be provided to you by our qualified staff to help you reach your goals. If you ever have questions about your treatment at Family Guidance Center, please ask the staff that is working with you. They will be happy to answer any questions that you may have.

Working Through Crisis

Our goal is that you receive services in the environment in which you are most comfortable; typically your home. Your treatment team is available to assist you in developing a crisis plan which will help you and your team better understand what has helped you in coping with crisis in the past, and what has not helped. This will also promote understanding of what situations can lead to crisis for you. We will work with you, using your crisis plan, to avoid hospitalization whenever possible.

Any behavior which presents a risk to a consumer or Family Guidance Center staff will be managed using verbal crisis intervention. Under no circumstances will Family Guidance Center support the use of aversive conditioning, corporal punishment, physical restraint, mechanical restraint, chemical restraint, or seclusion.

Family Guidance Center Guidelines

Family Guidance Center has established guidelines that we expect all staff, consumers, and guests follow. These are necessary in order to ensure that we provide services in a safe and welcoming environment. We ask that you be aware of, and respectful of, the following:

- The illegal use, sale, purchase, distribution or possession of alcohol, controlled substances, unauthorized, or illegal drugs, by any staff member or consumer while on Family Guidance Center premises is prohibited.
- Violence or threats of violence, possession or use of a weapon, intimidation, attempted fights, struggles, pushing or shoving, disruptive behavior is not permitted.
- All participants will respect the property of others. Theft, vandalism or destruction of property may be considered cause for exit from services, and/or legal action.
- Please refrain from using abusive or foul language. Racial, ethnic or sexual slurs will not be tolerated.
- Pornography and gambling are not allowed on the program site.
- Be respectful of staff and others around you, and refrain from sharing personal and confidential information about yourself and others in public areas.
- We are a non-smoking facility.
- For most, services at Family Guidance Center are voluntary. Your participation is needed in order for you to meet your goals. If you choose to stop participating with your team members, **we may end all services after 30 days for**

individuals in addiction treatment services and 60 days for individuals in behavioral health services. You are welcome to seek services with Family Guidance Center at any time if you are discharged for not choosing to participate.

Please be aware that not following certain guidelines may result in Family Guidance Center immediately ending all services and providing you a referral to alternate services. Immediate discharge from services may occur due to an act of violence, intoxication (if in a SATOP program), possession of firearms on Family Guidance Center property, or destruction of Family Guidance Center property. Individuals *may* not be accepted back into any treatment programs in the event of an immediate discharge. Re-admission to FGC programs after immediate discharge is at the discretion of the program director.

Any consumer who enters an agency site intoxicated or under the influence of other illegal substances will be asked to leave the premises.

Your Responsibilities

- To be an active participant in the treatment process;
- Meet with your treatment providers as scheduled or cancel the appointment if you know you will be unable to keep it;
- Make us aware of any advance directive that you may have;
- Be honest about your social and medical history;
- Actively work to pursue your treatment goals;
- Make sure you understand all health (behavioral and physical) advice and medical instructions; and
- Report any changes in your health or any other significant changes in your living situation.

Consumer Rights

As a consumer of services you have rights that we are committed to protecting. As a recipient of our services you can expect to:

- Receive the same legal rights and responsibilities as any other citizen (unless otherwise stated by law);
- Receive prompt evaluation, care, and treatment;
- Receive services in the most independent setting;
- Receive services in a clean/safe setting;
- Not be denied admission or services because of race, creed, mental status, psychological characteristics, gender, sexual orientation, spiritual beliefs, physical situation, cultural orientation, social supports, national origin, handicap or age;
- All persons served have the right and responsibility to be involved in all aspects of their individual plans;
- Have information and records kept confidential in accordance with federal and state laws and regulations;
- Be treated with dignity and addressed in a respectful, age appropriate manner;
- Be free from physical, verbal, and emotional abuse, neglect, corporal punishment, and other mistreatment;
- Be the subject of an experiment or research only with your informed, written consent, or the consent of an individual legally authorized to act for you;
- Receive our medical care and treatment in accordance with accepted standards of medical practice;
- Consult with a private, licensed practitioner at your expense;
- To receive an impartial review of alleged violations of rights;
- Know the name of persons serving you;
- Receive explanations and answers to your question(s); and
- Receive education, counseling and treatment, except where ordered by a court.

ALL CONSUMERS have the right to see and review their records except that specific information or records provided by other individuals or agencies may be excluded from review. We may limit this right, if necessary, for your safety or the safety of others.

Limits of Confidentiality

While receiving services at Family Guidance Center, you have a right to expect that any information provided to the Family Guidance Center remains confidential. Most disclosures of information by Family Guidance Center staff require authorization from you to provide sensitive information about your case to others. However, there are a few circumstances in which confidential information about you can be released without your expressed written consent. A list of these situations is provided below:

- Cases of suspected child abuse or neglect;
- Cases of suspected elder abuse or neglect;
- Threats to harm your self; and
- Threats to do harm to others.

In some circumstances, we work with the court, law enforcement, hospitals, probation and parole, as well as guardians and public administrators. If you are involved with these entities, we may need to communicate with them about your care.

Employees of the Family Guidance Center are mandated reporters of suspected child and elder abuse or neglect and are required to hotline these cases to Division of Family Services and the Division of Aging.

Statements regarding harm to yourself or others are taken seriously. If you make a statement which indicates that you are a danger to yourself or someone else, Family Guidance will contact the necessary authorities to ensure your safety and the safety of others.

Fee for Services

Fees and payer sources vary based on the different types of services provided to you. Family Guidance Center accepts most insurance. If you don't have insurance or the services you receive are not covered by your insurance, you may be eligible for other funding.

Our Values

We believe you should be provided with prompt, responsive, individualized services that reflect the highest professional ethics and standards. Our services are designed to protect your rights and to place your welfare above all other concerns. Additionally, our services are guided by our belief that . . .

- All persons should be valued and treated with dignity and respect;
- Services should be delivered in a non-discriminatory manner;
- Care and concern should be used in the delivery of all services;
- It is our responsibility to protect you from harm and exploitation; and
- We MUST be guided and conduct our activities by subscribing to the highest ethical principles, standards, and practices.

Employee Ethics

We expect our staff to demonstrate the highest level of commitment and concern for those we serve through ethical conduct and practices. Our staff is required to abide by a strict code of ethics in all practices. We have the responsibility to comply with all governing rules and regulations in providing services to individuals and to the community. The staff of Family Guidance Center commit to supporting the following values:

- Our work affects lives, and therefore, we must reflect the highest professional and personal standards in the delivery of care and services;
- All persons have the right to be treated with dignity and respect and to be provided with humane care and treatment;
- Services should be delivered promptly and responsibly;
- Services should be provided in manner that promotes integrity (honesty and reliability) in decision making, freedom of choice, and places professional responsibility over personal interests;
- All persons should have access to services without encountering discrimination, insensitivity to cultural differences, or any other type of barrier; and
- We must always act in the best interest of those we serve.

If you have any concerns or questions about our practices or those of any member of our staff, please contact any administrator or our corporate compliance officer. The corporate compliance office may be reached through our confidential “integrity line” at 816-279-6920 or 877-279-6950.

Conflict Resolution Process

As a consumer of Family Guidance Center you have rights which we are committed to protecting. If you ever believe that any employee of Family Guidance Center has violated your rights in any way, then you may follow the conflict resolution process outlined below or you may contact the Client Rights Monitor in Jefferson City, MO. The toll free number is (800) 364-9687. **Family Guidance Center has a formal three-step resolution process.**

- **Step 1-** Provide the complaint in writing to a supervisor within five days of the incident. The supervisor will investigate the matter and provide you with a written response within five days. If the response is not satisfactory, proceed to step two.
- **Step 2-** Forward the complaint to the department director within five days after you receive the response. The department director will further investigate the matter and provide you with a written response in five days. If this response is not satisfactory, proceed to step three.
- **Step 3-** Forward the complaint to the vice president within five days after you receive the director’s response. The vice president will investigate the matter and offer you a written response within ten days. The decision of the vice president will be final.

Consumer Input

As a Family Guidance Center consumer, you can expect that we will ask for your input as to how we are doing. We will ask you questions via a consumer survey that will assist us in making a determination of how we can improve services. We will ask your opinion on our services, the quality of our staff, the accessibility of services and more. Your input is very much appreciated.

Health and Safety

It is the goal of Family Guidance Center to provide a safe and professional environment for employees and consumers. During your first appointment with your clinician, he/she should orient you to the program site, locations of first aid kits, fire suppression equipment and environmental emergency procedures. In the event of an emergency, please follow any instructions given to you by the staff.

Reasonable Accommodation

Family Guidance Center strives to provide a treatment environment that is as accessible as possible to our consumers. If barriers exist, it is important to relay this to your treatment team so that we may evaluate and, if possible, find solutions to these barriers.

To communicate accessibility issues you should:

- 1.) Inform Family Guidance Center staff that you are working most closely with. This may be your community support specialist, your group counselor, therapist or family support partner for example.
- 2.) A brief request should be written by the direct care staff and submitted to the department director or clinical coordinator via email. The name of the consumer, the date of the request, and the department/location should be specified in the body of the request.