



Client & Family Orientation Manual



Client Name: _____

My Treatment Team

Lead Therapist: _____

Therapist: _____

Community Support Individual: _____

Case Manager: _____

Nurse: _____

Psychiatrist: _____

Important Numbers & Resources

Grace Harbour: 1-770-486-1140

Georgia Crisis and Access Line: 1-800-715-4225; www.mygcal.com

National Suicide Prevention Lifeline: 1-800-273-8255

National Suicide Prevention Lifeline: TTY 1-800-799-4889.

Poison Control: 1-800-222-1222; www.georgiapoisoncenter.org

Crisis Text Line: Text "CONNECT" to 741741

Veterans Crisis Line: 1-800-273-8255

To Report Child Abuse: 1-855-GACHILD or 1-855-422-4453

To Report Elder Abuse: 1-866-55AGING or 1-866-552-4464



TREATMENT PHILOSOPHY AND MISSION STATEMENT

Grace Harbour, Inc. exists to treat people with behavioral health problems and the affected people in their lives and assist them in restoration as productive functioning members of society. Admission for substance abuse problems are within our scope of care is to American Society of Addictive Medicine (ASAM) levels 0.5 & I. Mental Health services provided are organized and structured non-residential services offered to persons of ages two and older, who meet the eligibility requirements for mental health treatment. Substance abuse services provided are organized and structured non-residential services offered to persons of ages eleven and older, who meet the eligibility requirements for substance abuse treatment.

It is the philosophy of Grace Harbour, Inc. that Mental Illness and Chemical Dependency is a primary, progressive, chronically debilitating disease, which left untreated, can be fatal. Grace Harbour, Inc. believes that mental illness symptoms can be alleviated entirely or to a degree that the individual can learn to cope effectively in his or her daily life. The goals of any Grace Harbour, Inc. treatment program are to support the recovery, health, or well-being of the client or family served, enhance the quality of life of the persons served, reduce the symptoms or needs and build resilience, restore and/or improve functioning, and support the integration of the client into the community.

Grace Harbour, Inc. uses a holistic treatment approach to healing--body, mind, and spirit--all of which suffers damage during years of neglect and abuse. It is our goal to (1) support the recovery of clients and their family members and reduce symptoms, (2) enhance the quality of physical, emotional, and spiritual well-being of persons served, (3) improve overall functioning of persons served, and (4) assist client with the knowledge and tools necessary to avoid relapse, leading life in a happy and fulfilling manner, without a debilitating degree of behavioral health symptoms. Grace Harbour, Inc. believes on helping families become a natural support system for the client via family therapy and training while aiding the client in building support structures outside of the therapeutic relationship.

VISION: Grace Harbour's vision is to transform behavioral healthcare for the benefit of the people and communities we serve.

MISSION: Grace Harbour's mission is to advocate and deliver compassionate restorative services, instill hope, and improve constantly.

VALUES: Grace Harbour's values are together we serve with integrity, respect, trust and openness.

OUTPATIENT TREATMENT: Outpatient treatment provides services that include, but are not limited to, individual, group, and family counseling/therapy, access to nursing services,



psychiatric medication management, assessment services, and education on recovery and wellness. Grace Harbour is dedicated to utilizing evidence based programs, such as Functional Family Therapy (FFT), Multisystemic Family Therapy (MRT), Thinking for a Change (T4C), Aggression Replacement Training (ART), Strengthening Families Program (SFP), and Moral Reconciliation Therapy (MRT), which have empirical evidence of success. Outpatient counseling may address a variety of needs, including, but not limited to, situational stressors, family relations, interpersonal relationships, mental health issues, life span issues, psychiatric illnesses, addictions, eating or sexual disorders, and the needs of victims of abuse, domestic violence, or other trauma. Clients are typically seen by appointment with effort made to accommodate individual scheduling needs. Outpatient treatment offers a variety of services based on the needs of the client and provides services in locations that best meet the needs of the clients, such as in locations, times, and days that meet the needs of the client. Outpatient treatment clinicians make every attempt to coordinate treatment with other services the client is engaged in. Outpatient treatment address the emerging needs of the client through linkage to appropriate resources and supports. Additionally, outpatient treatment identified the client's natural supports in collaboration with the client and assists the client to develop and utilize his or her natural supports.

WHAT TO INITIALLY EXPECT: During your appointment, Grace Harbour staff will gather information necessary to complete a comprehensive assessment. Staff will assess your living situation, symptoms, level of functioning, employment and school performance, alcohol and substance use, involvement with the legal system, physical and social health. This assessment is used to determine your strengths, needs, abilities, and preferences. Based on a client's specific needs the frequency, intensity and length of treatment may vary. Your treatment is a collaborative process. At a minimum your counselor, their supervisor and the Clinical Director will be members of your treatment team and will collaborate regarding your treatment regimen. We encourage you to invite your family and/or loved ones to be members of your treatment team.

STAFF RESPONSIBILITIES: Grace Harbour staff shall:

1. Recognize their moral, legal, and ethical responsibilities, provide the services and treatment methods for which they are qualified and accurately represent their competencies, credentials, education and experience.
2. Learn and apply research-based best practices, peruse continuing education and remain open to new counseling approaches, trends and changes in the field.
3. Provide culturally and linguistically competent services and recognize the importance of cultural diversity, the diversity of varying populations and how cultural expectations and values change over time.
4. Create and maintain accurate clinical and financial records and provide high quality, medically necessary and individualized client-centered services



YOUR RIGHTS: In compliance with Grace Harbour’s policies, and procedures, all clients have the following client rights:

1. Right to a humane treatment or habilitation environment that affords reasonable protection from harm, exploitation, and coercion;
2. Right to be free from physical and verbal abuse;
3. Right to be free from the use of physical restraints and seclusion;
4. Right to be informed about plan of treatment and to participate in the planning, as able, to include development of the plan, review of the plan, and notification of changes made to the plan; Right to be involved in the transition and discharge planning process;
5. Right to be promptly and fully informed of any changes in the plan of treatment;
6. Right to accept or refuse treatment, unless it is determined through established authorized legal processes that the client is un-able to care for himself or is dangerous to himself;
7. Right to be fully informed of the charges for treatment;
8. Right to confidentiality of client records;
9. Right to have and retain personal property which does not jeopardize the safety of the client or other clients or staff and have such property treated with respect;
10. Right to converse privately, have convenient and reasonable access to the telephone and mails, and to see visitors, unless denial is necessary for treatment and the reasons are documented in the client's treatment plan;
11. Confidentiality of information rights;
12. Privacy rights;
13. Freedom from abuse, financial or other exploitation, retaliation, humiliation, and neglect
14. Access to information pertinent to the client in sufficient time to facilitate client decision making;
15. Informed consent or refusal or expression of choice regarding: service delivery, release of information, concurrent services, composition of the service delivery team, involvement in research projects, if applicable;
16. Access or referral to legal entities for appropriate representation at the client’s expense
17. Access and referral to self-help/ advocacy support services
18. Adherence to research guidelines and ethics when a client is involved, if applicable
19. Right to be free of physical holds (emergency intervention), seclusion, or restraint;
20. Right to be involved in treatment planning, review of the plan, and notification of changes to the plan;
21. Right to be able to access the client’s own records and obtain necessary copies when needed; right to request in writing a review of the client’s own file and receive a response within 30 days; Grace Harbour, Inc. shall make the determination using up-to-date HIPAA guidelines.
22. Right to be informed of all rights, including legal rights, and exercise rights without reprisal in any form, including continued, uncompromised access to services. Rights



should be distinguished from privileges, which may be revoked or revised at any time. Clients may follow the grievance procedure to appeal restrictions placed on privileges. Grace Harbour, Inc. shall review these grievances in accordance with the grievance procedure. Right to file grievances without fear of reprisal; Investigation and resolution of alleged infringement of rights;

23. Right to obtain a copy of the program's most recent completed report of licensing, accreditation, and inspection from the program upon written request within 30 days. The program is not required to release a report until the program has had the opportunity to file a written plan of correction for the violations as provided for in these rules; and (b) Such policies and procedures shall also include provisions for clients and others to present complaints, either orally or in writing, and to have their complaints addressed and resolved as appropriate in a timely manner.
24. Right to be informed of the program's complaint policy and procedures (investigation and resolution of alleged infringement of rights) and the right to submit complaints or appeal without fear of discrimination or retaliation and to have them investigated by the program within a reasonable period of time;
 - Right to receive a written notice of the address and telephone number of that state licensing authority, which further explains the responsibilities of licensing the program and investigating client complaints which appear to violate licensing rules;

HealthCare Facility Regulation Division

Two Peachtree Street, NW

Atlanta, Georgia 30303-3142

Phone: 404.657.5700

Fax: 404.657.5708

and/or

DBHDD Office of External Affairs at 404-657-5964 (phone)

770-408-5439 (fax) or by email at

DBHDDconstituentservices@dhr.state.ga.us

CLIENT RESPONSIBILITIES:

1. All clients/guardians have the responsibility to participate in the planning of their treatment.
2. All clients/guardians have the responsibility to be honest about matters that relate to their treatment.
3. All clients have the responsibility to be respectful of the rights and dignity of other clients, as well as staff.
4. All clients have the responsibility to respect the confidentiality of others in treatment.
5. All clients, upon decision to participate, have the responsibility to support and respect the program at the facility by participating to the best of their ability and by being on time for scheduled appointments.



6. All clients/guardians have the responsibility to learn and comply with the rules of the program.
7. All clients/guardians have the responsibility to meet whatever financial obligations may be incurred as it relates to their treatment.
8. All clients/guardians have the responsibility to advise the provider of services of any changes in the client's condition or any events that affect the client's service needs.
9. All clients/guardians have the responsibility of notifying the front office and administrative staff of any changes in their insurance benefits.
10. All clients/guardians have the responsibility of asking questions about their treatment and for seeking clarification until they fully understand the care they are to receive.
11. All clients/guardians have the responsibility for expressing their opinions, concerns, or complaints to the appropriate personnel in a constructive manner.

GRACE HARBOUR DOES NOT: conduct physically intrusive research or use restraint or seclusion or exclude, deny benefits to, or otherwise discriminate against any client on the basis of race, color, national origin, disability, or age in admission to, participation in, or receipt of services, whether carried out directly or through a contractor or any other entity with which Grace Harbour arranges to provide services.

MANDATORY REPORTING/DUTY TO WARN: When a staff member becomes knowledgeable of a client's propensity for violence and indication, by speech, conduct, or writing, of the client's intention to inflict physical injury upon a specified victim or group of victims, they have a duty to seek civil commitment or inform law enforcement.

CONFIDENTIALITY: You have the right to choose who may have access to your medical information and that certain information may not be disclosed without your consent. At any time, you may repeal a consent. There are federal exclusions to this policy, such as court order or to medical personnel in the event of an emergency.

MEDICAL RECORD: You may request access to your medical record. Grace Harbour staff will provide you access, according to the Company's Privacy and Confidentiality Practices and you may receive copies of your medical information. If you would like to correct or amend information in your medical record, staff will be available to assist in this process. Information may not be deleted from the medical record and your request to correct or amend information can be denied. If a denial occurs, you have the right to appeal.

ADVANCED DIRECTIVE: An Advanced Directive for Mental Health allows you to state your preferences and instructions for future mental health treatment (including medication), or to appoint a substitute decision maker in the event you are unable to make decisions. At any time an Advance Directive can be developed with your assigned clinician.



An "Advance Directive" is a legal document in which an individual describes your personal healthcare choices should the time ever come that you are unable to speak for yourself, and there is little hope of recovery. The most common forms of Advance Directives are a Living Will and a Durable Power of Attorney for Healthcare. These are rights under Federal and State Law.

- You are not required to have an Advance Directive in order to receive treatment.
- You have the right to accept or refuse treatment and to create an Advance Directive.
- If you have an Advance Directive or decide to create one, Grace Harbour will honor it to the extent permitted by Georgia law and in accordance with Grace Harbour's Policies and Procedures. Grace Harbour clinicians will not be able to follow your Advance Directives unless you provide a copy to the staff, verbalize your treatment preferences, or create a new document.
- If your care provider cannot implement your Advance Directive on the basis of conscience she/he is obligated to transfer your care to a provider who will respect your wishes.
- If you are pregnant, your Advance Directives may not be honored once it is determined that the baby has developed enough to be able to survive if delivered, if applicable.
- Executing a Durable Power of Attorney for Healthcare will assure that your designated agent will have access to your medical record.

To request an official Georgia Advance Directive form or for further questions, call 770-486-1140. For additional information on Advance Directives and to print forms you may go to www.caringinfo.org. Please bring a copy of your Advance Directive, if you have one completed, to be scanned into your medical record.

ALTERNATIVE TREATMENT OPTIONS: At any time, you may seek alternative or supplementary treatment options and upon request staff shall provide you with a referral or the contact information necessary to initiate these services.

REASONABLE ACCOMMODATIONS: You have the right to request (in writing) a reasonable accommodation. If a reasonable accommodation is requested, Grace Harbour's Clinical Director shall consider the request and either fulfill the request, or document in writing, within 10 days of the request, the reason for denial.

TRANSITION AND DISCHARGE: As part of the Treatment Planning process your goals for discharge shall be discussed and put into action. It is the responsibility of Grace Harbour to clearly document your needs and preferences and ensure current and future supports are identified and efforts are made to facilitate access to these resources.

ADDICTIONS TREATMENT ONLY: If your treatment is court ordered, frequent communication will occur between your counselor and your probation officer. ☐ Your recommended treatment level may change based on a positive toxicology screen, treatment compliance, criminal activity, and/or attendance.



CARE COORDINATION: Grace Harbour supports and coordinates care activities and assists clients as he/she moves between and among services and supports. Care coordination requires information sharing among the individual, his/her core provider, specialty provider(s), residential provider, primary care physician, and other identified supports in order to:

- 1) ensure that the individual receives a full range of integrated services necessary to support a life in recovery that includes health, home, purpose, and community;
- 2) ensure that the individual has an adequate and current crisis and safety plan, if necessary;
- 3) reduce barriers to accessing services and resources;
- 4) minimize disruption, fragmentation, and gaps in service; and
- 5) ensure all parties work collaboratively for the common benefit of the individual.

STATEMENT OF SAFETY, DIVERSITY, AND CULTURAL COMPETENCY: It is the policy of Grace Harbour, Inc. to provide and maintain a safe, culturally competent environment and diverse atmosphere. Grace Harbour, Inc., in association with the American Counseling Association (ACA) National Association of Social Workers (NASW), the American Association for Marriage and Family Therapy (AAMFT), the American Psychiatric Association (APA), and the American Psychological Association (APA), agree that behavioral health services providers seeks to enable all people to participate to their fullest potential in overall wellness. To do so requires taking into account social and cultural differences, particularly how those affect therapy encounters.

The five organizations strongly encourage practice, research, education and theory development in behavioral health theoretical orientations that attend to the full range of social and cultural diversity, critically examining biases embedded in the profession, rapport between clients and therapists, collegial relations within the profession, and connections between individual experiences and broader social structures.

Behavioral Health Service Providers Values:

- Providers engage in continuing education, if needed, to fully understand how social and cultural diversity (including and beyond ethnicity) influence occupation, health and wellbeing for individuals, families and communities. Minimally, providers focus on self-awareness, knowledge about diverse groups, and respect for others, to optimize their work with clients, colleagues and students who differ from themselves.
- Providers develop critical awareness of how 'difference' is affected by and in turn affects social power relations; change toward greater equity requires attention to power structures, as well as individual and professional biases and assumptions.



- Providers attend to how diversity is experienced and addressed among professional colleagues, to ensure the inclusion of all providers.
- Providers use innovative approaches to address issues of safety and diversity and share those innovations with others for broader learning.

Organizational Values:

- Promote continued research and theory development within the profession concerning cultural safety, cultural humility and critical reflexivity with particular attention to practice implications.
- Document existing social and cultural diversity within the profession, to better understand inclusion/exclusion, and possible recruitment/retention needs.
- Ensure continuing education is available to therapists, moving toward critical awareness of social and cultural power relations, but recognizing a range of pre-existing knowledge, experiences and understandings.

Code of Conduct

It is the policy of Grace Harbour, Inc. to promote the recovery of its clients utilizing a wide variety of professional personnel and techniques, to provide treatment services in a safe open professional manner which promotes the client's physical/emotional/mental health in a non-discriminating and supportive environment. The Grace Harbour, Inc. code of conduct sets forth values standards and expectations which provide volunteers, employees, contract agents and personnel with guidance in conducting business in a fashion which strives for a standard of Excellence in provision of service to the clientele served. The code of conduct also promotes the highest standard in workplace behaviors and is designed to assist in making Grace Harbour, Inc. an enjoyable, safe and effective work environment, which addresses the professional needs for all concerned.

TELEMEDICINE SERVICES: It is the policy of the Grace Harbour to ensure that all clients who participate in our services receive appropriate and timely access to services. Grace Harbour, via contract with United Behavioral Health Solutions, provides psychiatric telemedicine services through the use of telemedicine equipment; clinical information and expertise from one site to another is utilized via electronic communications to address client's clinical needs using an encrypted communications package that includes voice and video transmission. Telemedicine services are in compliance with all applicable federal and state statutes and regulations.

- *Features:* The Telemedicine partnering agency, UBHS, Inc. offers initial and ongoing psychiatric services, as well as diagnostic assessments to current Grace Harbour clients.
- *Set-Up:* The Telemedicine desktop computer is equipped with webcam, audio, and internet capabilities. The desktop and the telemedicine application are both password protected. Set-up includes turning on the device, ensuring that the Ethernet cord is connected and/or wireless capability is enabled, unlocking the device, and ensure all audio/video is working appropriately.



- *Use:* The Telemedicine services are utilized for psychiatric appointments (ongoing and initial) and diagnostic assessments. The Administrative Support Staff will provide directions for the application at each appointment.
- *Maintenance:* Maintenance of device includes regular cleaning of device screen, camera, and accessories. Annual internet checks are conducted to ensure secure connection.
- *Safety Considerations:* All minor clients must be accompanied and supervised by an adult during the use of Telemedicine devices. All clients are discouraged from utilizing the device before, during, and after the appointment for any other purposes other than Telemedicine communication.
- *Infection Control:* Devices used for Telemedicine are swept regularly for computer or web-based viruses. Devices are also cleaned and sanitized regularly.
- *Troubleshooting:* All troubleshooting with the device are to be directed to the Clinical Director. Should a problem arise with the device, these are directed to Technical Support.

Telemedicine Video Conferencing Tips: Read through these quick tips for ideas on how to optimize your telemedicine video conferencing experience. You will find general tips for a better meeting as well as simple suggestions for improving video and audio quality.

Tips for Great Video

- If possible, avoid wearing bright colors, all-light or dark clothing, or very “busy” patterns (such as checks, plaids, or narrow stripes). Light pastels and muted colors look best on the screen.
- If there are windows in the room, close any drapes or blinds. Daylight is a variable light source and can conflict with interior room lighting.
- Use natural gestures when you speak.
- When adjusting your cameras during the meeting, try to fill the screen as much as possible with people rather than with the table, chairs, walls, or the floor.

Tips for Great Audio

- Place the microphone on the table/desk in front of the people in the meeting. If your room is very large, consider adding another microphone.
- Speak in your normal voice without shouting.
- Ask the people at the other site if they can hear you. Have them introduce themselves so you can be sure that you can hear them.
- Since the audio has a very slight delay, you may want to pause briefly for others to answer you or to make comments.
- Don’t place papers or other objects on or in the way of the microphone, and don’t rustle papers or tap on the microphone or table.
- As with any meeting, try to limit side conversations.
- Adjust the volume on the television set.



**Information about your Telemedicine Provider
United Behavioral Health Solutions (UBHS) Inc.**

UBHS Inc.
2849 B Henderson Mill Rd
Atlanta, GA 30341
Tel – 770-939-1288
Email: info@ubhsinc.com
Website: www.ubhsinc.com

Frequently Asked Questions

Why use telepsychiatry? Some patients who struggle with mental health problems do not live near a psychiatrist or other mental health expert. It is difficult for many people to travel to a distant city to get the help they need. Telepsychiatry provides quick and easy access to psychiatrists working from a distant location.

How does telepsychiatry work? Telepsychiatry appointments are similar to regular doctor visits except that the doctor and patient are in different locations. A staff member or therapist may also be present to participate in the appointment. Both locations will have a television screen or computer monitor that allows two-way communication.

What are the benefits of telepsychiatry? The main benefit is that the patients can obtain expert care that is not available near their homes. Telepsychiatry also helps to minimize the inconvenience and costs of traveling to distant cities, especially if the patient needs ongoing visits. Telepsychiatry usually does not cost more than an in-person visit and have been proven to be just as effective as a face to face session.

Will telepsychiatry be as effective as regular visits? Research with adults shows that telepsychiatry is just as effective as treatment provided in-person. Research with youth and families is just beginning. It shows that children, families and referring doctors are very satisfied with the care received through telepsychiatry. Treatment recommendations, prescriptions, and laboratory tests can be coordinated by the telepsychiatrist or the referring doctor's office.

Do telepsychiatrists get special training? Most telepsychiatrists learn from other telepsychiatrists, or staff at the medical center, or from a company that hires them to provide telepsychiatry services. There is no state or national certificate. Recently, practice guidelines have been developed by the American Academy of Child and Adolescent Psychiatry and by the American Telemedicine Association.

Will insurance cover telepsychiatry? Insurance coverage for telepsychiatry varies by state. Patients should ask their local clinic, insurance provider, or psychiatrist. It is important to let the insurance company know that there are no available psychiatry resources in the area, and that telepsychiatry is not telephone therapy.

Is your platform HIPAA compliant? We take appropriate measures to comply with the HIPAA privacy and security rules.

How to Submit a refill request online? Visit the following web address and enter in the requested information:
<http://ubhsinc.com/rx-refill-request/>

Who do I call if I experience a bad side effect or have a medical emergency? Go to your local emergency room if the situation is life threatening or call the UBHS office at 770-939-1288 and a clinician will assist you

What if I need a prior authorization for a medication prescribed? Call the UBHS office at 770-939-1288 and a clinician will assist you

THE BENEFITS OF PHYSICAL ACTIVITY: Regular physical activity is one of the most important things you can do for your health. If you're not sure about becoming active or boosting your level of physical activity because you're afraid of getting hurt, the good news is that moderate-intensity aerobic activity, like brisk walking, is generally safe for most people. If you have a chronic health condition such as arthritis, diabetes, or heart disease, talk with your doctor to find out if your condition limits, in any way, your ability to be active. Then, work with your doctor to come up with a physical activity plan that matches your abilities. If your condition stops you from meeting the minimum guidelines, try to do as much as you can. What's important is that you avoid being inactive. Even 60 minutes a week of moderate-intensity aerobic activity is good for you. The bottom line is - the health benefits of physical activity far outweigh the risks of getting hurt. If you want to know more about how physical activity improves your health, the section below gives more detail on what research studies have found.

Control Your Weight

Looking to get to or stay at a healthy weight? Both diet and physical activity play a critical role in controlling your weight. You gain weight when the calories you burn, including those burned during physical activity, are less than the calories you eat or drink. For more information see our section on balancing calories (<https://www.cdc.gov/healthyweight/calories/index.html>). When it comes to weight management, people vary greatly in how much physical activity they need. You may need to be more active than others to achieve or maintain a healthy weight.

To maintain your weight: Work your way up to 150 minutes of moderate-intensity aerobic activity, 75 minutes of vigorous-intensity aerobic activity, or an equivalent mix of the two each week. Strong scientific evidence shows that physical activity can help you maintain your weight over time. However, the exact amount of physical activity needed to do this is not clear since it varies greatly from person to person. It's possible that you may need to do more than the equivalent of 150 minutes of moderate-intensity activity a week to maintain your weight.

To lose weight and keep it off: You will need a high amount of physical activity unless you also adjust your diet and reduce the amount of calories you're eating and drinking. Getting to and staying at a healthy weight requires both regular physical activity and a healthy eating plan. The CDC has some great tools and information about nutrition, physical activity and weight loss. For more information, visit Healthy Weight (<https://www.cdc.gov/healthyweight/calories/index.html>).

Reduce Your Risk of Cardiovascular Disease

Heart disease and stroke are two of the leading causes of death in the United States. But following the Guidelines and getting at least 150 minutes a week (2 hours and 30 minutes) of moderate-intensity aerobic activity can put you at a lower risk for these diseases. You

can reduce your risk even further with more physical activity. Regular physical activity can also lower your blood pressure and improve your cholesterol levels.

Reduce Your Risk of Type 2 Diabetes and Metabolic Syndrome

Regular physical activity can reduce your risk of developing type 2 diabetes and metabolic syndrome. Metabolic syndrome is a condition in which you have some combination of too much fat around the waist, high blood pressure, low HDL cholesterol, high triglycerides, or high blood sugar. Research shows that lower rates of these conditions are seen with 120 to 150 minutes (2 hours to 2 hours and 30 minutes) a week of at least moderate-intensity aerobic activity. And the more physical activity you do, the lower your risk will be.

Already have type 2 diabetes? Regular physical activity can help control your blood glucose levels. To find out more, visit Diabetes and Me (<https://www.cdc.gov/diabetes/consumer/beactive.htm>).

Reduce Your Risk of Some Cancers

Being physically active lowers your risk for two types of cancer: colon and breast. Research shows that:

- Physically active people have a lower risk of colon cancer than do people who are not active.
- Physically active women have a lower risk of breast cancer than do people who are not active.
- Reduce your risk of endometrial and lung cancer. Although the research is not yet final, some findings suggest that your risk of endometrial cancer and lung cancer may be lower if you get regular physical activity compared to people who are not active.
- Improve your quality of life. If you are a cancer survivor, research shows that getting regular physical activity not only helps give you a better quality of life, but also improves your physical fitness.

Strengthen Your Bones and Muscles

As you age, it's important to protect your bones, joints and muscles. Not only do they support your body and help you move, but keeping bones, joints and muscles healthy can help ensure that you're able to do your daily activities and be physically active. Research shows that doing aerobic, muscle-strengthening and bone-strengthening physical activity of at least a moderately-intense level can slow the loss of bone density that comes with age. Hip fracture is a serious health condition that can have life-changing negative effects, especially if you're an older adult. But research shows that people who do 120 to 300 minutes of at least moderate-intensity aerobic activity each week have a lower risk of hip fracture. Regular physical activity helps with arthritis and other conditions affecting the joints. If you have arthritis, research shows that doing 130 to 150 (2 hours and 10 minutes to 2 hours and 30 minutes) a week of moderate-intensity, low-impact aerobic activity can not only improve your ability to manage pain and do everyday tasks, but it can also make your quality of life better.

Build strong, healthy muscles. Muscle-strengthening activities can help you increase or maintain your muscle mass and strength. Slowly increasing the amount of weight and number of repetitions you do will give you even more benefits, no matter your age.

Improve Your Mental Health and Mood

Regular physical activity can help keep your thinking, learning, and judgment skills sharp as you age. It can also reduce your risk of depression and may help you sleep better. Research has shown that doing aerobic or a mix of aerobic and muscle-strengthening activities 3 to 5 times a week for 30 to 60 minutes can give you these mental health benefits. Some scientific evidence has also shown that even lower levels of physical activity can be beneficial.

Improve Your Ability to do Daily Activities and Prevent Falls

A functional limitation is a loss of the ability to do everyday activities. How does this relate to physical activity? If you're a physically active, you have a lower risk of functional limitations than people who are inactive. Are you already have trouble doing some of your everyday activities? Aerobic and muscle-strengthening activities can help improve your ability to do these types of tasks. Are you at risk for falls? Research shows that doing balance and muscle-strengthening activities each week along with moderate-intensity aerobic activity, like brisk walking, can help reduce your risk of falling.

Increase Your Chances of Living Longer

Science shows that physical activity can reduce your risk of dying early from the leading causes of death, like heart disease and some cancers. This is remarkable in two ways: Only a few lifestyle choices have as large an impact on your health as physical activity. People who are physically active for about 7 hours a week have a 40 percent lower risk of dying early than those who are active for less than 30 minutes a week. You don't have to do high amounts of activity or vigorous-intensity activity to reduce your risk of premature death. You can put yourself at lower risk of dying early by doing at least 150 minutes a week of moderate-intensity aerobic activity. Everyone can gain the health benefits of physical activity - age, ethnicity, shape or size do not matter.

Source: <https://www.cdc.gov/physicalactivity/basics/pa-health/index.htm#PreventFalls>

INFECTIOUS AND COMMUNICABLE DISEASES: Infectious diseases kill more people worldwide than any other single cause. Infectious diseases are caused by germs. Germs are tiny living things that are found everywhere - in air, soil and water. You can get infected by touching, eating, drinking or breathing something that contains a germ. Germs can also spread through animal and insect bites, kissing and sexual contact. Vaccines, proper hand washing and medicines can help prevent infections.

There are four main kinds of germs:

- Bacteria - one-celled germs that multiply quickly and may release chemicals which can make you sick
- Viruses - capsules that contain genetic material, and use your own cells to multiply
- Fungi - primitive plants, like mushrooms or mildew
- Protozoa - one-celled animals that use other living things for food and a place to live

WHAT'S THE BEST WAY TO STAY DISEASE-FREE? Prevent infections. You can prevent infection through simple tactics, such as washing your hands regularly, being careful with food and water, getting vaccinations, and taking appropriate medications.

Hand-washing. Often overlooked, hand-washing is one of the easiest and most effective ways to protect yourself from germs and most infections. Wash your hands thoroughly before preparing or eating food, after coughing or sneezing, after changing a diaper, and after using the toilet. When soap and water aren't available, alcohol-based hand-sanitizing gels can offer protection.

Vaccines. Vaccination is your best line of defense for certain diseases. As researchers understand more about what causes disease, the list of vaccine-preventable diseases continues to grow. Many vaccines are given in childhood, but adults still need to be routinely vaccinated to prevent some illnesses, such as tetanus and influenza.

Medicines. Some medicines offer short-term protection from particular germs. For example, taking an anti-parasitic medication might keep you from contracting malaria if you travel to or live in a high-risk area.

Seek medical care if you suspect that you have an infection and you have experienced any of the following:

- An animal or human bite
- Difficulty breathing
- A cough lasting longer than a week
- Periods of rapid heartbeat
- A rash, especially if it's accompanied by a fever
- Swelling
- Blurred vision or other difficulty seeing
- Persistent vomiting
- An unusual or severe headache

Your doctor can perform diagnostic tests to find out if you're infected, the seriousness of the infection and how best to treat that infection.

Source: <https://medlineplus.gov/infectiousdiseases.html>

COMMUNICABLE DISEASE: *What is a communicable disease?* A communicable disease is one that is spread from one person to another through a variety of ways that include: contact with blood and bodily fluids; breathing in an airborne virus; or by being bitten by an insect. Reporting of cases of communicable disease is important in the planning and evaluation of disease prevention and control programs, in the assurance of appropriate medical therapy, and in the detection of common-source outbreaks. State law mandates healthcare providers and laboratories to report diseases or conditions to their local health department. Some examples of the reportable communicable diseases include Hepatitis A, B & C, influenza, measles, and salmonella and other food borne illnesses.

How do these communicable diseases spread? How these diseases spread depends on the specific disease or infectious agent. Some ways in which communicable diseases spread are by:

- physical contact with an infected person, such as through touch (staphylococcus), sexual intercourse (gonorrhea, HIV), fecal/oral transmission (hepatitis A), or droplets (influenza, TB)
- contact with a contaminated surface or object (Norwalk virus), food (salmonella, E. coli), blood (HIV, hepatitis B), or water (cholera);
- bites from insects or animals capable of transmitting the disease (mosquito: malaria and yellow fever; flea: plague); and
- travel through the air, such as tuberculosis or measles.

Source: <http://www.acphd.org/communicable-disease.aspx>

MEDICATIONS USE: It is the policy of Grace Harbour, Inc. to ensure clients receive quality medical services and that services adhere to all state and federal requirements and laws and regulations pertaining to medications and controlled substances. Grace Harbour will use FDA approved medication in various programs to obtain medications needed to promote recovery and for desired treatment/service outcomes. It is also the policy to directly prescribe medication in certain circumstances and refer to the client's PCP for alternative medications. When medications are prescribed, clients are required to sign acknowledgement of informed consent and receive training on:

- How the medication works, the risks associated with each medication
- The intended benefits, as related to the behavior or symptom targeted by the medication
- Side effects
- Contraindications
- Potential implications between medications and diet/exercise
- Risks associated with pregnancy
- The importance of taking medications as prescribed, including when applicable, the identification of potential obstacles to adherence
- The need for laboratory monitoring
- The rationale for each medication
- Early signs of relapse related to medication efficacy



- Signs of non-adherence to medications prescribed
- Potential drug reactions when combining prescription medications, including alcohol, tobacco, caffeine, illegal drugs, and alternative medications
- Instructions on self-administration, when applicable
- Wellness management and recovery planning
- The availability of financial supports and resources to assist clients with handling the costs associated with medications

A more in-depth mental health medication guide can be found online at the following link: [https://education.ucsb.edu/sites/default/files/hosford_clinic/docs/Mental Health Medications.pdf](https://education.ucsb.edu/sites/default/files/hosford_clinic/docs/Mental_Health_Medications.pdf)

Detailed information about your prescribed medication can be found online at the following link: <https://medlineplus.gov/druginformation.html> or at <http://www.healthyplace.com/other-info/psychiatric-medications/psychiatric-medications-pharmacology/>

Notice of Grace Harbour’s Policies and Practices to Protect the Privacy of Your Health Information

THIS NOTICE DESCRIBES HOW PSYCHOLOGICAL AND MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

I. Uses and Disclosures for Treatment, Payment, and Health Care Operations

We may use or disclose your protected health information (PHI), for treatment, payment, and health care operations purposes with your consent. To help clarify these terms, here are some definitions:

- “PHI” refers to information in your health record that could identify you.
- “Treatment, Payment and Health Care Operations”
 - Treatment is when we provide, coordinate or manage your health care and other services related to your health care. An example of treatment would be when we consult with another health care provider, such as your family physician or another Therapist. Another example would be when we release your treatment plan to your insurance company and/or to your primary care physician.
 - Payment is when we obtain reimbursement for your healthcare. Examples of payment are when we disclose your PHI to your health insurer to obtain reimbursement for your health care or to determine eligibility or coverage.
 - Health Care Operations are activities that relate to the performance and operation of our practice. Examples of health care operations are the use of electronic health records, email, texting, electronic billing, telemental health services, quality assessment and improvement activities, business-related matters



such as audits and administrative services, and case management and care coordination.

- “Use” applies only to activities within our [office, clinic, practice group, etc.] such as sharing, employing, applying, utilizing, examining, and analyzing information that identifies you.
- “Disclosure” applies to activities outside of our [office, clinic, practice group, etc.], such as releasing, transferring, or providing access to information about you to other parties.

II. Uses and Disclosures Requiring Authorization

We may use or disclose PHI for purposes outside of treatment, payment, or health care operations when your appropriate authorization is obtained. An “authorization” is written permission above and beyond the general consent that permits only specific disclosures. In those instances when we asked for information for purposes outside of treatment, payment or health care operations, we will obtain an authorization from you before releasing this information. We will also obtain authorization from you before using or disclosing PHI in a way that is not described in this Notice. We will also need to obtain an authorization before releasing your Psychotherapy Notes. “Psychotherapy Notes” are notes we have made about your conversation during a private, group, joint, or family counseling session, which we have kept separate from the rest of your medical record. These notes are given a greater degree of protection than PHI. You may revoke all such authorizations (of PHI or Psychotherapy Notes) at any time, provided each revocation is in writing. You may not revoke an authorization to the extent that (1) we have relied on that authorization; or (2) if the authorization was obtained as a condition of obtaining insurance coverage, law provides the insurer the right to contest the claim under the policy.

III. Uses and Disclosures with Neither Consent nor Authorization

We may use or disclose PHI without your consent or authorization in the following circumstances:

- **Child Abuse** — If we have reasonable cause to believe that a child has been abused, we must report that belief to the appropriate authority.
- **Adult and Domestic Abuse** — If we have reasonable cause to believe that a disabled adult or elder person has had a physical injury or injuries inflicted upon such disabled adult or elder person, other than by accidental means, or has been neglected or exploited, we must report that belief to the appropriate authority.
- **Health Oversight Activities** — If we are the subject of an inquiry by the Georgia Composite Board, Georgia Board of Psychological Examiners, or other applicable Georgia Board, we may be required to disclose protected health information regarding you in proceedings before the Board.
- **Judicial and Administrative Proceedings**—If you are involved in a court proceeding and a request is made about the professional services we provided you or the records thereof, such information is privileged under state law, and we will not release information without your written consent or a court order. The privilege does not apply when you are

being evaluated for a third party or where the evaluation is court ordered. You will be informed in advance if this is the case.

- **Serious Threat to Health or Safety** — If we determine, or pursuant to the standards of my profession should determine, that you present a serious danger of violence to yourself or another, we may disclose information in order to provide protection against such danger for you or the intended victim.
- **Worker's Compensation** — we may disclose protected health information regarding you as authorized by and to the extent necessary to comply with laws relating to worker's compensation or other similar programs, established by law, that provide benefits for work-related injuries or illness without regard to fault.
- **Exceptions-** When the use and disclosure without your consent or authorization is allowed under other sections of Section 164.512 of the Privacy Rule and the state's confidentiality law. This includes certain narrowly-defined disclosures to law enforcement agencies, to a health oversight agency (such as HHS or a state department of health), to a coroner or medical examiner, for public health purposes relating to disease of FDA-regulated products, or for specialized government functions such as fitness for military duties, eligibility for VA benefits, and national security and intelligence.

IV. Patient's Rights and Therapist's Duties

Patient's Rights:

- **Right to Request Restrictions** — You have the right to request restrictions on certain uses and disclosures of protected health information. However, we are not required to agree to a restriction you request.
- **Right to Receive Confidential Communications by Alternative Means and at Alternative Locations** — You have the right to request and receive confidential communications of PHI by alternative means and at alternative locations. (For example, you may not want a family member to know that you are seeing therapists. On your request, we will send your bills to another address.)
- **Right to Inspect and Copy** — You have the right to inspect or obtain a copy (or both) of PHI in your mental health and billing records used to make decisions about you for as long as the PHI is maintained in the record. We may deny your access to PHI under certain circumstances, but in some cases you may have this decision reviewed. On your request, we will discuss with you the details of the request and denial process. Your therapist may also deny access to your Psychotherapy Notes.
- **Right to Amend**— You have the right to request an amendment of PHI for as long as the PHI is maintained in the record. We may deny your request. On your request, we will discuss with you the details of the amendment process.
- **Right to an Accounting** — You generally have the right to receive an accounting of disclosures of PHI. On your request, we will discuss with you the details of the accounting process.
- **Right to a Paper Copy** — You have the right to obtain a paper copy of the notice from us upon request, even if you have agreed to receive the notice electronically.



- *Right to a Restrict Disclosures When You Have Paid for Your Care Out-of-Pocket-* You have the right to restrict certain disclosures of PHI to a health plan when you pay out-of-pocket in full for our services.
- *Right to Be Notified if There is a Breach of Your Unsecured PHI-* You have a right to be notified if: (a) there is a breach (a use of disclosure of your PHI in violation of the HIPPA Privacy Rule) involving your PHI; (b) that PHI has not been encrypted to government standards; and (c) my risk assessments fails to determine that there is a low probability that your PHI has been compromised.

Therapist's Duties:

- We are required by law to maintain the privacy of PHI and to provide you with a notice of my legal duties and privacy practices with respect to PHI.
- We reserve the right to modify the terms of this notice and to make the new notice provisions effective for all PHI that we maintain. In the event of a modification, we will provide you with a revised notice by mail or by a posting in the waiting room, which you will see on your next visit.

V. Complaints

If you are concerned that your therapist has violated your privacy rights, or you disagree with a decision we made about access to your records, you may contact Dr. Kevin Freeman. You may also send a written complaint to the Secretary of the U.S. Department of Health and Human Services. Dr. Kevin Freeman can provide you with the appropriate address upon request.

VI. Cancellation Policy

In the Event of an emergency, you will not be charged for session cancellation. Cancellation for any other reasons that are not received by center staff at least 24 hours prior to the scheduled session will be billed at the usual session hourly rate. Monday appointments need to be cancelled by noon on Friday. To cancel an appointment scheduled on that day after a holiday, it needs to be cancelled on the day prior to the holiday. Your insurance company will not pay for missed appointments.

VII. Financial Responsibility

Grace Harbour, Inc. will assist you in completing and filing any insurance forms which may be utilized for payments for services; however, you maintain full responsibility for paying all charges for services rendered. You must provide all required insurance information when checking in your services; all primary and secondary insurances must be identified when you initially present for services. You accept all financial consequences if any policies are not identified, and you must update any changed insurance information immediately upon the effective date of change. All co-payments and unsatisfied deductibles are to be paid at the time of services rendered. Grace Harbour does accept payment by cash, check, or credit card.



IX. Protected Health Information

Your therapist may be required by your insurance company to disclose your protected health information (PHI), and some insurance companies require coordination of care with your Primary Care Provider (PCP).

FINANCIAL STATEMENT OF UNDERSTANDING: This statement of understanding is intended to answer questions you may have regarding payment for services rendered by Grace Harbour.

PAYMENT FOR SERVICES: We work with a number of insurance companies via managed care contracts and we will assist you in filing any insurance claims or forms which may be utilized for payments for services rendered; however, you maintain full responsibility for paying all charges for services rendered. **You will need to provide all required insurance information when checking in for services; all primary, secondary, and/or co-insurances must be identified at the initial session.** You accept all financial consequences if all insurance policies are not identified, and you will need to update any insurance information immediately upon the date of change. All payments, co-payments, co-insurance and unsatisfied deductibles are to be paid at the time services are rendered. Therapist reserve the right to charge their session rate under the following circumstances: returning phone calls to clients and their attorneys, completing affidavits, writing letters on behalf of clients, etc. Account balances are due on date of service; we allow 60 days from the date of service for your insurance(s) to pay. Beyond 60 days, unpaid account balances are the client responsibility. Any balance greater than 90 days will be submitted to a professional collection agency unless payment arrangements have been made.

CANCELLATIONS: **If you cancel your scheduled appointment less than 24 hours prior to the scheduled session, will be you will be charged the full session fee,** which must be paid before the beginning of your next session. Monday appointments need to be cancelled by noon on Friday. To cancel an appointment scheduled on the day after a holiday, it needs to be cancelled on the day prior to the holiday. **If you miss an appointment without giving any notice at all, you will be charged the full session fee,** which must be paid prior to the beginning of your next session. Insurance will not pay for broken/missed appointments. Failure to show for a total of 3 scheduled sessions without proper notification will lead to an administrative discharge from treatment.

INSURANCE COVERAGES: Your Clinician's Participation with your Insurance Plan: Our agency accepts a wide variety of insurance plans. Prior to your initial visit with our agency, you should confirm that the clinician participates with your personal insurance. If the clinician does not participate with your insurance plan, you will be responsible for payment of all charges at the time of visit. You will be provided a complete superbill, upon request, listing all the pertinent information you will need to submit to your insurance plan for reimbursement for which you may be eligible.



CURRENT INSURANCE AND CLIENT DEMOGRAPHIC INFORMATION: If your therapist participates with your insurance plan, we may file a claim on your behalf and only request payment at the time of service for any co-payments, deductibles, coinsurance or services that are not covered by your plan. For the agency to file your insurance, we must have the current insurance coverage(s) and be made aware of any changes in either insurance or client address or phone numbers. Please bring your insurance card to every visit so that we can confirm your coverage. A current copy of your card must be kept on file in order for us to file insurance claims on your behalf.

CLIENT PAYMENT RESPONSIBILITY FOR NON-COVERED SERVICES: In some cases, your insurance may not cover certain service or may have coverage limits in place. Limited coverage is common among insurance plans. We may request payment for any known, non-covered services at the time of your visit; otherwise they will be billed to you at a later date.

MEDICAID CLIENTS: Medicaid clients must show proof of current Georgia Medicaid eligibility prior to receiving services. Further, I understand that if I change Medicaid types/CMO's (i.e., Amerigroup, Wellcare, Peachstate, APS), I must notify Grace Harbour immediately. If I fail to do so, I understand that I will be responsible for the payment of all services rendered. Co-payments, if applicable, are to be paid at the time of service.

INFORMED CONSENT FOR TREATMENT: We are pleased that you have selected Grace Harbour, Inc. to work with you. This serves to inform you about the therapeutic treatment process, give you some information and answer questions about the professional relationship between Grace Harbour therapist, clinicians and clients. We have a number of client expectations about the professional relationship we embark on with each client.

CONFIDENTIALITY: Confidentiality is an important part of the mental health/ addictive disease treatment/therapy process. It means that unless you give us written permission, we may not give any information about you to anyone outside of Grace Harbour, Inc. If you and another adult (someone 18 years of age or older) are seen together, BOTH of you must agree in writing before any information can be released. There are specific times; however, when the law requires us to give information about you with or without your consent:

1. When required by subpoena or court order
2. To report known or suspected instances of abuse, exploitation, or neglect of children and elders.
3. To warn another person that you have threatened his or her life.
4. When you are a danger to your own life.

RISKS and BENEFITS of THERAPY: While mental health/addictive disease therapy can be an effective mode of treatment for a variety of life problems, positive results cannot be guaranteed. One major benefit that can be gained from participating in treatment/therapy includes a better ability to handle or cope with family and other interpersonal relationships. Other benefits relate to the potential to resolve specific concerns brought to



treatment/therapy. Seeking to resolve issues between family members and other person can similarly lead to discomfort, frustration and relationship changes not originally intended. Grace Harbour, Inc. clinicians focus on the relational nature of therapeutic problems. At any time, you may ask your clinician(s) to explain more about how they work, why they are gathering information, or why they are prescribing a particular approach.

PAYMENTS & CANCELLATIONS: Payment is due at the beginning of each session. We accept cash, personal checks and credit cards. We work with a number of insurance companies via managed care contracts and we are responsible for filing claims for our services to insurances who are credentialed with; you must pay your insurance copay or co-insurance amount at the time services are rendered and any remaining balance towards your annual deductible. There are no exceptions. Other insurance plans (out of network) are accepted but you may be required to pay the difference between what is paid by the insurance and our normal rate. Payment arrangements are discussed during your initial session. We also charge for our time when you require written correspondence. This is billed according to the amount of time utilized with a minimum fee of \$25. This would include correspondence such as letters to other practitioners, disability applications, etc. Insurance will not pay for correspondence. We do not charge for customary insurance filing. Telephone consults are also billed at regular rates. The first 5 minutes we consider a professional courtesy to our relationship; thereafter, the time is billed at regular rates to the nearest quarter hour. Returned checks will incur a \$35 returned check fee. It is necessary to give your clinician or the Grace Harbour administrative staff at least 24 hours advance notice if you need to cancel or reschedule an appointment. If you give less than 24 hours advance notice, you will be charged at the full session fee, which must be paid before the beginning of your next session. If you miss an appointment without giving any notice at all, you will be charged the full session fee, which must be paid prior to the beginning of your next session. Insurance will not pay for broken/missed appointments. Failure to show for 3 consecutive session without proper notification will lead to administrative discharge from treatment.

LEGAL SERVICES & COURT TESTIMONY: If your involvement in any legal matters leads to any Grace Harbour, Inc. clinician being subpoenaed or court ordered to appear in court on your behalf, you will be charged a minimum of \$250.00 per hour for the time that the clinician spends preparing to testify, travel to and from court, waiting to appear, testifying, depositions, attorney correspondence/communication affidavits, etc. You are responsible for and agree to pay these charges whether or not the clinician ultimately testifies. An initial five hour retainer is required to be paid prior to the court date.

EMERGENCY PROCEDURES: If you are in a life and death emergency situation dial 911 for assistance or go immediately to your local emergency department. You can reach our therapist on call by calling our main number (770-486-1140) or call the Georgia Crisis and Access Line for any mental health emergency 1-800-715-4225.



COMPLAINT RESOLUTION PROCEDURES: The staff of Grace Harbour, Inc. wants to know that you are satisfied with your individualized program. We also understand that with any ongoing relationship, there may be times of conflict. It is important to all of us that you feel your complaints or concerns are heard. The following is a guideline and timeframe for filing complaints. The first person to call should I have any problem with my fellow participants or program staff is my therapist. I should expect to have he/she help me resolve the conflict within two (2) business days. Should I feel uncomfortable bringing my concerns to my therapist or feel that the situation has not been resolved to my satisfaction, I can contact my clinician's supervisor at the Grace Harbour office 770-486-1140. I can expect this situation to be resolved within five (5) business days. Should I not feel the situation is resolved to my satisfaction, I may contact Dr. Kevin Freeman, President and CEO of Grace Harbour at 770-486-1140. Again, we believe that in working together to address conflict and concerns can only serve to help you reach your goals in your treatment plan through the services that are provided by Grace Harbour, Inc.

MANDATED REPORTING STATEMENT: As required by our regulatory agencies, the following information is provided:

1. Grace Harbour, Inc. does not support nor condone the use of corporal punishment at any time.
2. Under state law, all supervisors, therapists, and employees of Grace Harbour are mandated reporters of child and elderly abuse and neglect. That is, we are required to make a report to the appropriate county office of the Department of Family and Children Services or related department when there is reasonable cause to believe that an elderly person or a child under the age of 18 years old has had physical injury inflicted upon him or her by a parent/caretaker by other than accidental means, has been neglected or exploited by a parent/caretaker or has been sexually assaulted or sexually exploited.

SUMMARY OF CLIENT'S RIGHTS COMPLAINT PROCESS: Any consumer (or guardian or parent if a minor), or representative, or any staff member may file a complaint alleging that a client's rights have been violated. A simplified outline of that process is provided below. You may choose to use the Grace Harbour's process or you may directly contact the Department of Behavioral Health and Development Disabilities Constituent Services and file a complaint with them. The full procedure appears in the Rules and Regulations on Client's Rights (Chapter 290-4-9) and is available to you on request.

Option 1: Grace Harbour's Process: Step 1: You can file your complaint with the Grace Harbour's Clinical Director. A form for this complaint is available on request, though you may also make your complaint by telephone or in person. Within 72 business hours, the Clinical Director will develop a written report and conclusion utilizing data gathered, witness observations, interviews and statements. You will be notified in writing of the action taken within 15 days of the complaint being filed.



Step 2: If your complaint is not resolved to your satisfaction, you may file a written request for an appeal/ review of your complaint by Grace Harbour's CEO. This request must be filed within ten (10) working days from the date of your request and you will be informed of the outcome within ten (10) days of filing the appeal.

Step 3: If you remain dissatisfied after a review by the CEO, you may, within ten (10) working days, request a further review by the Director of the Division of Mental Health, Developmental Disability and Addictive Diseases. The Division Director's decision will be final.

Option 2: Department of Behavioral Health and Developmental Disabilities and/or the HealthCare Facility and Regulation Division.

If you choose you may file an initial complaint or grievance to the DBHDD Office of External Affairs at 404-657-5964 (phone), 770-408-5439 (fax) or by email at DBHDDconstituentservices@dhr.state.ga.us There is additional information located at <http://dbhdd.georgia.gov>

Healthcare Facility Regulation Division, Specialized Care Section
Address: 2 Peachtree Street N.W., Suite 31.447, Atlanta, Georgia 30303-3142
Phone: 404.657.5700
Fax: 404.657.5708



CLIENT ORIENTATION

Name: _____ DOB: _____

The following information has been explained to me & I have had an opportunity to ask questions.

- Explanation of Client Rights and Responsibilities
- Explanation of Expected Benefits of Treatment
- Explanation of Compliant and Appeal Procedures
- Explanation of ways in which input can be given (open-door policy, suggestion box, surveys, etc.)
- Confidentiality Policies
- Intent/Consent to Treatment
- Behavioral Expectations of the Person Served
- Transition Criteria & Procedures
- Discharge Criteria & Plan
- Response to Identification of Potential Risk to the Person Served
- Access to After-Hours Services
- Standards of Professional Conduct related to services
- Requirements for reporting and/or follow up for the mandated person served, regardless of his or her discharge outcome.
- Any and All Financial Obligations, Fees, and Financial Arrangements for services
- Explanation of Grace Harbour's Health & Safety Policy- Including: the use of seclusion or restraint, use of tobacco products, illegal or legal substance brought into the program, prescription medication brought into the program, weapons brought into the program
- Explanation of Grace Harbour's Program Rules & Expectations – including restrictions on the person served, events, behaviors, and attitudes that will not be tolerated along with the consequences for such behavior, means by which a client may regain rights or privileges that have been restricted
- Client is familiar with the premises, including emergency exits, fire suppression equipment and first aid kits
- Client has been educated on Advanced Directives (if desired).
- Client has been educated on the process and purpose of the assessment
- Client understands the process of individualized treatment planning (i.e., how it will be developed) and how he or she will be expected to participate in the goal development and achievement, potential course of treatment/services, how motivational incentives may be used, expectations for legally required appointments, sanctions, or court notifications, expectations for family involvement, and process and consequences of non-adherence
- Identification of the person(s) responsible for service coordination and treatment provider
- Explanation of the potential for legal action, sanctions or court notifications
- Client has been given the name and contact information for the members of their treatment team
- Client has been given a chance to ask questions and have them answered in a way that is understandable to them.
- Client has been given a copy of the Client Rights and Responsibilities and Client Orientation Manual.

Substance Abuse Service Specific:

- Client understands the requirement for a medical assessment and TB & RPR Tests
- Client understands the Program Attendance Schedule and Group Rules
- Client understands the information about Grace Harbour's Aftercare services and 12-step Support Group.

Client Signature: _____ Date: _____

Staff Signature: _____ Date: _____



Please let us know how we are doing.

Take our online satisfaction survey located at the following website:

<http://gharbour.com/education/>

Grace Harbour Behavioral Health
Corporate Address: 200 Westpark Drive, Suite 325
Peachtree City, Georgia 30269
Phone 770-486-1140
Fax 678-669-2693
www.gharbour.com