

Welcome

Orientation Handbook



September 15, 2023

Website: www.colmhc.org

Providing Quality Behavioral Health Services Since 1963

Since The Counseling Center opened in 1963, thousands of individuals and families have benefited from the services we offer. We hope we can assist you as well.

Counseling Center staff members want you to be comfortable and informed while at our locations. On the following pages you will find information about The Counseling Center and about our services.

You are asked to read this handbook carefully and to ask any questions you may have. We recommend that you keep this handbook for future reference.

LOCATIONS and HOURS OF OPERATION*

<u>Lisbon</u>	<u>*East Liverpool/Calcutta</u>	<u>*Salem</u>	
40722 State Route 154 330-424-9573	15613 Pineview Dr., Suite A 330-386-9004	166 Vine Avenue 330-332-1514 (1 st Floor) 234-575-0222 (2 nd Floor)	
Mon. 8 am - 9 pm Tues. 8 am - 9 pm Wed. 8 am - 9 pm Thurs. 8 am - 9 pm Fri. 8 am - 5 pm	Mon. 8 am - 6 pm Tues. 9 am - 8 pm Wed. 8 am - 6 pm Thurs. 9 am - 8 pm Fri. Closed	(1 st Floor) Mon. 9 am - 8 pm Tues. 8 am - 8 pm Wed. 8:30 am - 8 pm Thurs. 9 am - 7 pm Fri. 9 am - 5 pm	(2 nd Floor) Mon. 8 am - 6 pm Tues. 10 am - 8 pm Wed. 8 am - 6 pm Thurs. 10 am - 8 pm Fri. Closed

The Counseling Center has an AFTER HOURS CRISIS INTERVENTION SERVICE that can be accessed by calling HELP NETWORK OF NORTHEAST OHIO at 1-800-427-3606. You may also call The Counseling Center main phone number at the Lisbon Office, 330-424-9573, and your call will be answered by Help Hotline. Call 330-424-9573 for Crisis Intervention Services during business hours.

*Please be aware that days and/or hours may change in the future, particularly at the Salem and East Liverpool/Calcutta offices. If this occurs, you will be advised when scheduling your appointments.

IT IS THE POLICY OF THE COUNSELING CENTER TO SERVE ALL PERSONS WITHOUT REGARD TO RACE, COLOR, NATIONAL ORIGIN, SEX, GENDER, ETHNICITY, PHYSICAL OR MENTAL DISABILITY, RELIGION, AGE, HEALTH STATUS, OR ABILITY TO PAY.

THE COUNSELING CENTER

MAKING THE FIRST CONTACT

Most people make their first contact with The Counseling Center by telephone. The calls are directed to one of the Screeners, who are trained to gather background information, assess the problem, and talk with the caller about which service or services may be appropriate.

During this screening, fees and insurance coverage will be discussed. After this initial discussion, an appointment is scheduled to meet the caller's needs. In some cases, we may not be able to provide the help being requested. In this event, the screener or other staff member will help the caller identify other available resources.

PRIVACY

We take your privacy very seriously. By law, we are required to keep any information about you and your treatment strictly confidential. It is important to the treatment process for you to feel free to discuss difficult personal matters. We can release information about you only if you personally approve in writing. The only exceptions to this policy are when elder or child abuse, neglect, or dependency are suspected; when the court orders release of information; or when a client threatens serious harm to self or others. We have an obligation to protect the client, others, and the community. Please see your Client Rights & Responsibilities booklet for additional information.

WHAT HAPPENS IF I MISS AN APPOINTMENT?

The services offered by The Counseling Center are valuable and the time set aside for you is also valuable. Regular attendance at scheduled appointments is important to your progress. If you are unable to keep an appointment, you are expected to call and cancel at least 24 hours in advance, or as soon as you know you will not be able to keep your appointment. This courtesy enables us to move another person into that time slot. If you miss an appointment due to circumstances beyond your control, please call us as soon as possible to reschedule. Should you repeatedly miss appointments without canceling, we will need to discuss the situation with you prior to scheduling additional appointments.

CODE OF ETHICAL CONDUCT

It is the policy of The Counseling Center that all employees will conduct their business related activities with integrity, fairness, and in accordance with the highest ethical standards related to the clinical practice and administration of mental health and substance abuse services. Employees will not engage in activities that interfere with or create a conflict of interest with their position at the agency.

All employees must be aware of and uphold the ethical standards related to their position at The Counseling Center, as included in the agency policy and procedure manuals. In addition, state licensed service providers, including social workers, counselors, chemical dependency specialists, psychologists, nurses and physicians must adhere to their specific Codes of Ethical Practice depending upon their discipline.

Included in The Counseling Center's policy and procedures manuals is the complete Code of Ethical Conduct. The complete Code addresses Business, Marketing, Service Delivery, Professional Responsibilities, Human Resources and Contractual Relationships. Listed below are specific ethical standards which are directly related to the services you and your family may receive.

- The Counseling Center will maintain and submit accurate records relating to all billing and reporting to its payers. All employees who document any services shall do so honestly, describing the service actually rendered.
- Counseling Center employees shall adhere to all professional standards and all state and federal laws related to privacy/confidentiality of all records and knowledge concerning the client.
- Counseling Center employees shall not discriminate based on race, color, national origin, physical or mental disability, religion, age, health status, or ability to pay.
- Counseling Center employees will honor the 'Client Rights' of all persons served, as previously put forth by the Ohio Department of Mental Health and Addiction Services (OMHAS).
- All persons served have the right to appropriate informed consent, self determination and access to records.
- No client shall be verbally, physically or sexually abused in any manner by a Counseling Center employee.
- Employees shall not initiate a personal, social, or sexual relationship with a client served. In the event that a staff member has a pre-existing relationship with a client, or client's parent, guardian or immediate family member, that staff member and the staff member's supervisor will work to resolve the conflict in the best interest of the client.
- Professional staff have a responsibility to maintain high standards of professional competence and to provide the highest quality of care possible to each person served.

COUNSELING CENTER SERVICES

DIAGNOSTIC ASSESSMENT (INTAKE)

The clinician assists the individual or family in identifying problems, symptoms, needs and strengths. With the client's or family's input, the clinician determines what treatment services will be most helpful.

PSYCHOLOGICAL ASSESSMENT

Assessments are conducted by professionals trained in psychological testing. These evaluations are sometimes requested by courts or by Center staff to accurately diagnose a mental health or substance abuse problem. These assessment services may also be used to assist in determinations, including allocation of parental rights or sentencing in criminal matters.

ADULT AND CHILD COUNSELING PROGRAMS

Brief Therapy: Efficiently organized Counseling for a wide range of problems, usually fewer than ten sessions.

Individual Counseling: Private, one-to-one sessions with a licensed therapist to help resolve your problems and concerns.

Family Counseling: Parents and children working together with a licensed therapist to help the family get along better.

Couple Counseling: A couple working together with a licensed therapist to resolve problems and differences.

Group Therapy: Persons with similar needs support each other by sharing similar experiences and building specific skills in groups such as Anger Management, Mood Recovery and Pain Management.

CRISIS INTERVENTION SERVICES

Crisis services are available 24 hours a day. During business hours, individuals or other providers can call the Center and request to speak with a crisis worker. When the Center is closed, all calls to the Center are automatically forwarded to Help Network of Northeast Ohio. Help Network can also be reached directly 24 hours a day by calling 330-424-7767 or toll free at 1-800-427-3606.

PSYCHIATRIC SERVICES

Counseling Center Psychiatrists and Advanced Practice Nurses perform psychiatric evaluations and prescribe medications in keeping with current psychopharmacology practices. Adult and youth psychiatric care is individualized to meet the client's needs.

SPECIALIZED SERVICES FOR YOUTH AND FAMILIES

Project F.O.C.U.S. (Families of Children Under Stress): Child and Family Community Support Workers assist youth and their families with management of emotional and behavioral problems at home, at school, and in the community by identifying strengths and needs, providing education/support, skill building, coordinating/linking to services, advocating for youth, and crisis prevention.

Positive Beginnings: Early childhood programming focused on helping parents, caregivers, and early care providers build healthy social and emotional environments for their children. Addresses behavioral concerns in children ages 3-5 through parenting skills development, social skills development, educational readiness, and resource assistance. Service delivery includes: prevention, education, and consultation.

Project S.A.F.E. (Support, Assistance & Family Education): A parenting program designed to help parents referred by Columbiana County DJFS increase their parenting skills.

SUBSTANCE USE DISORDER PROGRAMS

The Counseling Center offers an intensive, multi-disciplinary, holistic approach to treatment of chemical abuse and dependency. In addition to Assessment, the Substance Use Disorder Program offers the following programs in the East Liverpool/Calcutta, Salem and Lisbon sites.

Individual Sessions: Individual sessions focus on the negative effects of chemical use; provide direction to assist the client in leading a more fulfilled life; and assist the client in understanding the problems related to use.

Insight Group: Insight Group is a small group program focusing on gaining insight into the negative effects of chemical use/abuse and related information.

Intensive Outpatient Program: The Intensive Outpatient Program (IOP) is designed for those who are addicted to mood altering chemicals or are at high risk dependency levels. IOP meets for 2.5 hours, 4 days per week, for four consecutive weeks.

Aftercare Group: Aftercare is a small group program focusing on relapse prevention techniques and information.

R.E.A.C.H. Group: The group is designed to help group members gain knowledge and insight into the disease of addiction and develop healthy living skills to support recovery.

S.A.M.I. (Substance Use Disorder/Mental Illness): SAMI Case Management is a Community Support Program for individuals who have both mental illness and substance use disorder issues.

COMMUNITY SUPPORT SERVICES

Community Assessment: In-home or in-community evaluations for individuals with symptoms of mental illness.

Community Psychiatric Supportive Treatment (CPST) Services: This program assists clients with serious mental illness to become more self-sufficient and move into the Recovery process. CPST links clients with resources and services to meet their needs.

Transition to Independence Process (TIP) Program: Provides transition-aged young persons (ages 16-25) with community-based support services to assist them in reaching developmental and transitional goals so they may reach their highest level of self-sufficiency and independence. Goals are focused on areas of employment and career, educational opportunities, living situation, community life functioning, and personal effectiveness and well-being.

Therapeutic Behavioral Services (TBS): These are community based clinical services provided to individuals to improve their social, communication, problem solving, conflict resolution, and independent living skills.

Residential Services: A program for persons with severe and persistent mental illness or those diagnosed with substance abuse and mental illness. Those who are in need of housing, including individuals who meet this criteria, and families with severely emotionally disabled (SED) children, are assisted in obtaining permanent supportive housing.

Outreach Services: This program provides assessment, outreach, and peer support to persons with severe mental disabilities who are homeless or in danger of becoming homeless.

Temporary Residential Services: Provides safe, temporary housing for persons who are homeless and have severe and persistent mental illness, or persons who are dually diagnosed as having severe and persistent mental illness with substance abuse problems.

Payeeship Program: This program assists persons with severe mental illness lead healthier more stabilized lifestyles through developing effective decision making and budgeting skills. These skills will aid individuals in managing their income and stabilization within their communities.

EMPLOYMENT SERVICES: Services are designed to assist the job seeker in choosing, obtaining and maintaining community employment that is compatible with their individual preference and ability. The Center utilizes the Evidence Based Supported Employment model to advocate for employment in the recovery process. Staff will link participants with the appropriate funding source, to ensure implementation of needed services to obtain their employment goals.

PREVENTION SERVICES:

SPEAK (Suicide Prevention Education and Kindness) Program: This is a school-based service which provides suicide prevention and mental health education in a classroom setting. It focuses on teen empowerment and family and school staff engagement. Using the educational platform of *Erika's Lighthouse*, the program provides students with skills to talk to each other, their parents, their teachers and counselors.

Triple P (Positive Parenting Program): Gives parents and caregivers practical tools to build strong relationships, manage their children's behavior and prevent problems from happening in the first place. Triple P works across cultures and for many different types of families.

Early Childhood Mental Health Intervention: Offers Consultation and Education services to children in their parents during preschool and Kindergarten years. Referrals to relevant specialists are provided based on the youth's assessed needs.

ADMISSION

The Counseling Center does not discriminate in providing Intake and Reopen services.

Individuals may be self referred or referred by another agency, health care provider, school, court, clergy, etc.

Individuals must meet the admission criteria for the program they are requesting. Following the initial diagnostic assessment, an individual may be referred to a different Counseling Center program, or given information and/or a referral to an outside resource that may meet his/her or the family's needs.

Screening is the process of calling or coming to The Counseling Center to schedule a first appointment or to return to services after previously discontinuing. The screener will ask how we may help you. If it is determined during screening that an individual does not meet admission criteria, the individual will be advised of the reason during the telephone or walk-in screening.

If the individual requests a service during screening that The Counseling Center cannot provide, the screener will make every effort to provide helpful resource information to the individual.

DISMISSAL AND RE-ADMISSION

It is not the practice of The Counseling Center to involuntarily dismiss or discharge clients from Counseling Center services. There may, however, be severe circumstances or events which require action on the part of The Counseling Center administration in order to protect employees and/or property, or to act in the best interest of the client. These circumstances or events include threat of violence, violent behavior, property destruction, bringing illegal drugs or weapons onto Center property and other actions which could endanger clients, staff, or visitors of The Counseling Center.

Each situation or event which occurs and may lead to involuntary dismissal/discharge will be thoroughly reviewed by clinical and administrative staff. A decision to implement a plan to address the problem with the client or to discharge the client will be presented to the client. In the case of discharge, The Counseling Center will work with the client to access alternative services/resources if the client chooses to do so.

If the client requests to be re-admitted to The Counseling Center at a later date, the case will be reviewed by the Executive Director and the Director of Client Services prior to a decision regarding re-admission.

INTAKE/ASSESSMENT

The Counseling Center offers Mental Health and Substance Use Disorder Diagnostic Assessments, which are generally the first service the client receives. Following assessment most individuals participate in one of the many services or programs listed in this handbook. In addition to your initial assessment, there may be an additional assessment for a specific program such as Employment Services, Medical/Psychiatric Services or Community Support Services.

TREATMENT PLAN DEVELOPMENT

Your Treatment Plan or Individual Service Plan will be developed with you, and your goals will be based on the problems you want to work on. We will work with you to plan the steps to be taken to reach those goals.

If you are involved with more than one service at The Counseling Center, goals for all services will be included in your plan.

You have the option of having others, such as family members, involved in your treatment planning.

Treatment plans change as goals are accomplished and new goals are set. Plans are reviewed at least every 180 days and revised whenever there is a change that effects your treatment.

You have a right to be provided a copy of your plan. If you are not given a copy, please ask your provider for one.

COORDINATION OF SERVICES

If you participate in only one service at The Counseling Center, the provider (or Center staff member) for that service will be your case coordinator. If you are involved in more than one service, you will be advised of who your case coordinator is, and that person will coordinate your individual treatment plan.

TRANSITION/DISCHARGE

Transition or discharge takes place when you move to a different program or when you have completed your services at The Counseling Center. A plan is developed with your provider that will address your progress while participating in Counseling Center programs and will identify any on-going needs you may have. Your providers will assist you in accessing any other programs or services that may be helpful to you after you leave The Counseling Center. Keep in mind that you can return to the Center in the future if needed.

INPUT FROM OUR CLIENTS

The Counseling Center has a system to continuously obtain and review information from clients regarding the Quality of Care they received. The Counseling Center strives for continued improvement of its services to clients and the community.

Input from clients is collected for review by the Quality Improvement Committee using a Satisfaction Survey following discharge from Center services. Participation in the Client Satisfaction Survey is not required but is encouraged. Satisfaction Surveys are sometimes mailed to clients, or clients are contacted by phone, depending on the situation and the client's preference.

The Community Support Adult and Youth Ohio Surveys are also distributed and completed by CPST and SAMI clients and parents/guardians if they agree to do so. These surveys focus on satisfaction and perception of care while participating in services.

Clients may also submit comments and suggestions using the comment boxes in the reception/waiting rooms, or they may ask to speak to someone who can answer their question or listen to their comment or concern.

In addition to client surveys, The Counseling Center conducts an annual Referral Source Satisfaction Survey to gather information from other agencies and programs, courts, schools, and health care providers.

FINANCIAL ARRANGEMENTS FOR SERVICES

Thank you for trusting The Counseling Center to be your mental health provider. This financial policy should answer questions regarding patient and insurance responsibility for services rendered. Please review it carefully and feel free to ask us any questions that you may have.

BOARD (sliding fee): The Columbiana County Mental Health and Recovery Services Board (CCMHRSB) wants to insure that all Columbiana County residents receive quality mental health treatment. To achieve this goal, they subsidize treatment for qualified individuals. A discount is given based upon income and is available to Columbiana County residents only. You will be asked to provide income information at the time of your registration, which will be updated yearly and anytime there is a change in financial information. The Center will bill all other payers prior to billing CCMHRSB and you will be responsible for providing current and accurate insurance information. Failure to do this may result in loss of this discount.

INSURANCE: We accept and participate in most major insurance plans. Your insurance is a contract between you and the insurance company and it is your responsibility to know your insurance benefits. As a courtesy, we will bill all of your insurance companies and assist in any way that is reasonably possible to help get your claims processed. To do this, we must receive all the information necessary to bill. If this information is not provided to us in a timely manner, you will be billed. In addition, your insurance company may request information from you. Failure to provide this information to the insurance company will result in you being 100% responsible for payment. We cannot bill a secondary insurance including Medicaid or the CCMHRSB until the primary payer has processed.

MEDICAID: We participate with the Ohio Medicaid program and all Ohio Managed Care Companies.

MEDICARE: We participate with Medicare Part B and most Medicare Managed Care plans. You are responsible for providing accurate and current information about your Medicare benefits. You are also responsible for paying any co-insurance, co-pays, or deductibles as required by your plan. Medicare Part B services are not eligible to receive a CCMHRSB discount.

PAYMENT: You are responsible for payment of any fees not covered by insurance or other third party payer. Payments can be made at the reception desk at our offices, by mail or by phone. Payment is expected at the time of service or upon receipt of the monthly statement. If for any reason you are unable to pay your balance in full, please contact us to discuss payment arrangements.

NON PAYMENT AND COLLECTIONS: Any account not paid within 30 days of billing will be considered delinquent. If a balance is more than 120 days delinquent, it may be sent to a collection agency.

CONTACT US: If you have any questions, would like to make a payment, discuss a payment plan or update your information please call 330-424-9573 extension 412. Please leave your name, phone number, account number and the name on the account along with your reason for calling. We cannot discuss an account with someone other than the account holder unless they are the legal guardian of the account holder or we have written permission to do so.

HEALTH AND SAFETY AT THE COUNSELING CENTER

Counseling Center staff members want you to feel comfortable and safe while at our locations.

- **Exits and Safety Drills**

Each Counseling Center site has clearly marked exits, fire suppression equipment, plans for emergency shelter and first aid supplies. Each site also is equipped with an Automated External Defibrillator (AED). In the event of a drill or an emergency, Counseling Center staff will provide direction.

We encourage you to speak to a staff member about any safety concerns you may have while at The Counseling Center.

- **Smoking, E-Cigarettes, and Other Tobacco Products**

The Counseling Center adheres to a “**No Smoking**” policy in Counseling Center buildings and within 20 feet of the buildings. Smoking is prohibited in Counseling Center transport vans.

The use of any type of e-cigarettes inside of Counseling Center locations and vans is prohibited.

Other types of tobacco use, including but not limited to, chewing and dipping are prohibited inside Counseling Center locations.

- **Over the Counter and Prescription Medications**

The Counseling Center strives to limit the inappropriate use of both illegal and legal substances. Thus, any person who brings legal, over-the-counter (OTC) drugs onto any of the Center’s premises must ensure that the drugs are secured in the original, store-bought container (not in any makeshift or loose container/wrapping) and maintained on the individual’s person (i.e., pocket, purse, etc.) at all times while on the premises. Similarly, any person who brings prescription medication onto any of the Center’s premises must ensure that the medication is secured in the original, pharmacy labeled container (not in any makeshift or loose container/wrapping) and maintained on the individual’s person (i.e., pocket, purse, etc.) at all times while on the premises. The Center acknowledges a person’s medical condition, in rare circumstances, may warrant special consideration; if needed, their situation would then be reviewed on a case by case basis.

- **Alcohol and Illegal Drugs**

The Counseling Center’s Policy regarding Legal and Illegal Drugs (including alcohol) states the following: Any person (clients, visitors or staff members, etc.) is absolutely prohibited from unlawfully manufacturing, distributing, dispensing, possessing or using illegal substances or alcohol at any of our facilities. Persons violating the above will be required to leave the premises. Any person who appears to be impaired due to the use of any drug, including alcohol, will be asked not to leave operating a vehicle. The individual will be advised to acquire a ride by contacting a family member or friend, or calling a cab. If a person insists on driving which may endanger him/her and others, the local police department will be notified.

- **No Weapons Policy**

In the interest of maintaining an environment that is safe and free of violence, The Counseling Center prohibits the wearing, possessing, transporting, storage, presence or use of all weapons, concealed or otherwise, on agency property and in any agency programs. This policy applies whether or not the person responsible for the weapon is otherwise licensed/permitted to carry it. This policy does not apply to any law enforcement personnel engaging in official duties. A client, visitor, vendor or employee who violates this policy may be removed from the property and reported to police authorities.

- **Seclusion and Restraint**

It is the policy of The Counseling Center that seclusion and/or restraint are not to be used at any of its sites or in any of its programs. Restraint is never applied except in a severe crisis when the client, staff or others are in imminent danger of physical harm without intervention. Use of seclusion or restraint is reported by The Counseling Center to the Columbiana County Mental Health and Recovery Services Board and Ohio Mental Health Addiction Services.

ADVANCE DIRECTIVE FOR MENTAL HEALTH TREATMENT

An Advance Directive Declaration for Mental Health Treatment is a legal document. It empowers you to name a proxy, a trusted friend or family member, to make mental health care decisions when your physician or psychiatrist and one other mental health professional determine that you have lost the capacity to make informed decisions for yourself.

Many people with a history of mental illness live in fear of what will happen if they lose the ability to make decisions. When you develop an Advance Directive Declaration for Mental Health Treatment, you may leave instructions and name a proxy to act on your behalf. It is a proactive approach to making your own decisions about your mental health care.

An Advance Directive Declaration for Mental Health Treatment may include instructions to your proxy as to what you want done, who you wish to see or not see, where you want to go for treatment and other very important issues related to treatment preferences.

An Advance Directive Declaration for Mental Health Treatment may address issues such as:

- **Choice of medications you may or may not want to take.**
- **Choice of where treatment is provided.**
- **Preferences about types of treatment (e.g. for or against electroconvulsive treatment).**
- **Choices about the temporary care of children.**

To learn more about developing an Advance Directive for Mental Health Treatment, contact The Columbiana County Mental Health and Recovery Services Board (MHRSB) and they will assist you. The phone number for the MHRB Board is 330-424-0195.

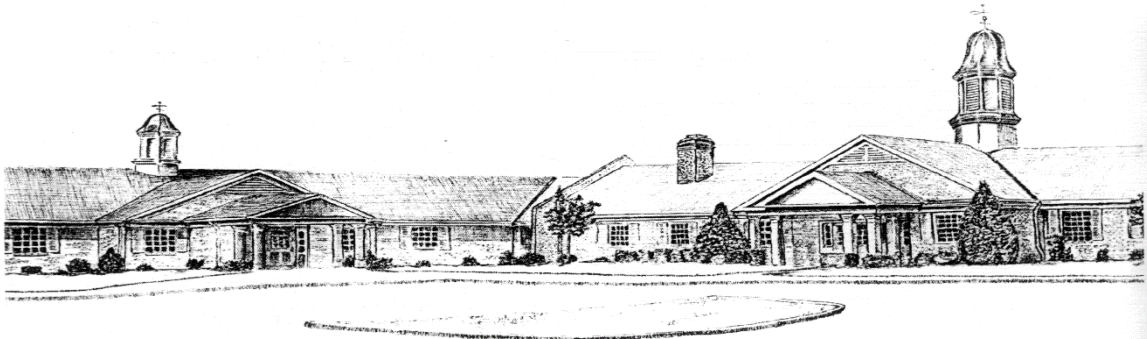
The Columbiana County Mental Health and Recovery Services Board provides and supports many peer activities and groups for those recovering from mental illness and/or substance abuse. You may ask your service provider for information or see the "Welcome to Recovery" booklet in the reception area.

The Counseling Center is a contract agency of
The Columbiana County Mental Health and Recovery Services Board

OUR MISSION:

It is our Mission to improve the lives of individuals and families by meeting the behavioral health needs of our community. We accomplish this through:

- **Excellent customer service**
- **Evidence –based practice**
- **Continuous performance improvement**
- **Recovery-focused care that is comprehensive, effective, and affordable.**



"A Facility of Hope"

CERTIFICATION:

OHIO MENTAL HEALTH AND ADDICTION SERVICES

<https://mha.ohio.gov/home>

ACCREDITED BY:

COMMISSION ON ACCREDITATION OF REHABILITATION FACILITIES

<http://www.carf.org/>