

Client Name: _____

KBH ID: _____



Orientation Manual

ORIENTATION GUIDELINES

Hours of Operation. The switchboard is open from 8:00 am to 6:00 pm. After hour crisis services can be obtained by calling CRISIS RESPONSE SERVICES at 1-888-568-1112.

Intake Assessment. An intake assessment is provided in order for us to understand your treatment needs.

Care Coordination: You will be given the name of the person responsible for coordinating your care. This person will assist you in getting other needed services and/or information you may need including information on ADVANCED DIRECTIVES, which can outline your instructions regarding the healthcare you would like to receive in the event you are unable to make decisions for yourself.

Ways in which your input is gathered and used. KBH is dedicated to continuous quality improvement of our services, consumer outcomes and consumer satisfaction. In order to achieve these goals we ask you for your input and feedback in a variety of ways including:

- Σ Satisfaction surveys
- Σ Follow up discharge surveys
- Σ Outcome Questionnaires (what we call the OQ process)
- Σ Each program has performance improvement goals to work toward
- Σ Comments from you obtained by comment boxes and/or surveys

We use this information to improve service delivery, improve your satisfaction with our programs, facilities and staff, improve your outcomes in our services and better meet your needs and the needs of the communities we serve.

Professional Standards: All staff follows Guidelines specific to their license and our organization's Standards of Conduct. These Standards of Conduct can be reviewed on our website at www.kbhmaine.org, and can also be obtained by contacting our Corporate Compliance Officer at 1-888-322-2136 or 207-873-2136, ext. 2211.

The following are not allowed on KBH property.

- Σ Smoking (except in designated areas)
- Σ Illicit drugs or alcohol**
- Σ Weapons

Illicit drugs (prescription or non-prescription) are to be kept by the patient, used only as directed, and are not to be dispensed to others, per agency policy

The following apply to all programs and services and are for your safety:

- Σ All consumers will be escorted in our facilities. These staff will be of assistance to you in the event of an emergency. These staff will direct you to emergency exits if necessary and have access to fire suppression equipment and first aid kits should the need arise.
- Σ No children under the age of 12 will be unattended in our waiting areas.
- Σ Seclusion and Restraint is not used in our facilities or programs. Emergency procedures will be activated to ensure your safety and the safety of others should the need arise.

At your orientation you will have received the following:

- Σ Agency Orientation Booklet containing the following:
 - Agreement to use and pay for our services
 - Summary of the Rights of Recipients of Mental Health Services
 - Information about our Programs and Services

- Information about Infection Control
- Σ Brochure on our OQ process
- Σ Notice of Privacy Practice
- Σ Fee Schedule

AGREEMENT TO USE AND PAY FOR OUR SERVICES

We offer you quality care

The staff members who treat you are supervised by a Licensed Mental Health Professional. This means that a supervisor reviews how treatment staff understands, label, and treat client problems. Your treatment provider may discuss your issues and problems with the supervisor. We also use a team approach here: this means that we sit down and talk together about some of our clients and how best to help them in order to ensure optimum care and treatment outcomes.

If you need to miss an appointment, please cancel in advance

If your treatment provider is sick or unable to see you, we will let you know as soon as possible. We expect the same from you. If you cannot come to an appointment, please call. If possible, let us know at least 3 days before, so we can schedule another client. If you don't, it may take a long time to give you another appointment.

We expect to be paid for services

Clients must agree to pay us according to the fees in our Fee Schedule. We will talk about our fees with you. There are several ways to pay:

- Insurance: If you have health insurance, we will file insurance claims for you at no extra charge. When you sign below, you agree that the insurance will pay us directly. We expect them to pay us within 90 days of the billing date. If they do not or if they argue about paying, it's up to you to settle the dispute with the insurance company. You must also let our business office know how you will pay the bill.
- Co-Payments: Most insurance requires you to make a co-payment. This amount is due at each visit.
- Private Payment: If you are paying for services yourself, payment is due at each visit. If you don't pay for 2 visits in a row, we may not give you another appointment until your balance is zero.

Payment for minor children

If you are the parent of a minor child who is here for treatment, you are responsible for any part of the bill not paid by insurance. Be sure to let us know about any insurance you have or the child's other parent might have for your child. We will file insurance claims.

Statements about what you owe and our right to collect payment

Each month, we will send you a statement about what you owe and what has been paid, either by you or by your insurance company. If the statement seems to have a mistake, please call and let us know.

Please be aware that if we are not paid, we have the right to release your name to a collection agency or the court system.

RIGHTS OF RECIPIENTS OF MENTAL HEALTH SERVICES

This is a summary of your rights as a recipient of Outpatient Services under the *Rights of Recipients of Mental Health Services* and the *Rights of Recipients of Mental Health Services who are Children in Need of Treatment* and related KBH policy 4001. You have a right to obtain a full copy of the Rights from this Agency or from the Department of Health and Human Services, 40 State House Station, Augusta, Maine 04333 Tel: 287-4200 (V), 287-2000 (TTY). If you are deaf or do not understand English, an interpreter will be made available to you so you can understand your rights.

1. Basic Rights. You have the same civil, human and legal rights, which all citizens have. You have the right to be treated with courtesy and full respect for your individuality and dignity.
2. Confidentiality and Access to Records. You have the right to have your records kept confidential and only released with your fully informed signed consent. You have the right to review your record at any reasonable time. You may add written comments to your record to clarify information you believe is inaccurate or incomplete. No one else can see your record unless you specifically authorize them to see it, except in instances described in the complete Rights book. KBH adheres to applicable state and federal policies regarding confidentiality and protected health information.
3. Individual Treatment or Service Plan. You have the right to an Individualized Plan, developed by you and your worker, based upon your needs and goals. The Plan must be in writing and you have the right to a copy of it. The Plan needs to specifically detail what everyone will do, the time frames in which the tasks and goals will be accomplished and how success will be determined. The Plan must be based upon your actual needs and, if a needed service is not available, detail how your need will be met.
4. Informed Consent. No services or treatment can be provided to you against your will. If you have a guardian, he or she is authorized to make decisions without your consent. You have the right to be informed of the possible risks and anticipated benefits of all services and treatment, including medications, in a manner which you understand. If you have any questions, you may ask your worker or anyone else you choose before making decisions about treatment or services. If a guardian has been authorized to make decisions for you, the guardian has the right to be fully informed of all risks and benefits of proposed treatment or services.
5. Assistance in the Protection of Rights. You have the right to appoint a representative of your choice to help you understand your rights, protect your rights or help you work out a treatment or service plan. If you wish a representative, you must designate this person in writing. You can have access to the representative at any time you wish and you can change or cancel the designation at any time.
6. Freedom from Seclusion and Restraint. You cannot be secluded or restrained in an Outpatient setting.
7. Right to File a Grievance. *Should you feel any of your rights have been denied at KBH, you (or a personal representative) may institute a grievance as follows:*
 - 1) Discuss the concern with your primary provider, who will afford you every opportunity for an informal resolution of concerns.
 - 2) If further resolution is deemed necessary, the primary provider will provide information to you (or a personal representative) regarding a formal resolution of grievances. You will be informed how to contact the KBH Complaint Officer, who can assist you in using the KBH grievance procedure.

You have the right to have your grievance answered in writing, with reasons for the decision. You may appeal any decision to the Department of Health and Human Services. You may not be punished in any way for filing a grievance. For help with grievances, you may contact the Office of Advocacy Services, 40 State House Station, Augusta ME 04333-0040 (Telephone: 287-4220) or Maine Advocacy Services, P.O. Box 2007, Augusta, ME 04330 (Telephone: 1-800-452-1948). Your

rights to due process are further specified in the RIGHTS of RECIPIENTS of MENTAL HEALTH SERVICES, a copy of which is available to you.

INFECTION CONTROL

Information for your health and safety

Infection Control Starts With You

What Are Some Infectious Diseases I Should Be Aware Of?

- Σ Influenza (the Flu)
- Σ Blood borne viruses
- Σ Hepatitis A, B, C
- Σ HIV/AIDS
- Σ Tuberculosis
- Σ Gastrointestinal illness (Stomach flu)
- Σ Sexually Transmitted Diseases
- Σ Lice

What Causes These Infectious Diseases?

- Σ Viruses
- Σ Bacteria
- Σ Other organisms

They are transmitted from infected person to surfaces or others who come in contact with them.

Keys to Infection Control

- Σ Cover your mouth and nose when you sneeze or cough
- Σ Wash your hands often
- Σ Avoid touching your eyes, nose or mouth
- Σ Stay home and keep children home from school when sick and check with a health care provider when needed
- Σ Practice good health habits
- Σ Keep food prep surfaces and areas clean
- Σ Clean children's toys frequently
- Σ Clean and disinfect bathroom facilities regularly

10 Most Common Causes of Infection: YOUR HANDS.

Hand washing is the MOST effective way to stop the spread of illness

Wash hands after:

- Σ Handling food or eating
- Σ Using the bathroom or changing diapers
- Σ Sneezing, blowing your nose or coughing
- Σ Touching a cut or open sore
- Σ Playing outside or with pets.

Here's how:

- Σ Use warm running water
- Σ Use soap and scrub for 20 seconds – get your nails!
- Σ If no water – use alcohol based gel

From: www.mainepublichealth.com		
Symptoms	Cold	Flu
Fever	Rare in adults, but as high as 102 F for infants and small children	Usually 102 F or higher and lasts 3-4 days
Headache	Rare	Sudden and can be severe
Muscle Aches	Mild	Usual and often severe
Tiredness and Weakness	Mild	Often extreme, can last for

		weeks
Extreme Exhaustion	Never	Sudden and can be severe
Runny Nose	Often	Sometimes
Sneezing	Often	Sometimes
Sore Throat	Often	Sometimes
Cough	Mild	Usual

Contact Us:

67 Eustis Parkway
Waterville ME 04901
Phone: 207-873-2136
Fax: 872-4522

66 Stone Street
Augusta ME 04330
Phone: 207-626-3455
Fax: 207-626-3612

30 High Street
Skowhegan ME 04976
Phone: 207-474-8368
Fax: 207-474-7794

736 Old Lewiston Road
Winthrop ME 04364
Phone: 207-377-8122
Fax: 207-377-8564

PROGRAMS AND SERVICES

Access Center

The Access Center is the single point of entry for referrals for Psychotherapy, Counseling, Medication, Adult Rehabilitation, and Substance Abuse/Dual Diagnosis programs. Financial Assistance Services as well as Information and Referral are provided.

Adult Rehabilitation Services

Community Integration

Services involve case management, community support, and community integration services. They may include monitoring for safety and stability, cuing and modeling, teaching practical and cognitive emotional skills required to maintain psychiatric stability and attain the highest possible functioning with the least amount of professional support.

Vocational Clubhouse Program-

High Hopes Clubhouse in Waterville and Capitol Clubhouse in Augusta are based upon and implement the Clubhouse Model of Psychiatric Rehabilitation. The Clubhouses offer members a rehabilitative environment focused on enhancing member's social, vocational, emotional, and interpersonal skills to be active and successful in their daily lives and communities. Both the High Hopes and Capitol Clubhouses hold a three year certification by the International Center for Clubhouse Development (ICCD). Staff and members work side by side in running all aspects of the program.

Child and Family Services

Child and Family Behavioral Health and Visitation Services

Child and Family Behavioral Health and Visitation Services is an intensive, in home program focused on assisting the parent or caregiver to understand the child's behavioral and developmental needs and to develop plans to improve the child's functioning in the home and community.

School-based Services

School-based Services involve a community collaboration in which licensed mental health staff provides mental health services to children in contracted schools including assessment, group and individual mental health treatment, and consultation with parents and school personnel.

Multi-Systemic Therapy Program

The program works with the child and other family members in addressing the serious issues, which if unresolved, could lead to the child's removal from the home. In addition, MST treatment identifies, supports, and strengthens the family's internal and external resources and organizes them to meet the needs of the child and family.

Clinic Based Services

BEHAVIORAL SERVICES

Outpatient

Outpatient services are available to treat a wide range of problems including, but not limited to anxiety, stress, mood, trauma, sexual, personality, adjustment, eating, impulse, developmental, behavioral, and family and social problems. Specific services are provided for adults, children, and for child maltreatment.

Substance Abuse/Dual Diagnosis

- Substance Abuse Services are designed to serve those individuals and families whose lives have been disrupted by the abuse of alcohol or other drugs. The primary focus of treatment is the complexity of a person's thoughts, feelings, and behaviors in relation to alcohol or other drug abuse.
- Dual Diagnosis Services are designed to treat individuals and families who have co-occurring mental health problems related to emotional, behavioral, or cognitive disorders in addition to any substance-related disorders.

Services provided include individual, group, and family treatment. Providers use motivational and stage of change approaches, meeting clients within their understanding of their issues and working with them to broaden their options.

MEDICATION SERVICES

Medication Services provides psychiatric evaluation and medication monitoring to adults and children living with mental illness. Medication Services also ensures that adults and children are provided with medications necessary to maintain stability, independence, and safety in the community.

Independent Housing Services

Independent Housing

Independent Housing is designed to provide independent community living for persons with mental illness who can benefit from such housing. Support Services are offered through other KBH programs and community providers based on an individual's needs and desires. All applicants must meet income eligible guidelines and be eligible for or be receiving Community Support Services.

Transitional Housing

Transitional Housing is focused on providing community living for Homeless persons with mental illness that need to learn skills and gather resources necessary to enable them to obtain and maintain permanent housing in the community.

Housing Supports

- *The Bridging Rental Assistance Program* offers eligible applicants a temporary rental subsidy while they wait for permanent rental assistance from Section 8.
- *Shelter Plus Care* offers eligible applicants a rental subsidy where they pay 30% of household income for housing.

Supported Housing Services

The Supported Housing Program is designed to provide 24-hour on-site supportive services and support in accessing other services of Kennebec Behavioral Health as well as medical, psychiatric, and other community services. The environment is further designed to be safe, handicapped accessible, and secure. Following a psychosocial rehabilitation model, the program will be consumer driven emphasizing a self-help atmosphere. It will be flexible and recovery oriented with movement toward independence.