

# Client Orientation Handbook



**Community Counseling Center**

**2801 “C” Court**

**Ashtabula, OH 44004**

**440-998-4210**

**[cccoho.com](http://cccoho.com)**

**Facebook: [facebook.com/cccoho](https://facebook.com/cccoho)**

**Instagram: [cccoho](https://www.instagram.com/cccoho)**

**Twitter: [@cccoho](https://twitter.com/cccoho)**

## *Welcome to Community Counseling Center!*

This handbook tells you what to expect when you get services at Community Counseling Center. It explains your rights and responsibilities, describes our services and rules, and tells you what we expect from you. Ask your treatment providers if you have questions. We update this handbook regularly, and you'll get a new one each year when we review your treatment plan. You can ask questions and give feedback during this review.



# Client Orientation Handbook

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# Agency Vision, Values, & Mission Statement

## **Vision Statement:**

Community Counseling Center wants to be known as a top provider of high-quality behavioral health care. We use proven methods, offer integrated health care, and work to make treatment more accessible to everyone.

## **Values Statement:**

### We promise to:

- Respect the people we help and keep their information private.
- Offer care that respects different cultures and focuses on the person receiving it.
- Aim for results that make our clients happy and show our programs work.

### Our staff will:

- Be friendly, polite, and quick to help.
- Follow the best ethical and professional standards.
- Show understanding and kindness to those we serve.
- Keep learning about behavioral health and the best ways to help.

### Our service sites will:

- Be easy for everyone to reach.
- Be safe, welcoming, and well-organized.
- Follow good business practices that are efficient, accountable, and honest.

### Our management practices will:

- Encourage respect and dignity among staff.
- Support staff in growing professionally.
- Encourage staff to take part in community activities that help our agency.
- Work closely with the community to provide coordinated care.

## **Mission Statement:**

Community Counseling Center is a non-profit behavioral health provider focused on engaging the community in recovery.

# Your Rights & Responsibilities as a Client

## CLIENT RIGHTS POLICY:

At Community Counseling Center, we believe in upholding the rights of all our clients. We provide a clear process for addressing any complaints, and we take any reports of abuse or neglect very seriously.

## CLIENT RIGHTS PROCEDURE:

- Every client will receive a written statement outlining their rights and the grievance procedure when they start receiving our services. If they are with us for more than a year, they will receive this information annually.
- Our staff will explain all client rights and the grievance procedure whenever a client asks.
- In a crisis or emergency, clients will be informed verbally about their immediate rights, such as the right to refuse treatment and the consequences of their decision. A written explanation may be given later.
- Clients can request a full copy and explanation of the client rights policy at any time.
- The client rights policy is displayed prominently in all our buildings and can be found on our website at [www.cccohio.com](http://www.cccohio.com) .

## CLIENT RIGHTS:

A. Each client of Community Counseling Center has all the following rights:

1. The right to be treated with respect and privacy.
2. The right to be protected from abuse, neglect, and exploitation.
3. The right to refuse services and be free from retaliation.
4. The right to receive services in the least restrictive setting possible.
5. The right to participate in your treatment plan.
6. The right to give or refuse consent for services and medication.
7. The right to review and receive a copy of your treatment plan.
8. The right to be free from unnecessary medication or restraint.
9. The right to refuse unusual or hazardous treatments.
10. The right to refuse observation by others or technology.
11. The right to confidentiality of your information.
12. The right to access your own records, with some exceptions.
13. The right to be informed in advance of service termination.
14. The right to know why a service was denied.
15. The right not to be discriminated against.

*Your Rights & Responsibilities Continued on Next page ...*

16. The right to know the cost of services.
17. The right to be informed of your rights verbally and in writing.
18. The right to exercise your rights without fear of retaliation.
19. The right to file a grievance.
20. The right to assistance with filing a grievance.
21. The right to be informed about your condition.
22. The right to consult with a specialist or lawyer at your own cost.
23. The right to access legal support services.

- B. The agency has a Client Rights Officer responsible for handling grievances from clients or on behalf of clients. The current Client Rights Officer is:  
**Georgia Farris Romanko**  
**Community Counseling Center**  
**2801 "C" Court**  
**Ashtabula, OH 44004, or by phone at**  
**440-998-4210 or 1-800-998-4210 Ext. 414.**  
The Client Rights Officer is available during standard business hours, Monday through Friday, 8:30 a.m. to 5:30 p.m.

If the Client Rights Officer is unavailable or the subject of the grievance, clients can contact **Mary Beth Porter at extension 483 for assistance.**

- C. Staff at the Community Counseling Center will explain all aspects of client rights and the grievance procedure if you ask them to.
- D. A copy of this Client Rights Statement will be given to each applicant or client in writing and verbally during their intake or next appointment. This will be done by the person conducting the intake or the client's main service provider.
- a. In a crisis or emergency, clients will be informed verbally about their immediate rights, such as the right to refuse treatment and the consequences. A written explanation may be given later.
  - b. Clients receiving community services may request a copy and explanation of the client rights policy.
- E. The client rights policy will be displayed prominently in each building operated by the agency.
- F. The agency ensures that all staff members, including administrative and support staff, are familiar with all client rights and the grievance procedure.

# Client Grievance

## **CLIENT GRIEVANCE POLICY:**

Community Counseling Center aims to provide services fairly and respectfully to all clients and family members. However, if a client feels their rights have been denied or violated, the agency will address the complaint or grievance promptly and impartially to find a fair resolution.

## **CLIENT GRIEVANCE PROCEDURE:**

A grievance is a written complaint alleging a violation or denial of client rights. If you believe your rights have been violated, please inform the Client Rights Officer. They can help you file a grievance, investigate it, and represent you at the agency hearing if needed.

The grievance must be dated and signed by the client or the person filing on their behalf. Filing a grievance will not result in retaliation or service barriers.

All staff are responsible for informing clients about the Client Rights Officer and their right to file a grievance. Efforts will be made to provide prompt access to the Client Rights Officer.

## **TIMELINES:**

1. Clients can file a grievance at any time, but prompt reporting is encouraged for a more effective investigation and resolution.
2. Once a grievance is filed, the agency has 20 working days to process it. If an extension is needed, the client will be notified in writing.

## **GRIEVANCE PROCEDURE FLOW:**

1. The client submits a written grievance to the Client Rights Officer, including the date, time, description of the incident, and names of those involved.
2. The Client Rights Officer acknowledges receipt of the grievance within three working days, providing a summary and investigation overview, and a contact person's information.
3. The Client Rights Officer investigates the grievance, speaks with all parties involved, and seeks a satisfactory resolution. If resolved, a written statement is provided to the client.
4. If the grievance is not resolved to the satisfaction of the griever, they have the right to a hearing with the agency's CEO, who acts as an impartial decision-maker. At the hearing, the griever may be represented by the Client Rights Officer themselves, or another chosen representative. The CEO will review the information and hear from all parties involved, then provide a written judgment to the griever, the Client Rights Officer, and other parties. At this point, the grievance is resolved at the agency level.
5. If you are unsatisfied with the assistance of the Client Rights Officer or at an earlier step, you may file a complaint with external organizations. The Client Rights Officer can help provide relevant information for such complaints.

Appropriate professional licensing or regulatory associations:

Mental Health and Recovery Services Board of Ashtabula County 4817 State Road, Suite 203 Ashtabula, OH 44004 440.992.3121	Ohio Board of Nursing 17 South High Street, Suite 400 Columbus, OH 43215 1.614.466.3947
The Ohio Department of Mental Health & Addiction Services 30 East Broad St, 36 <sup>th</sup> Floor Columbus, OH 43215 1.614.466.2596	Ohio State Board of Psychology 77 South High Street Columbus, OH 43215 1.614.466.8808
The Ohio Legal Rights Service 8 E. Long St, 5 <sup>th</sup> Floor Columbus, OH 43215 1.614.466.7264	State Medical Board of Ohio 30 East Broad Street Columbus, OH 43215 1.614.466.3934
The U.S. Dept. of Health and Human Services Office for Civil Rights, Region V 233 N. Michigan Ave, Suite 240 Chicago, IL 60601 1.800.368.1019	Disability Rights Ohio 50 W. Broad St., Suite 1400 Columbus, OH. 43215 1.614.466.7264 1.800.282.9181
Ohio Counselor, Social Worker and Marriage and Family Therapist Board 50 West Broad Street, Suite 1075 Columbus, OH.43215 1.614.466.0912	Ohio Chemical Dependency Professionals Board 77 South High St (Vern Riffe Center) 16 <sup>th</sup> Floor Columbus OH 43215 614.387.1110

# Your Input is Important to Us!

We value your feedback and want to hear about your experience with our services and treatment. You can share your thoughts directly with your providers or their supervisors.

We also provide satisfaction surveys that ask about your experience and whether your needs are being met. These surveys are voluntary and anonymous, and your responses are important for us to improve our services.

You are encouraged to involve family members or support people in your treatment, and you can appoint a personal advocate if you need help making decisions.

Your clinician will provide education relevant to your diagnosis, and you're encouraged to ask questions to fully understand your mental health concerns and treatment options. Your input is important in setting treatment goals and discussing progress.

Your provider will ask for your expectations and update your goals at least annually or when closing a service.

We also seek your input on transitioning to other services within CCC or community resources, as well as discharge planning.

We hope your time with CCC helps you achieve your goals and leads to successful closure from our programs and services.

**Have a Suggestion or Feedback –  
Use a QR Code below to leave your comment.**

Thank you!



English

**Tiene una Sugerencia o Comentario –  
Use el Código QR a continuación para dejar  
su comentario.  
¡Gracias!**



Español

# Agency Confidentiality Statement

According to Ohio State Laws, the HIPAA Privacy Rule, and professional ethics, all protected health information obtained during the evaluation and provision of services to a client must be kept confidential. Written consent is required from the client for the disclosure of any specific information from their chart to another entity.

However, clinicians have a duty to:

1. Warn and protect anyone believed to be in imminent danger from the client.
2. Take action to protect the client from harming themselves.
3. Take action to prevent a serious criminal act planned by the client.
4. Inform proper authorities of suspected child abuse.

If you were referred for services by an insurance company or managed care organization, specific, minimum necessary information may be shared with the company's service authorization person, depending on the policy. Minimum necessary information required to collect a delinquent bill may be shared with a collection agency.

Your clinical chart will be kept for a minimum of seven (7) years and can be reviewed by you upon request. You also have the right to request an amendment to your records by submitting a written request specifying the reasons for the change. The agency will review your request and inform you of its decision within a reasonable amount of time. After seven years of inactivity, your records may be destroyed according to established regulations.

For **legally required appointments, sanctions, or court notifications**, Community Counseling Center collaborates with the **legal system** when appropriate. Individuals seeking services as a result of a court recommendation or order are encouraged to inform staff immediately. However, the center will not communicate with the court system without your written authorization unless required by law. You can choose to keep your information private, and the center will not release any information without a warrant or subpoena. It is your responsibility to comply with your court-ordered treatment.

**Once authorization is given, service providers will report and/or follow up with authorized legal personnel and inform them of progress or lack of progress if you are or should be mandated to services.**

# **Confidentiality of Substance Use Disorder Client Records (42 CFR part B, paragraph 2.22)**

Confidentiality of records for clients with a Substance Use Disorder at Community Counseling Center is protected by Federal law and regulations. Generally, the program cannot disclose that a client attends the program or reveal any information identifying a client as having a Substance Use Disorder unless:

1. The client consents in writing.
2. A court order allows the disclosure.
3. The disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation.
4. A declared emergency, such as a natural disaster disrupting treatment facilities and services, is considered a "bona fide medical emergency" for disclosing SUD records without patient consent.
5. Disclosures for payment and health care operations are permitted.
6. Disclosures are permitted if a client discloses information about a crime committed or a threat to commit a crime either at the treatment program or against any person who works for the program.

Violation of Federal law and regulations by a program is a crime, and suspected violations can be reported to appropriate authorities in accordance with Federal regulations. Federal laws and regulations do not prevent information about suspected child abuse or neglect from being reported under State law to State or local authorities. (See 42 U.S.C. 290dd-3 and 42 U.S.C. 290ee-3 for Federal laws and 42 CFR part 2 for Federal regulations)

# **Notice of Privacy**

## **Notice Regarding the Use and Disclosure of Protected Health Information**

### **Effective December 10, 2002**

#### **Your Information. Your Rights. Our Responsibilities.**

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This notice explains how your medical information may be used and disclosed and how you can access this information. **Please read it carefully.**

#### **Your Rights**

You have the right to:

- Obtain a copy of your paper or electronic medical record.
- Correct your medical record if it is inaccurate.
- Request confidential communication of your information.
- Ask us to limit the information we share.
- Receive a list of those with whom we've shared your information.
- Receive a copy of this privacy notice.
- Choose someone to act on your behalf.
- File a complaint if you believe your privacy rights have been violated.

#### **Your Choices**

You have choices in how we use and share your information. For example, you can:

- Decide whether to tell family and friends about your condition.
- Choose whether to be included in a hospital directory.
- Choose to receive mental health care.
- Decide if we can market our services and sell your information.
- Choose whether we can raise funds using your information.

#### **Our Uses and Disclosures**

We may use and share your information to:

- Treat you.
- Run our organization.
- Bill for your services.
- Help with public health and safety issues.
- Conduct research.
- Comply with the law.
- Respond to organ and tissue donation requests.
- Work with a medical examiner or funeral director.
- Address workers' compensation, law enforcement, and other government requests.
- Respond to lawsuits and legal actions.

*Notice of Privacy Continued on Next page ...*

## **Your Rights**

**When it comes to your health information, you have certain rights.** This section explains your rights and some of our responsibilities to help you.

### **Get a copy of your medical record**

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

### **Correct your medical record**

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say “no” to your request, but we’ll tell you why in writing within 60 days.

### **Request confidential communications**

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say “yes” to all reasonable requests.

### **Limit what we use or share**

- You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care.
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.
- We will never share any substance abuse treatment records without your written permission, except as limited by confidentiality according to 42 C.F.R.

### **Get a list of who we’ve shared information with**

- You can ask for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include all disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

### **Get a copy of this privacy notice**

- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

*Notice of Privacy Continued on Next page ...*

### **Choose someone to act for you**

- If you've given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We'll make sure the person has this authority before we take any action.

### **File a complaint if you feel your rights are violated**

- You can complain if you feel we have violated your rights by contacting Client Right's Officer Georgia Farris Romanko at [georgia.farrisromanko@cccOhio.com](mailto:georgia.farrisromanko@cccOhio.com) or 440-998-4210 ext. 414.
- You can also file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting [www.hhs.gov/ocr/privacy/hipaa/complaints/](http://www.hhs.gov/ocr/privacy/hipaa/complaints/).
- We will not retaliate against you for filing a complaint.

### **Your Choices**

**For certain health information, you can tell us your choices about what we share.** If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

You have the right and choice to tell us to:

- Share information with your family, close friends, or others involved in your care
- Share information in a disaster relief situation
- Include your information in a hospital directory

*If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.*

We will never share your information unless you give us written permission for:

- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy notes

In the case of fundraising:

- We may contact you for fundraising efforts, but you can tell us not to contact you again.

## **Our Uses and Disclosures**

### **How we typically use or share your health information:**

#### **Treat you**

- We use your health information and may share it with other professionals or entities who are treating you or coordinating your care, such as other mental health agencies or MHRS/CMH Boards.

Example: A doctor treating you for an injury asks another doctor about your overall health condition.

#### **Run our organization**

- We use and share your health information to run our practice, improve your care, and contact you when necessary. This includes using appointment reminders, unless you provide us with alternative instructions.

Example: We use health information about you to manage your treatment and services.

#### **Bill for your services**

- We use and share your health information to bill and get payment from health plans (Medicaid, Private Insurance) or other entities. This may include sharing your PHI through the MACISIS to determine your eligibility for publicly funded services.

Example: We give information about you to your health insurance plan so it will pay for your services.

#### **Other uses or sharing of your health information:**

- We are allowed or required to share your information in other ways, usually for public good purposes such as public health and research. We must meet many conditions in the law before we can share your information for these purposes. For more information, see [www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html).

#### **Help with public health and safety issues**

- **We can share health information about you for certain situations, such as:**
  - Preventing disease
  - Assisting with product recalls
  - Reporting adverse reactions to medications
  - Reporting suspected abuse, neglect, or domestic violence
  - Preventing or reducing a serious threat to anyone's health or safety

## **Research**

- We may use or share your information for health research, adhering to research guidelines and ethics.

## **Comply with the law**

- We will share information about you if state or federal laws require it, including with the Department of Health and Human Services to comply with federal privacy law. **This may include disclosures of PHI from alcohol and other drug treatment in certain circumstances according to 42 C.F.R. Part 2, such as:**
  - If you provide information about a crime committed or a threat to commit a crime.
  - For payment and health care operations.
  - For research or audit/program evaluation purposes.
  - During declared emergencies resulting from natural disasters.

## **Respond to organ and tissue donation requests**

- We can share health information about you with organ procurement organizations.

## **Work with a medical examiner or funeral director**

- We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

## **Address workers' compensation, law enforcement, and other government requests**

- We may use or share health information about you:
  - For workers' compensation claims
  - For law enforcement purposes or with a law enforcement official
  - With health oversight agencies as authorized by law
  - For special government functions such as military, national security, and presidential protective services

## **Respond to lawsuits and legal actions**

- We may share health information about you in response to a court or administrative order, or in response to a subpoena.

## Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information (PHI). When sharing your PHI with a third-party "business associate," we will have a written contract that protects the privacy of your PHI.
- We will promptly inform you if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and provide you with a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see: [www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html).

## Changes to the Terms of this Notice

- We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our website.

## Other Instructions for Notice

- For questions about your privacy and this notice, please contact Client's Rights Officer, Georgia Farris Romanko at [georgia.farrisromanko@cccchio.com](mailto:georgia.farrisromanko@cccchio.com) or 440-998-4210 ext. 414.
- We never market or sell personal information.

CCC participates in one or more Health Information Exchanges. Your healthcare providers can use this electronic network to securely provide access to your health records for a better picture of your health needs. CCC, and other healthcare providers, may allow access to your health information through the Health Information Exchange for treatment, payment, or other healthcare operations. This is a voluntary agreement. You may opt-out at any time by notifying the EHR System Administrator.

# Intent & Consent to Treat (Informed Consent for Treatment Services)

## Policy:

Community Counseling Center ensures that individuals receiving services are fully informed about the risks, benefits, and alternatives of their treatment.

## Contents of Informed Consent:

Confidentiality: Federal and state laws, along with professional standards, protect the privacy of your information. We cannot disclose any information about you without your written permission, except in specific situations:

- If you disclose abuse of a child or dependent adult
- If a court orders us to disclose information about you
- If we believe you or someone else is at serious risk of harm

For clients receiving treatment for a Substance Use Disorder:

- Your records are subject to federal confidentiality laws
- We cannot disclose any information identifying you as a participant in alcohol or other drug treatment without your written consent
- There are additional limitations to confidentiality, including disclosures for payment, health care operations, research, audits, and during declared emergencies resulting from natural disasters

Your signature on this Informed Consent document indicates your understanding and agreement with these stipulations.

Rights and Responsibilities: You have the right to be informed about your treatment and to ask questions about your provider's qualifications and the treatment plan. You have also received copies of your rights, the grievance policy, and the Notice of Privacy (HIPAA Act).

Alternatives to Service, Treatment, or Therapy, Referrals, and Termination: If you need services beyond what we offer, we will refer you to a more suitable resource. You can also choose to end treatment at any time, but your provider may decline to continue if you don't comply with treatment requirements.

Consultation and Supervision: Your provider may consult with other CCC providers to offer you the best care. Interns providing counseling are supervised by licensed clinicians, who also maintain confidentiality.

Communication and Technology: Email, text, or other electronic communications may not be secure or timely. Please call 440-998-4210 for urgent treatment needs.

Treatment of Minors: Minors 14 years and older can receive outpatient mental health services without parental consent. After six sessions or 30 days, parental notification is required.

Risks and Benefits: Each treatment has its own risks and benefits. While most people benefit from treatment, there's a possibility of temporary worsening before improvement.

*Informed Consent for Treatment Services Continued on Next page ...*

Your signature on the Informed Consent for Treatment Services indicates your agreement to treatment, understanding of its risks and benefits, and awareness of your rights and the agency's policies. You also affirm that you've received an orientation to the agency and its services and have had your questions answered.

Supervision Notification: Our counseling team at Community Counseling Center is trained and qualified to assist you. This means that your provider will sometimes discuss your case with a clinical supervisor. You also have the right to meet with your provider's supervisor at any time upon request.

**Telehealth**, also known as telemedicine or interactive videoconferencing, uses electronic communications to share patient medical information among healthcare providers at different locations to improve patient care.

Telehealth providers adhere to state and federal laws and use information gathered/shared via telehealth for diagnosis, therapy, follow-up, and/or education. This may include patient medical records, discussions regarding client care, or live two-way audio and video. Audio-only may be used when clinically appropriate and acceptable to the payer source.

Electronic systems used by the agency for telehealth incorporate network and software security protocols to protect patient identification and treatment information, ensuring data integrity against intentional or unintentional corruption. All telehealth services at Community Counseling Center comply with HIPAA and 42 CFR Part 2.

Clients interested in accessing services via telehealth must first receive and review/sign the "Community Counseling Center Informed Consent" document and give specific consent for telehealth services. Consent forms are signed annually.

If a client chooses to revoke consent for telehealth services, these services will be considered no longer active. However, this may impact the client's ability to receive treatment at the agency, especially for specialized services only offered via telehealth.

## **Standards of Professional Conduct/ Code of Ethics**

Community Counseling Center maintains a Code of Ethics for its workforce to ensure that clients are treated with respect for their person and their care, and that workforce functions in a manner consistent with the ethics of their professions. A copy of Community Counseling Center's complete Code of Ethics Policy & Procedure can be provided upon request and is also available on our agency website at [www.cccohio.com](http://www.cccohio.com).

# Financial Obligations, Fees, & Financial Arrangements

## Payment for Services:

Community Counseling Center is a private non-profit agency that provides services regardless of religious affiliation, race, color, ethnicity, age, sex, sexual orientation, or handicap. We make every effort to assist individuals in accessing treatment, and no one is denied services because of their place of residence, homelessness, or lack of a permanent address.

Charges for services are based on agency-approved rates (see Fee Schedule for current rates). Payment for services can come from commercial insurance, self-pay fees, Medicaid, Medicare, or various grants, when applicable.

It is our practice to bill the appropriate payer source on behalf of the client. To do this, we require accurate and complete information regarding income, family size, or insurance coverage. Failure to provide this information will result in being charged the full fees. Payments made by any of the above payer sources are applied according to the Explanation of Benefits (EOB) or, in the absence of an EOB, to the oldest outstanding charges.

Your health insurance company will only pay for services that it determines to be “reasonable and necessary.” We make every effort to have all services preauthorized by your health insurance company. If your health insurance company determines that a service is not covered or not necessary, it will deny payment for that service.

**If your charges to any payer source include a self-pay portion, payment of that portion is expected at each visit. Delinquent accounts may result in termination of services.**

All delinquent accounts are subject to collection by the State Credit Financial Management Group. It is your responsibility to notify our billing office of any changes in your financial situation or insurance coverage. Please direct any questions about your bill to our billing office.

# Fee Schedule

Here are the fees charged for services at Community Counseling Center. Co-pays are due at the time of your appointment.

## **Mental Health:**

- Intake (Initial Visit) \$177.00/HR
- Individual Counseling/Psychotherapy \$163.00/HR
- Pharmacological Management (Psychiatrist) Services \$100-285/HR based on Complexity
- Individual Community Psychiatric Supportive Services (Case Management) \$120.00/HR
- Emergency Services \$233.00/HR
- Day Treatment Program (Children) \$220.00/DAY

## **Substance Use Services:**

- Intake (Initial Visit) (includes Nurse Visit & UDS) \$231.00/HR
- Individual Counseling (Adult & Child) \$163.00/HR
- Group Counseling (Adult & Child) \$ 45.00/HR
- Psychiatrist Services (Adult & Child) \$100-285/HR based on Complexity
- Case Management Services (Adult & Child) \$120.00/HR
- Emergency Services \$233.00/HR
- Laboratory Analysis \$ 14.00/DAY

Community Counseling Center accepts Medicaid, Medicare, private insurance and Self-pay. A sliding fee scale for payment is available based on need and can be determined by speaking with the Community Counseling Center Financial Specialist, who can be reached by calling 440-998-4210.

*Financial Obligations, Fees, & Financial Arrangements Continued on Next Page ...*

## **Certifications & Funding Sources**

Community Counseling Center is certified by the Ohio Department of Mental Health and Addiction Services (Ohio MHAS), accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF), and funded by the Ashtabula County Mental Health and Recovery Services (MHRS) Board.

### **HEALTH & SAFETY/Policies & Procedure**

Community Counseling Center has guidelines in place to protect the health and safety of clients, family members, and workforce. You are expected to comply with these guidelines:

## **Special Treatment, Safety, & Restraint**

At Community Counseling Center, we avoid using seclusion or restraint. Instead, we try to prevent problems before they happen.

If a client feels upset or has trouble controlling themselves, a staff member might suggest finding a quiet or more private place to calm down. This should be the client's choice and should be used as a way to learn self-control.

If a client keeps getting more upset and seems like they might hurt themselves or others, we will call the police or an ambulance right away.

## **Tobacco Use Policy**

Community Counseling Center does not allow smoking or using tobacco within 50 feet of any entrances or in any agency-owned or leased vehicles. This includes cigarettes, pipes, e-cigarettes, smokeless tobacco, and water pipes.

## **Prescription & Over-the-Counter Medication**

While receiving services at Community Counseling Center, you are expected to keep all prescription and over-the-counter medications concealed and out of sight and reach of others. This policy applies to medications you may have on your person or in your possession, including in agency-owned or leased vehicles or workforce-owned vehicles.

## **Weapons and Drugs Policy**

Weapons, illegal drugs, contraband material, and alcoholic beverages are strictly prohibited on Community Counseling Center premises, as well as in any agency-owned or leased vehicles, or workforce-owned vehicles. Immediate corrective action will be taken for any violations.

# Risk Management & Emergency Plan

Community Counseling Center has a Risk Management Plan to assess and address potential risks for clients, visitors, and employees.

Regular **emergency drills** are conducted to practice emergency plans. During drills, please follow CCC workforce directions and provide feedback on the drill.

**Education and training** are provided to reduce risks and promote safety.

We value your safety and **encourage you to know the locations of exits, first aid kits, and fire extinguishers, which are clearly marked throughout the agency.**

**Emergency exit plans show the safest way out and the nearest tornado safety zone.**

The workforce are trained in emergency procedures and will assist as needed.

## Medical & Psychiatric Advance Directives

In Ohio, **medical advance directives**, including do not resuscitate orders, living wills, organ donation, and durable powers of attorney, are authorized by state law. These legal documents provide guidance for medical and health-care decisions in the event you become incompetent to make such decisions. For more information, go to <http://ohiohospitals.org/advance-directives> or <http://www.caringinfo.org/files/public/ad/ohio.pdf>

A **psychiatric advance directive** is a legal document that you prepare for use during a personal mental health crisis. It helps influence your care by providing a clear statement of your medical treatment preferences and other wishes or instructions. You can also use it to grant legal decision-making authority to another person who will serve as your advocate and health care agent until the mental health crisis is over.

When you lack the "capacity" to make informed decisions about your care during a mental health crisis, the doctor may take into consideration your wishes as expressed in your psychiatric advance directive or by the instructions of the person you appointed to speak for you as your advocate/health care agent.

If you currently have a witnessed or notarized psychiatric advance directive, please provide a copy to Community Counseling Center so that it can be reviewed with you and placed in your record for future reference.

For more information or assistance in completing a psychiatric advance directive, you can contact Disability Rights Ohio at (614) 466-7264 or visit [www.disabilityrightsohio.org](http://www.disabilityrightsohio.org).

## Special Communication Needs

The Agency makes sure everyone can access services, including those with Limited English Proficiency and language-based disabilities. Community Counseling Center provides assistance for clients who speak a language other than English or who have a communication disorder like deafness or hearing impairment. This assistance includes interpreters or communication devices like TDDs, and it's provided at no extra cost to clients.

## General Health & Safety Policies & Information

### General Information:

- Treat everyone with respect and dignity, respecting their rights, privacy, culture, religion, feelings, and physical well-being.
- Do not use foul, threatening, or abusive language.
- Report potentially dangerous situations to supervisory personnel immediately. In emergencies, remain calm and follow emergency procedures.
- Show care and concern for others, the agency, and property.
- Use appropriate and socially acceptable problem-solving techniques to handle disputes. Fighting or arguing is not allowed.

## Infectious Diseases

You or your family can ask Community Counseling Center for more education or counseling about infectious diseases and how they relate to drug use. The information below about HIV, Hepatitis A, B, and C, and Tuberculosis (TB) comes from the Center for Disease Control and Prevention (CDC). For more information, visit [www.cdc.gov](http://www.cdc.gov) or call the CDC Health Information Line at 1.800.232.4637.

*Infectious Diseases Continued on Next page ...*

# Protect Yourself and Others from Infection



The Association for Professionals in Infection Control and Epidemiology (APIC) is creating a safer world through the prevention of infection. APIC's nearly 16,000 members develop and direct infection prevention and control programs that save lives and improve the bottom line for healthcare facilities. APIC advances its mission through patient safety, education, implementation science, competencies and certification, advocacy, and data standardization. Visit us at [apic.org](http://apic.org).

1400 Crystal Drive, Suite 900  
Arlington, VA 22202

[www.apic.org](http://www.apic.org)



# Hepatitis A

## What is hepatitis?

Hepatitis means inflammation of the liver. The liver is a vital organ that processes nutrients, filters the blood, and fights infections. When the liver is inflamed or damaged, its function can be affected. Heavy alcohol use, some medications, toxins, and certain medical conditions can cause hepatitis.

Hepatitis is most often caused by a virus. In the United States, the most common types of viral hepatitis are hepatitis A, hepatitis B, and hepatitis C. Although all types of viral hepatitis can cause similar symptoms, they are spread in different ways, have different treatments, and some are more serious than others.

### Hepatitis A

**Hepatitis A is a contagious liver infection caused by the hepatitis A virus. Hepatitis A can be prevented with a vaccine. People who get hepatitis A may feel sick for a few weeks to several months but usually recover completely and do not have lasting liver damage.**

**In rare cases, hepatitis A can cause liver failure and even death; this is more common in older people and in people with other serious health issues, such as chronic liver disease.**

## How is hepatitis A spread?

The hepatitis A virus is found in the stool and blood of people who are infected. The hepatitis A virus is spread when someone ingests the virus, usually through:

### → Person-to-person contact

Hepatitis A can be spread from close, personal contact with an infected person, such as through having sex, caring for someone who is ill, or using drugs with others. Hepatitis A is very contagious, and people can even spread the virus before they feel sick.

### → Eating contaminated food or drink

Contamination of food with the hepatitis A virus can happen at any point: growing, harvesting, processing, handling, and even after cooking. Contamination of food and water happens more often in countries where hepatitis A is common. Although uncommon, foodborne outbreaks have occurred in the United States from people eating contaminated fresh and frozen imported food products.

## How common is hepatitis A?

Since the hepatitis A vaccine was first recommended in 1996, cases of hepatitis A in the United States have declined dramatically. Unfortunately, in recent years the number of people infected has been increasing because there have been multiple outbreaks of hepatitis A in the United States. These outbreaks have primarily been from person-to-person contact, especially among people who use drugs, people experiencing homelessness, and men who have sex with men.

**Hepatitis A can be prevented with a safe and effective vaccine.**



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*Infectious Diseases Continued on Next page ...*

## Vaccination is the best way to prevent hepatitis A.

The hepatitis A vaccine is safe and effective. The vaccine series usually consists of 2 shots, given 6 months apart. Getting both shots provides the best protection against hepatitis A.

### Hepatitis A vaccination is recommended for:

#### Children

- All children aged 12–23 months
- All children and adolescents 2–18 years of age who have not previously received hepatitis A vaccine (known as “catch up” vaccination)

#### People at increased risk for hepatitis A

- International travelers
- Men who have sex with men
- People who use or inject drugs (all those who use illegal drugs)
- People with occupational risk for exposure
  - People who anticipate close personal contact with an international adoptee
- People experiencing homelessness

#### People at increased risk for severe disease from hepatitis A infection

- People with chronic liver disease, including hepatitis B and hepatitis C
- People with HIV

#### Other people recommended for vaccination

- Pregnant women at risk for hepatitis A or risk for severe outcome from hepatitis A infection
- Any person who requests vaccination

## You can prevent infection even after you have been exposed.

If you have been exposed to the hepatitis A virus in the last 2 weeks, talk to your doctor about getting vaccinated. A single shot of the hepatitis A vaccine can help prevent hepatitis A if given within 2 weeks of exposure. Depending upon your age and health, your doctor may recommend immune globulin in addition to the hepatitis A vaccine.

## Handwashing plays an important role in prevention.

Practicing good hand hygiene—including thoroughly washing hands with soap and warm water after using the bathroom, changing diapers, and before preparing or eating food—plays an important role in preventing the spread of many illnesses, including hepatitis A.

## Symptoms

Not everyone with hepatitis A has symptoms. Adults are more likely to have symptoms than children. If symptoms develop, they usually appear 2 to 7 weeks after infection and can include:

Yellow skin or eyes ✓

✓ Not wanting to eat ✓ Dark urine or light-colored stools

Upset stomach ✓ Diarrhea ✓

Throwing up ✓ Joint pain ✓

Stomach pain ✓ Feeling tired ✓

Symptoms usually last less than 2 months, although some people can be ill for as long as 6 months.

## Diagnosis and treatment

A doctor can determine if you have hepatitis A by discussing your symptoms and taking a blood sample. To treat the symptoms of hepatitis A, doctors usually recommend rest, adequate nutrition, and fluids. Some people will need medical care in a hospital.

## International travel and hepatitis A

If you are planning to travel to countries where hepatitis A is common, talk to your doctor about getting vaccinated before you travel. Travelers to urban areas, resorts, and luxury hotels in countries where hepatitis A is common are still at risk. International travelers have been infected, even though they regularly washed their hands and were careful about what they drank and ate.



[www.cdc.gov/hepatitis](http://www.cdc.gov/hepatitis)

July 2020

*Infectious Diseases Continued on Next page ...*

# HEPATITIS B

## General Information

### What is hepatitis?

“Hepatitis” means inflammation of the liver. The liver is a vital organ that processes nutrients, filters the blood, and fights infections. When the liver is inflamed or damaged, its function can be affected. Heavy alcohol use, toxins, some medications, and certain medical conditions can cause hepatitis. However, hepatitis is most often caused by a virus. In the United States, the most common types of viral hepatitis are Hepatitis A, Hepatitis B, and Hepatitis C.



The only way to know if you have Hepatitis B is to get tested.

### What is Hepatitis B?

Hepatitis B can be a serious liver disease that results from infection with the Hepatitis B virus. **Acute Hepatitis B** refers to a short-term infection that occurs within the first 6 months after someone is infected with the virus. The infection can range in severity from a mild illness with few or no symptoms to a serious condition requiring hospitalization. Some people, especially adults, are able to clear, or get rid of, the virus without treatment. People who clear the virus become immune and cannot get infected with the Hepatitis B virus again.

**Chronic Hepatitis B** refers to a lifelong infection with the Hepatitis B virus. The likelihood that a person develops a chronic infection depends on the age at which someone becomes infected. Up to 90% of infants infected with the Hepatitis B virus will develop a chronic infection. In contrast, about 5% of adults will develop chronic Hepatitis B. Over time, chronic Hepatitis B can cause serious health problems, including liver damage, cirrhosis, liver cancer, and even death.

### How is Hepatitis B spread?

The Hepatitis B virus is spread when blood, semen, or other body fluids from an infected person enters the body of someone who is not infected. The virus can be spread through:

- **Sex with an infected person.** Among adults, Hepatitis B is often spread through sexual contact.
- **Injection drug use.** Sharing needles, syringes, and any other equipment to inject drugs with someone infected with Hepatitis B can spread the virus.
- **Outbreaks.** While uncommon, poor infection control has resulted in outbreaks of Hepatitis B in healthcare settings.
- **Birth.** Hepatitis B can be passed from an infected mother to her baby at birth. Worldwide, most people with Hepatitis B were infected with the virus as an infant.

Hepatitis B is **not** spread through breastfeeding, sharing eating utensils, hugging, kissing, holding hands, coughing, or sneezing. Unlike some forms of hepatitis, Hepatitis B is also not spread by contaminated food or water.

### What are the symptoms of Hepatitis B?

Many people with Hepatitis B do not have symptoms and do not know they are infected. If symptoms occur, they can include: fever, feeling tired, not wanting to eat, upset stomach, throwing up, dark urine, grey-colored stool, joint pain, and yellow skin and eyes.

### When do symptoms occur?

If symptoms occur with an acute infection, they usually appear within 3 months of exposure and can last up to 6 months. If symptoms occur with chronic Hepatitis B, they can take years to develop and can be a sign of advanced liver disease.

*Continued on next page*



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Centers for Disease  
Control and Prevention

*Infectious Diseases Continued on Next page ...*

## How would you know if you have Hepatitis B?

The only way to know if you have Hepatitis B is to get tested. Blood tests can determine if a person has been infected and cleared the virus, is currently infected, or has never been infected.

## Who should get tested for Hepatitis B and why?

CDC develops recommendations for testing based upon a variety of different factors. Here is a list of people who should get tested. The results will help determine the next best steps for vaccination or medical care.

**All pregnant women** are routinely tested for Hepatitis B. If a woman has Hepatitis B, timely vaccination can help prevent the spread of the virus to her baby.

**Household and sexual contacts of people with Hepatitis B** are at risk for getting Hepatitis B. Those who have never had Hepatitis B can benefit from vaccination.

**People born in certain parts of the world** that have increased rates of Hepatitis B. Testing helps identify those who are infected so that they can receive timely medical care.

**People with certain medical conditions** should be tested, and get vaccinated if needed. This includes people with HIV infection, people who receive chemotherapy and people on hemodialysis.

**People who inject drugs** are at increased risk for Hepatitis B but testing can tell if someone is infected or could benefit from vaccination to prevent getting infected with the virus.

**Men who have sex with men** have higher rates of Hepatitis B. Testing can identify unknown infections or let a person know that they can benefit from vaccination.

## How is Hepatitis B treated?

For those with acute Hepatitis B, doctors usually recommend rest, adequate nutrition, fluids, and close medical monitoring. Some people may need to be hospitalized. People living with chronic Hepatitis B should be evaluated for liver problems and monitored on a regular basis. Treatments are available that can slow down or prevent the effects of liver disease.

## Can Hepatitis B be prevented?

Yes. The best way to prevent Hepatitis B is by getting vaccinated. The Hepatitis B vaccine is typically given as a series of 3 shots over a period of 6 months. The entire series is needed for long-term protection.

## Who should get vaccinated against Hepatitis B?

All infants are routinely vaccinated for Hepatitis B at birth, which has led to dramatic declines of new Hepatitis B cases in the US and many parts of the world. The vaccine is also recommended for people living with someone infected with Hepatitis B, travelers to certain countries, and healthcare and public safety workers exposed to blood. People with high-risk sexual behaviors, men who have sex with men, people who inject drugs, and people who have certain medical conditions, including diabetes, should talk to their doctor about getting vaccinated.

## For more information

Talk to your doctor, call your health department, or visit [www.cdc.gov/hepatitis](http://www.cdc.gov/hepatitis).

# Hepatitis C

## What is hepatitis?

Hepatitis means inflammation of the liver. The liver is a vital organ that processes nutrients, filters the blood, and fights infections. When the liver is inflamed or damaged, its function can be affected. Heavy alcohol use, toxins, some medications, and certain medical conditions can cause hepatitis.

Hepatitis is most often caused by a virus. In the United States, the most common types of viral hepatitis are hepatitis A, hepatitis B, and hepatitis C. Although all types of viral hepatitis can cause similar symptoms, they are spread in different ways, have different treatments, and some are more serious than others.

**All adults, pregnant women, and people with risk factors should get tested for hepatitis C.**

## Hepatitis C

Hepatitis C is a liver disease caused by the hepatitis C virus. When someone is first infected with the hepatitis C virus, they can have a very mild illness with few or no symptoms or a serious condition requiring hospitalization. For reasons that are not known, less than half of people who get hepatitis C are able to clear, or get rid of, the virus without treatment in the first 6 months after infection.

Most people who get infected will develop a chronic, or lifelong, infection. Left untreated, chronic hepatitis C can cause serious health problems including liver disease, liver failure, liver cancer, and even death.

## How is hepatitis C spread?

The hepatitis C virus is usually spread when someone comes into contact with blood from an infected person. This can happen through:

➔ **Sharing drug-injection equipment.** Today, most people become infected with hepatitis C by sharing needles, syringes, or any other equipment used to prepare and inject drugs.

➔ **Birth.** Approximately 6% of infants born to infected mothers will get hepatitis C.

➔ **Healthcare exposures.** Although uncommon, people can become infected when healthcare professionals do not follow the proper steps needed to prevent the spread of bloodborne infections.

➔ **Sex with an infected person.** While uncommon, hepatitis C can spread during sex, though it has been reported more often among men who have sex with men.

➔ **Unregulated tattoos or body piercings.** Hepatitis C can spread when getting tattoos or body piercings in unlicensed facilities, informal settings, or with non-sterile instruments.

➔ **Sharing personal items.** People can get infected from sharing glucose monitors, razors, nail clippers, toothbrushes, and other items that may have come into contact with infected blood, even in amounts too small to see.

➔ **Blood transfusions and organ transplants.** Before widespread screening of the blood supply in 1992, hepatitis C was also spread through blood transfusions and organ transplants.



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*Infectious Diseases Continued on Next page ...*

## Symptoms

Many people with hepatitis C do not have symptoms and do not know they are infected. If symptoms occur, they can include: yellow skin or eyes, not wanting to eat, upset stomach, throwing up, stomach pain, fever, dark urine, light-colored stool, joint pain, and feeling tired. If symptoms occur with a new infection, they usually appear within 2 to 12 weeks, but can take up to 6 months to develop.

People with chronic hepatitis C can live for years without symptoms or feeling sick. When symptoms appear with chronic hepatitis C, they often are a sign of advanced liver disease.

**People can live with hepatitis C without symptoms or feeling sick.**

## Getting tested is the only way to know if you have hepatitis C.

A blood test called a hepatitis C antibody test can tell if you have been infected with the hepatitis C virus—either recently or in the past. If you have a positive antibody test, another blood test is needed to tell if you are still infected or if you were infected in the past and cleared the virus on your own.

## CDC recommends you get tested for hepatitis C if you:

- Are 18 years of age and older
- Are pregnant (get tested during each pregnancy)
- Currently inject drugs (get tested regularly)
- Have ever injected drugs, even if it was just once or many years ago
- Have HIV
- Have abnormal liver tests or liver disease
- Are on hemodialysis
- Received donated blood or organs before July 1992
- Received clotting factor concentrates before 1987
- Have been exposed to blood from a person who has hepatitis C
- Were born to a mother with hepatitis C

## Hepatitis C can be cured.

Getting tested for hepatitis C is important to find out if you are infected and get lifesaving treatment. Treatments are available that can cure most people with hepatitis C in 8 to 12 weeks.



## Hepatitis C can be prevented.

Although there is no vaccine to prevent hepatitis C, there are ways to reduce the risk of becoming infected.

- Avoid sharing or reusing needles, syringes or any other equipment used to prepare and inject drugs, steroids, hormones, or other substances.
- Do not use personal items that may have come into contact with an infected person's blood, even in amounts too small to see, such as glucose monitors, razors, nail clippers, or toothbrushes.
- Do not get tattoos or body piercings from an unlicensed facility or in an informal setting.



[www.cdc.gov/hepatitis](http://www.cdc.gov/hepatitis)

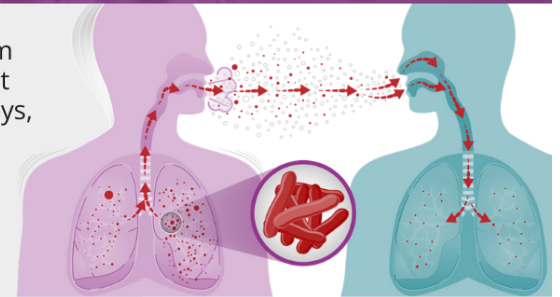
April 2020

*Infectious Diseases Continued on Next page ...*

# What You Need to Know About Tuberculosis

Tuberculosis (TB) is a disease caused by germs that are spread from person to person through the air. TB usually affects the lungs, but it can also affect other parts of the body, such as the brain, the kidneys, or the spine.

Not everyone infected with TB germs becomes sick. As a result, two TB-related conditions exist: latent TB infection (or inactive TB) and TB disease. If not treated properly, TB disease can be fatal.



## The Difference Between Inactive TB and Active TB Disease

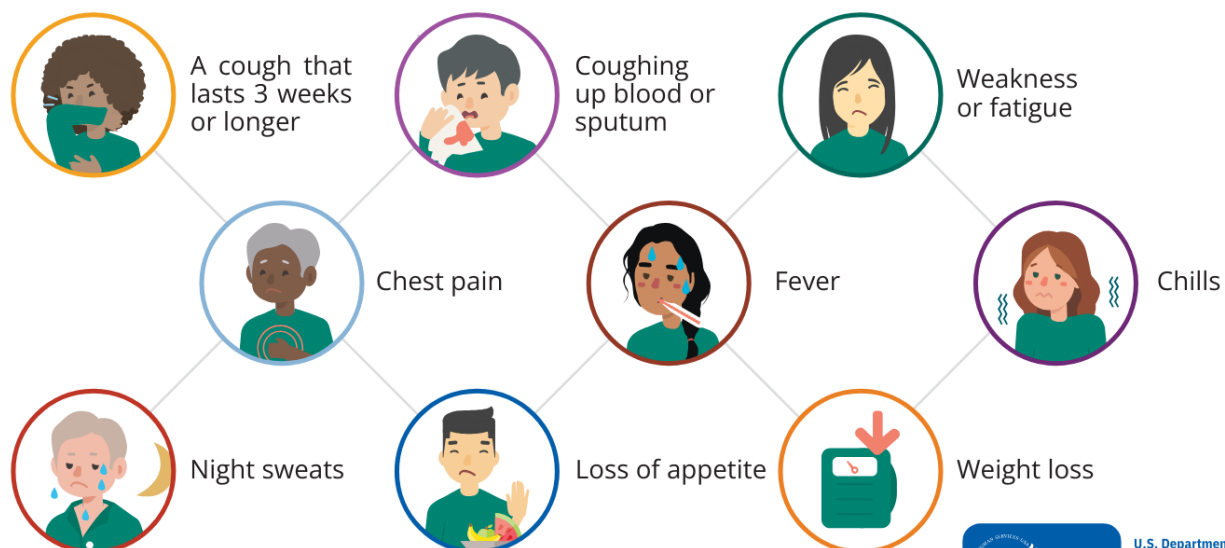
### A Person With Inactive TB

- Has a small amount of TB germs in their body that are alive but inactive.
- Has no symptoms and does not feel sick.
- Cannot spread TB germs to others.
- Usually has a positive TB blood test or TB skin test indicating TB infection.
- Has a normal chest x-ray and a negative sputum smear.
- Needs treatment for inactive TB to prevent active TB disease.

### A Person With Active TB Disease

- Has a large amount of active TB germs in their body.
- Has symptoms and feels sick.
- May spread TB germs to others.
- Usually has a positive TB blood test or TB skin test indicating TB infection.
- May have an abnormal chest x-ray, or positive sputum smear or culture.
- Needs treatment for active TB disease.

**If your body cannot stop TB germs from growing, you develop active TB disease. Symptoms of active TB disease include:**



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*Infectious Diseases Continued on Next page ...*

## Testing for TB

Getting tested and treated for TB can protect yourself, your family and friends, and your community. There are two types of tests for TB infection: the **TB blood test** and the **TB skin test**.



### A Positive Test For TB Infection

You have TB germs in your body. Your doctor will do other tests to determine if you have inactive TB or active TB disease. These tests may include a chest x-ray, and a test of the sputum you cough up.

### A Negative Test For TB Infection

A negative test means you likely do not have inactive TB or active TB disease.

#### Your doctor may do more tests if:

- You have symptoms of active TB disease, like coughing, chest pain, fever, weight loss, or tiredness.
- You have HIV infection.
- Your exposure to TB germs was recent.

### Tell Your Doctor if You Received a TB Vaccine

TB blood tests are the preferred test for people who have received the bacille Calmette-Guérin (BCG) TB vaccine. Unlike the TB skin test, TB blood tests are not affected by BCG vaccination.

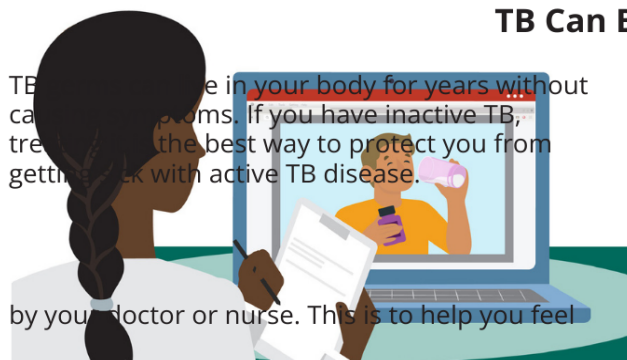
Many people born outside of the United States have received the BCG TB vaccine. BCG vaccination does not completely prevent people from getting TB. A positive reaction to a TB skin test may be due to the BCG vaccine itself or due to infection with TB germs.



## TB Can Be Treated

TB germs can live in your body for years without causing symptoms. If you have inactive TB, treatment is the best way to protect you from getting sick with active TB disease.

by your doctor or nurse. This is to help you feel



If you have been diagnosed with active TB disease, you can be treated with medicine. You will need to take and finish all of your TB medicine as directed

better and prevent other people from getting sick.

The best way to remember to take your medicines for active TB disease is by receiving directly observed therapy (DOT). Through DOT, you will meet with a health care worker every day or several times a week either in-person or virtually. The health care worker will make sure that the TB medicines are working as they should.

# HIV 101

**Without treatment, HIV (human immunodeficiency virus) can make a person very sick and cause death. Learning the basics about HIV can keep you healthy and prevent transmission.**

## HIV CAN BE TRANSMITTED BY



**Sexual Contact**



**Sharing Needles to Inject Drugs**



**During Birth, Pregnancy, or Breast/Chestfeeding**

## HIV IS NOT TRANSMITTED BY



**Air or Water**



**Saliva, Sweat, Tears, or Closed-Mouth Kissing**



**Insects or Pets**



**Sharing Toilets, Food, or Drinks**

## PROTECT YOURSELF FROM HIV

- Get tested at least once or more often if you have certain risk factors.
- Use condoms the right way every time you have anal or vaginal sex.
- Choose activities with little to no risk like oral sex.
- Don't inject drugs, or if you do, don't share needles, syringes, or other drug injection equipment.



- If you engage in behaviors that may increase your chances of getting HIV, ask your health care provider if pre-exposure prophylaxis (PrEP) is right for you.



- If you think you've been exposed to HIV within the last 3 days, ask a health care provider about post-exposure prophylaxis (PEP) right away. PEP can prevent HIV, but it must be started within 72 hours.
- Get tested and treated for other STDs.

## KEEP YOURSELF HEALTHY AND PROTECT OTHERS IF YOU HAVE HIV

- Find HIV care and stay in HIV care.
- Take your HIV treatment as prescribed.
- Get and keep an undetectable viral load. This is the best way to stay healthy and protect others.
- If you have an undetectable viral load, you will not transmit HIV through sex.



- If your viral load is not undetectable—or does not stay undetectable—you can still protect your partners by using other HIV prevention options.
- Learn more at [www.cdc.gov/hiv/basics/livingwithhiv](https://www.cdc.gov/hiv/basics/livingwithhiv).



Scan to learn more!

For more information, please visit [www.cdc.gov/hiv](https://www.cdc.gov/hiv).



*Infectious Diseases Continued on Next page ...*

**Universal Precautions:** CCC staff follow universal precautions, which are steps to prevent the spread of HIV, hepatitis B, and other bloodborne pathogens when giving first aid or healthcare.

This includes wearing gloves, face shields, or protective clothing, and washing hands and skin surfaces thoroughly after contact with fluids.

Needles and other sharp items are disposed of in puncture-resistant containers marked with a biohazard symbol.

### Program Information

## Agency/Program Hours & After-Hour Services

Regular agency hours are from 8:00 AM to 7:00 PM, Monday through Thursday, and 8:00 AM to 5:30 PM on Friday.

For immediate or same-day access to assessments, treatment, and resource linkage, individuals are encouraged to use the agency's Community Access Clinic, available Monday through Friday from 9:00 AM to 3:00 PM, with extended hours when necessary. The clinic prioritizes individuals with pre-crisis/urgent needs.

Those with private insurance or requesting a scheduled assessment will be offered an appointment within seven days of initial contact or at their convenience. Private insurance clients will be scheduled with providers who are part of their insurance plan.

For services needed outside regular hours, individuals can contact the Ashtabula County HOPELINE at 1-800-577-7849, a 24-hour Crisis and Suicide Prevention Hotline. The Crisis Text Line is also available 24/7 by texting Text 4hope to 741741. SUICIDE CRISIS LIFELINE 988.

# Agency Admission & Diagnostic Assessment

## **Introduction:**

Community Counseling Center is dedicated to understanding and addressing the challenges faced by individuals and families seeking behavioral health services.

Our goal is to provide effective and affordable services that support clients in achieving the highest quality of life possible, despite the barriers they may encounter.

As part of our clinical approach, we emphasize engagement and access to services. We encourage the use of Motivational Interviewing (MI) by all direct care clinicians. MI is an evidence-based practice approved by SAMHSA that helps clients explore their desire to make positive changes in their lives. MI is based on the use of OARS skills (Open-ended Questions, Affirmations, Reflective Listening, and Summarizing). Additionally, we utilize Prochaska and DiClemente's Stages of Change Model to determine the appropriate level of care and services, especially in our Substance Use Disorder (SUD) Program. By leveraging community programs and resources and meeting clients "where they are at," we aim to keep them engaged in programs and support them as their needs evolve.

## **Agency Admission and Diagnostic Assessment:**

To be eligible for admission to any behavioral health service, a client must have a diagnosable mental disorder that meets the criteria outlined in the Diagnostic and Statistical Manual of Mental Disorders, Fifth Edition (DSM-5). Before receiving any services, a Diagnostic Assessment is conducted to establish these criteria.

The Diagnostic Assessment is a comprehensive evaluation used to gather information about the client's strengths, needs, abilities, and preferences (SNAP). It helps develop a diagnostic impression, determine the services that would benefit the client, and establish medical necessity. This information forms the basis of the person-centered treatment plan and helps match the client with a provider or treatment team suited to their needs. All mental health assessments are conducted by trained and credentialed clinicians.

The Diagnostic Assessment involves a face-to-face evaluation of the client's mental health or substance use status, including input from the client's guardian if applicable. For Substance Use Assessments, an ASAM (American Society of Addiction Medicine) Level of Care is determined during the assessment.

# CCC Programs, Services, & Person(s) Responsible for Service Coordination

Programs and Services:	Population Served
<p>1. <b><u>Crisis Intervention – Mental Health, Substance Use, or Dual Diagnosis:</u></b> Crisis Intervention at CCC is a service designed to assess whether clients are at risk of imminent harm to themselves or others. The goal is to evaluate the client's current risk level and create a safety plan that is as least restrictive as possible while ensuring everyone's safety. Qualified behavioral health professionals conduct crisis interventions when a client is deemed at risk. These interventions are documented in a specific note that includes assessment criteria, a safety plan, and an internal incident report.</p>	<ul style="list-style-type: none"> <li>• Children</li> <li>• Adolescents</li> <li>• Adults</li> <li>• Older Adults</li> </ul>
<p>2. <b><u>Psychiatric Treatment/Pharmacologic Management (PHM):</u></b> Clients referred to this program undergo a psychiatric evaluation to determine if a medication regimen would benefit them. If medication is deemed appropriate, it is prescribed and monitored by our psychiatrist and nurses. Clients also receive education on how to use the medication properly and are informed about possible side effects.</p>	<ul style="list-style-type: none"> <li>• School-Aged Children</li> <li>• Adolescents</li> <li>• Adults</li> <li>• Older Adults</li> </ul>
<p>3. <b><u>Behavioral Health Counseling and Therapy (BHCT):</u></b> The outpatient counseling program offers goal-oriented diagnostic and treatment services, including individualized treatment plans. Our therapists, who hold Master's Degrees, are highly trained and experienced in mental health. They meet or exceed the standards set by the Ohio Department of Mental Health and Addiction Services and are licensed and/or supervised by independently licensed mental health professionals.</p>	<ul style="list-style-type: none"> <li>• Children</li> <li>• Adolescents</li> <li>• Adults</li> <li>• Older Adults</li> </ul>
<p>4. <b><u>Substance Use Counseling:</u></b> Counseling in our Substance Use Disorder (SUD) Department includes Individual/Family Therapy and Group Therapy. All SUD counseling is conducted by licensed or certified clinicians who are qualified based on their experience and level of clinical supervision. Group placement is determined by factors such as ASAM Level of Care, motivation to change, and environmental factors.</p>	<ul style="list-style-type: none"> <li>• Children</li> <li>• Adolescents</li> <li>• Adults</li> <li>• Older Adults</li> </ul>

<p>5. <b><u>Intensive Outpatient Program (IOP)</u></b>: IOP (Intensive Outpatient Program) is offered to substance use clients who meet the ASAM Level of Care requirements. It includes nine to twelve hours per week of intensive group counseling. The program lasts for twelve weeks and covers topics such as substance addiction education, nutritional education, life skills, abstinence coaching, codependency, and parenting training.</p> <p>6. <b><u>Peer Support (PSS)</u></b> services are designed to offer therapeutic support with a provider who has personal experience with a substance use disorder or a mental health diagnosis.</p>	<ul style="list-style-type: none"> <li>• Adults</li> <li>• Older Adults</li> <li>• Adolescents</li> <li>• Adults</li> <li>• Older Adults</li> </ul>
<p>7. <b><u>Medication Assisted Treatment (MAT)</u></b>: Medication Assisted Treatment (MAT) is an evidence-based approach for treating substance use disorders. It provides clients with several physician-supervised options that complement the agency's other substance use treatment services.</p> <p><b>Specialized Services within MAT:</b></p> <p>a. <b>Transitions to Recovery - Ambulatory Detoxification Program</b> Offers a local outpatient option for adult residents of Ashtabula County seeking assistance from a doctor to safely transition off heroin or opiates.</p>	<ul style="list-style-type: none"> <li>• Adults</li> <li>• Older Adults</li> </ul>
<p>8. <b><u>Community Psychiatric Supportive Treatment/Case Management:</u></b></p> <p>CPST/Case Management services come in three varieties -</p> <p><b>Child Community Psychiatric Supportive Treatment</b> services aim to assist, advocate for, educate, and support children diagnosed with mental health issues. Community Support Workers help children develop coping and social skills to function well at school, home, and in the community. Families receive education about the child's mental health issues, and we collaborate with parents and caregivers. Services are provided in various settings, including homes, schools, and the juvenile justice system.</p> <p><b>Adult Community Psychiatric Supportive Treatment</b> These services aim to help mental health consumers manage symptoms. We assist and advocate for consumers in finding safe, affordable housing, obtaining benefits through Job and Family Services and Social Security, and seeking employment, job training, or volunteer work. ACPST workers also connect consumers to resources such as food pantries, rent and utility assistance, clothing banks, and transportation options.</p> <p><b>Case Management</b> Case Management services offer many of the same benefits as the Child and Adult CPST services listed above, with the distinction that Case Management is tailored for clients with substance use disorders. Individuals providing Case Management services are trained and experienced in working with substance use in addition to mental health diagnoses.</p>	<ul style="list-style-type: none"> <li>• Children</li> <li>• Adolescents</li> <li>• Adults</li> <li>• Older Adults</li> </ul>

<p><b>9. <u>Children's Day Treatment Program:</u></b> The Children's Day Treatment Program is a non-residential program that offers a full day of outpatient mental health treatment for adolescents ages 8-12. The program provides clinical diagnostic assessment and treatment services at an intensity level similar to an inpatient program, but on a less than 24-hour basis. The program serves up to 16 children with a mental health diagnosis who are currently having difficulty maintaining successful behavior in a regular school setting, being disruptive in the community, and/or experiencing difficulty functioning within the family. The program is currently site-specific within designated school districts.</p>	<ul style="list-style-type: none"> <li>• Children</li> </ul>
<p><b>10. <u>Adult Day Treatment (Friendship Clubhouse):</u></b> Mental Health Day Treatment is provided based on clinical need as determined by a comprehensive diagnostic assessment. It offers intensive treatment services with high levels of face-to-face mental health interventions tailored to the individual's needs. The program runs for a minimum of two hours and up to a maximum of seven hours per day, and includes activities such as skills development, problem solving, conflict resolution, emotions/behavior management, developing positive coping mechanisms, and managing mental health and behavioral symptoms.</p>	<ul style="list-style-type: none"> <li>• Adults</li> <li>• Older Adults</li> </ul>
<p><b>11. <u>Youth and Young Adults in Transition to Independence (YYAT):</u></b> YYAT is a program that supports transition-age youth (14-29) with emotional/behavioral difficulties (EBD) and/or mental illness in setting goals for independence and achieving positive outcomes. It focuses on areas like Employment and Career, Educational Opportunities, Living Situation, Personal Effectiveness and Well-being, and Community-Life Functioning. The program can involve a combination of services such as CPST, BHCT, and SE. YIOP is a program provided to adolescents with substance use concerns who meet the appropriate ASAM Level of Care for this service. It involves nine to twelve hours per week of intensive group counseling. The curriculum runs on a twelve-week cycle and includes topics such as substance addiction education, nutritional education, life skills, abstinence coaching, and codependency.</p>	<ul style="list-style-type: none"> <li>• Adolescents Age 14-17</li> <li>• Adults Age 18-29</li> </ul>
<p><b>12. <u>Supported Employment-Individual Placement and Support (SE-IPS):</u></b> Community Counseling Center offers employment services through the Supported Employment with Individualized Placement and Support (SE-IPS) model. This program helps individuals with severe and persistent mental illness and substance use disorders find and keep meaningful employment. The SE-IPS Program is monitored by the Ohio Department of Mental Health and Addiction Services (OhioMHAS) to ensure it follows the SE-IPS model.</p>	<ul style="list-style-type: none"> <li>• Adults</li> </ul>

<p><b>13. <u>Prevention Services:</u></b> Prevention services at Community Counseling Center are carefully planned strategies that are culturally relevant and evidence-based. These services are designed to reduce the likelihood or delay the onset of mental, emotional, and behavioral disorders.</p> <p>Prevention services are focused on reducing risk factors and promoting mental health before a disorder develops.</p> <p>They are targeted to specific populations and levels of risk, with the goal of preventing new cases of mental, emotional, and behavioral disorders. It's important to note that prevention services are distinct from clinical assessment, treatment, recovery support services, relapse prevention, or medication interventions.</p> <p>Current Evidence-Based Prevention Programs:</p> <ul style="list-style-type: none"> <li>• Children <ul style="list-style-type: none"> <li>○ Catch My Breath Vaping Prevention</li> <li>○ Botvin Life Skills</li> <li>○ Girls Circle</li> <li>○ Boys Council</li> </ul> </li> <li>• Adolescents <ul style="list-style-type: none"> <li>○ Catch My Breath Vaping Prevention</li> <li>○ Botvin Life Skills</li> <li>○ South Oaks Gambling Screening (SOGS)</li> <li>○ Girls Circle</li> <li>○ Boys Council</li> <li>○ Unity Circle, Mitigating Gender and Racial Bias</li> </ul> </li> <li>• Adults <ul style="list-style-type: none"> <li>○ Narcan/Naloxone Training and Distribution</li> <li>○ South Oaks Gambling Screening (SOGS)</li> <li>○ Unity Circle, Mitigating Gender and Racial Bias</li> <li>○ QPR ( Questions Persuade Refer)</li> <li>○ Mental Health First Aid</li> <li>○ PAX Tools</li> </ul> </li> <li>• Older Adults <ul style="list-style-type: none"> <li>○ Narcan/Naloxone Training and Distribution</li> <li>○ South Oaks Gambling Screening (SOGS)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Children</li> <li>• Adolescents</li> <li>• Adults</li> <li>• Older Adults</li> </ul>
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## Treatment

**Treatment Modalities:** At Community Counseling Center, we strive to incorporate the most up-to-date practices and approaches in the field of mental health. Our clinicians have diverse personal styles and backgrounds, bringing a range of theoretical perspectives to their work. We utilize evidence-based practices such as Motivational Interviewing (MI), Supported Employment-Individual Placement and Support Model (SE-IPS), Cognitive-Behavioral Interventions for Substance Abuse (CBI-SA), Cognitive-Behavioral Therapy (CBT), Dialectical Behavioral Therapy (DBT), Transition to Independence Process (TIP), Trauma-Informed Care (TIC), and Medication Assisted Treatment (MAT) to ensure the best possible outcomes for our clients.

**Family & Support System Involvement:** We encourage you to involve those who support you in your treatment. It's important for them to understand your goals, struggles, and achievements so they can support you effectively.

**Person-Centered Treatment Plan:** Each client receives a personalized treatment plan that addresses their needs and goals. The plan is developed collaboratively with the client, family (as permitted), and caregivers.

**Individualized Service Plan (ISP):** This plan outlines the care and treatment for each client and is developed in collaboration with the client and family. It includes treatment goals and how motivational incentives may be used to promote progress.

Progress toward goals is documented in progress notes following every contact with a service provider. These notes are used to track progress and inform treatment.

**Integrated Care:** If you receive multiple services at CCC, your providers will communicate to ensure a unified approach to your treatment plan and progress.

**Ineligible for Requested Program/Service:** If you are found ineligible for a program or service, you will be informed of the reason why and provided with alternative recommendations and referrals.

## Program Rules, Responsibilities, & Expectations

Community Counseling Center has procedures in place to maintain your rights as a client, and it's important for you to take some responsibilities to ensure positive treatment outcomes and a safe environment for everyone involved. Here are some things you can do:

- Be respectful and safe: Respect agency property, workforce, and other clients. Help maintain a safe environment by controlling noise and following policies regarding weapons and tobacco.
- Provide accurate and updated information: Give accurate and complete information about your history of treatment and report any changes in your condition or circumstances.
- Attend appointments: Regular attendance and active participation in your appointments can lead to the best outcomes.
- Cancel or reschedule appointments: If you are unable to attend a scheduled appointment, please call to cancel and reschedule.
- Take prescribed medications: Follow your doctor's instructions for taking medications and report any unexpected changes in your condition.
- No gifts: Please do not give personal gifts to workforce members. Donations to the agency are acceptable.
- Follow the law: Adhere to all federal, state, and county laws.
- Financial responsibility: Meet any financial obligations agreed upon with Community Counseling Center.
- Follow program rules: Abide by any additional rules and expectations set by specific programs at Community Counseling Center.

## Consequences & Restrictions

Unlike rights, privileges can be lost if agency, program, or services rules are violated, or if there is a failure to show progress in treatment. If a client or family member is asked to leave the premises and complies, they will be allowed to reschedule the appointment. However, if their actions require police involvement, they will only be allowed to return after a review by the administration and clinical supervisory team. Violations of rules will be reviewed on a case-by-case basis, and a plan outlining how restricted privileges may be regained will be determined and shared with the client or family member.

## Transition, Discharge, and Voluntary Leave

Community Counseling Center believes that transition planning should start at the beginning of services and continue throughout treatment. This planning helps recognize progress and ensures a smooth transition when a person prepares to end a service, transfer to a different level of care, or discharge from the agency. Transition planning involves input from the client, program workforce, and when appropriate, the family, legal representatives, referral sources, and other community services. If you choose to end services against your clinician's advice, the potential consequences will be explained, and efforts will be made to encourage continued participation or provide referrals for services elsewhere.

The workforce will work with you to plan your closure in a program, service, or the agency. A discharge summary will be sent to you when there is an agreement to end a program or service, or when services are discontinued without contact with workforce members. Recommendations and referrals will be given to you in person or in writing at the time of discharge, whether planned or unplanned.

## Affirmation of Orientation

By signing your Informed Consent for Treatment Services in your electronic client record, you confirm that you have received an orientation to the agency, its programs, services, workforce, and facilities. You are also aware of any restrictions of privileges that may be imposed due to a violation of program rules. Additionally, you acknowledge that the information provided has been reviewed in a way that is understandable, and that you have had the opportunity to ask questions.

*Thank you for choosing Community Counseling Center as a partner in your recovery!  
We look forward to working successfully with you to achieve your goals!*

## Appendix A: Other COMMUNITY RESOURCES: 2-1-1

*There is hope.*



**988** SUICIDE & CRISIS  
**LIFELINE**

PEP22-08-03-011  
33377A

Is the following true for you or your family...

*"We need help but we don't know where to turn. I wish there was one place we could call that would direct us to the right place to help us out."*

There is such a place... just dial 2-1-1.



Call us- we can  
connect you to the  
services you need.

Just dial... 2-1-1.

Or search on-line:

2-1-1 is also available via the web so  
you can search all of our resources on  
your own at [www.211ashtabula.org](http://www.211ashtabula.org)  
just click...



[www.211ashtabula.org](http://www.211ashtabula.org)

Alternate Phone- 1-800-874-8545

\*Fax- (440)997-6162

\*Email- [211@accaa.org](mailto:211@accaa.org)

\*PO Box 2610 \*Ashtabula, Ohio 44005-2610

A service of...



#### What is 2-1-1?

2-1-1 is an easy-to-remember three-digit telephone number which can be dialed anywhere in Ashtabula County to connect people in need with community, social, health and human service programs and resources.

2-1-1 Ashtabula is not new. For more than 10 years, Community Action has been providing the vital link connecting people in need to services to assist with practical problems in their lives.

2-1-1 is at no charge to the caller and is available 24/7.

#### Does 2-1-1 work from all phones?

2-1-1 is available to all residents of Ashtabula County via landline and cell phone. If for some reason you cannot connect to our service by dialing 2-1-1, call toll free 1-800-874-8545.

with  
**ENHANCED**

**Information and Referral  
for Seniors**

An offshoot of our comprehensive 2-1-1 information and referral service, Enhanced Information and Referral for Seniors provides more time for those Seniors that are trying to gain access to health, human and social services and need extra assistance to get connected to a resource.

#### For Fire, Medical or Police Emergency call 9-1-1

For community, social, and health and human service information call 2-1-1.

2-1-1 Ashtabula County is funded in part by...

United Way of Ashtabula County, Ashtabula County Department of Job and Family Services-TXX, Ohio Development Services Agency-CSBG, and the Ashtabula County Senior Services Levy