

UNIVERSAL

MH/DD/SAS

"Caring People, Caring for People"

A Handbook for Individuals Served and Their Families

Revised 12/18/12

Who Are We?

Universal MH/DD/SAS is a comprehensive community human service organization that strives to provide integrated and quality services to the individuals served within the areas of mental health, developmental disabilities and substance abuse. Our organization is nationally accredited by CARF. We pride ourselves on our persons served friendly and professional office environments which are licensed by the Division of Facility Services to meet the needs of the individuals we serve. We currently have offices located in many locations across the state.

Our Mission

Universal MH/DD/SAS is dedicated to helping individuals and families affected by mental illness, developmental disabilities and substance abuse in achieving their full potential to live, work and grow in the community.

Our Guiding Principles

- We will inform the individuals we serve that they have the right to services without regard to race, age, sex, creed, color, national origin, sexual orientation, occupation or disability.
- We will encourage and support individuals served and their families.
- We will act in a manner consistent with our professional ethics.
- All employees will respect individuals served by protecting their right to confidentiality.
- We will honor individual and cultural diversities, being empathic and treating each individual to be served in a fair and consistent manner.
- We will treat all persons entering our facilities with dignity and respect and will not, under any circumstances, engage in or tolerate behaviors which involve a form of harassment, intimidation, abuse or exploitation.
- We will work in a manner that provides for informed consent and active participation by the individuals served in decisions regarding their services.
- We will strive to build and maintain relationships with individuals served and colleagues that will develop trust and enhance our goal of providing the most appropriate and least restrictive services.
- We will deliver services to empower persons toward becoming independent and to maximize their quality of life.
- We will work in our community to enhance cooperation and increase resources through team work and collaboration.



What We Can Offer

- Broad-based knowledge of MH/DD/SA requirements, self-determined and progressive community supports and services
- Prompt response to the individual to be served and their family needs
- Flexible appointments
- Acceptable standards of caseloads for staff
- Highly-trained professional staff including Psychiatrists, Nurse Practitioners, Nurses, Licensed Clinical Social Workers (LCSW), Psychologists, Licensed Marriage and Family Therapists (LMFT), Licensed Professional Counselors (LPC), Qualified Professionals (QP), Case Managers and Infant Toddler Specialists
- Highly-trained paraprofessional staff
- Assistance with transition of services
- Follow-up after discharge to ensure continued success

Services We Provide

We provide comprehensive and integrated mental health, developmental disabilities and substance abuse services to individuals we serve in North Carolina. The services provided include:

- **Alternative Family Living (AFL)**
- **Assessment and Evaluative Services:** Diagnostic, Psychological, Neuropsychological, Forensic Competency and Child Custody.
- **CAP-MR Waiver Services:** Crisis Services, Day Supports, Individual Caregiver Training, Enhanced Personal Care, Enhanced Respite Non-Institutional Community Based, Nursing Based Supported Employment, Home and Community Supports, Specialized Consultative Services and Residential Supports
- **Case Consultation:** Provided to area medical, mental health and legal professionals.
- **Case Management Services:** Targeted Mental Health and Intellectual Developmental Disability (IDD) Adult and Child, CAP-MR
- **Community Support Team**
- **Developmental Therapy**
- **Early Intervention (EI) Services:** Infant/Toddler Specialists will help your family learn developmentally appropriate activities that will be used to meet the goals that are specified on your Individual Family Service Plan.
- **Emergency On-Call:** System to provide safety net for individuals served.
- **Intensive In-Home Team**
- **Medication Administration:** Administration of certain medications including injections by qualified medical staff.
- **Medication Management:** On-going management of any type of psychotropic or other medication via consultation with psychiatrist PA/NP on staff.
- **Outpatient Treatment (MH/SA):** Child, adolescent and adult therapies provided in an individual or group setting.
- **Psychosocial Rehabilitation**
- **School-Based Services:** Professional and paraprofessional services which are delivered in the school setting.



What is Person-Centered Planning?

The process used to design your individual plan of supports, service(s) or treatment is called Person-Centered Planning (PCP) and includes the following important points:

- Your planning meeting occurs at a time and place that is convenient for you.
- You can invite the people you want to your meeting.
- You get the information you need and ask for, from the people at your meeting.
- The people at your meeting listen to you and respect your opinions and wishes.
- The people at your meeting work together so you can be more independent and more involved in your community.
- Consider the team's suggestions if you do not agree with the plan.
- You are satisfied with the final plan.
- You sign and receive a copy of the plan.

FOR EARLY INTERVENTION SERVICES ONLY:

Individual Family Service Plan

Universal is dedicated to carrying out the services specified in the Individual Family Service Plan (IFSP). Through a willingness to be flexible and creative in service deliver, our goal is to work with your child and family to identify and realize your preferred outcomes. It is our goal to do the following:

- To focus on goals that meet the child and family's need
- To provide services within the child's most natural environment, e.g. day care, home.
- To work as a team with families and coordinators to establish open communication and optimal success.

Crisis Plans

It is important to include a crisis plan in your person-centered plan. Your provider will work with you to develop a plan to help prevent a crisis and to help you during a crisis. Your crisis plan gives information about what you would like to happen should a crisis occur. Your provider will tell you the person to contact in the agency when you are in crisis. Examples of what might be in a crisis plan include friends or relatives to be called, contact numbers, preferred medicines, care of children and pets and bills to be paid.

*****If you have a true medical emergency, please call 911. If you need to speak to someone after hours, Universal MH/DD/SAS shall provide on call staff to assist individuals served during times that the facility is closed such as in emergency, after hours, and holiday situations on a 24/7-365 basis. The answering machine at each local office will give all the details regarding the number to call after hours. See page 9 for office numbers.**

Human Rights

When you receive services from the public MH/DD/SAS services system, you have many rights supported by law. Understanding your rights will help you stand up for yourself and fully participate in your care. Knowing your rights can help you:

- Make informed choices about your care.
- Resolve any problems that may occur.
- Know what to expect from your service provider.
- Become a better self advocate for your care and treatment.



To be informed of your rights:

By law, you must be informed of all of your rights within the first three visits to your community provider. You also have the right to:

- Ask that printed information explaining your rights be given to you in a way that you can understand.
- Know what to do and who to call if you believe someone is trying to take away your rights.

To know what is expected of you:

You must be told about any rules you need to follow. This information should be shared with you when you begin receiving services. If you do not receive this information, ask someone you trust to help you obtain this information.

To always be treated with respect:

Staff should be polite, attentive and responsive to your needs and values.

To live as independently as possible:

It is your right to receive care in your community in the least restrictive environment suitable to your individual needs.

To understand and give informed consent:

When you are making a decision about your treatment, you should have the chance to know the most likely results of your decision and what other choices you have. Making decisions after considering all available options is called "informed consent." Except during an emergency, informed consent is always your right. Before you give your approval for any service/treatment, be sure you have all of the information you need. This right is based on the idea that you are the person who best knows what works for you.

To have information about you kept confidential:

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is the federal law that protects your private health information. The HIPAA law states that medical records, treatment plans and any other information about you must be kept private. Anyone not involved in providing your care, including family members, must first obtain your or your guardian's permission before this information is provided to them. By law, there are some situations when information about you may be shared without your permission. These include:

- ✓ When an advocate for individuals served is helping you needs to review your record.
- ✓ When we are ordered by the court to release your record.
- ✓ If our attorney needs to see your file because of a lawsuit/other legal action.
- ✓ If you have been committed to an institution and we need to share information about you in order to manage your care.
- ✓ If you are in prison and your record needs to be shared with prison officials to continue your treatment.
- ✓ If you have an emergency, we may need to share information with another professional who is treating you.
- ✓ If a physician or other professional who referred you to our program needs information.
- ✓ If you are a danger to yourself or others or if we believe that you will commit a serious legal offense or become violent.
- ✓ If we suspect abuse or neglect.



To know about medication:

You have the right to know the possible side effects of medication and to be free from unnecessary or excessive medication. Medication cannot be used as a punishment, discipline or for the convenience of staff.

To accept or refuse services:

By law, you can accept or refuse any service, medication, test or treatment. However, during an emergency situation, treatment may be necessary without your permission.

To be involved in the service plan:

It is your right to be involved in your service plan. You have a right to be involved in the development and review of your plan before you sign it.

To make certain treatment choices:

It is your right to be informed of the potential risks, benefits and alternatives to the treatments being offered to you.

To exercise your rights as a citizen:

You have many rights as a citizen. These include buying or selling property, signing a contract, registering to vote, marrying or getting a divorce. Unless the court has declared you incompetent, you will **always** have these rights.

To make advance instructions:

You have the right to a written plan called an "advanced directives for mental health treatment." This written plan describes how you want to be cared for if you ever become unable to decide or speak for yourself. You can also name a "health-care proxy" in your advanced directive. This lets another person, who you have identified, make decisions about your care if you become unable to do so. For help in preparing these plans, you should speak with someone you trust. **Universal staff can assist you with Advanced Directives.**

To review your medical records:

You will usually have the right to review information in your medical records, which includes your service plan.

To know the costs of services:

The charges or fees for services you receive should be discussed with you at your first visit. You should also be given a written copy of the fees. Ask your provider, or have someone you trust, talk to your provider if you have questions about any costs or fees that you may be charged.

To be accepted for treatment:

You have a right to receive age-appropriate treatment. Services cannot be denied, interrupted or reduced without good cause. If your services are denied, interrupted or reduced you can appeal the changes to your services.

To freely file an appeal:

Before anyone can change your service or deny your request for a service, you will receive a written notice explaining your rights. You have a right to appeal any changes to the services you already receive or any services you and your service provider have requested to receive. The way you appeal may change depending on how your services are funded.

If you are unsure how to appeal changes to your services or if you have questions about appeals, contact your case manager, LME customer service office or contact the Advocacy & Customer Service Section at DMH/DD/SAS at (919) 715-3197. For all appeals, call the number on your appeal notice.



UNIVERSAL'S GUIDELINES REGARDING RIGHTS RESTRICTIONS

SUSPENSION/EXPULSION

Universal MH/DD/SAS recognizes the right of individuals served to be free from unwarranted suspension or expulsion from services. Individuals that are served by Universal will only be suspended or expelled from services in situations in which there is danger of harm to the individual being served, other individuals in the facility, or if the individual being served is not cooperative with the services and service plan. Universal will make every effort to resolve these issues with the individual being served prior to suspension or expulsion. If an individual being served is expelled from services, Universal management staff will assist in locating other services or service providers for that individual.

SECLUSION/RESTRAINT

Restrictive Interventions may only be utilized with any individual served under the direction of a person-centered treatment plan, or in an emergency situation in which an individual being served is in imminent danger of abuse or injury to themselves or others, or when property damage is occurring that poses imminent risk of danger of injury or harm to themselves or others. All staff assigned to such individuals will be thoroughly trained in Alternatives to Restrictive Interventions and any other training as prescribed by the agency to improve quality of services. Alternatives to Restrictive Interventions training will occur prior to service delivery. Universal MH/DD/SAS ensures that all staff working with individuals are trained according to state and federal guidelines. Seclusion and Isolation Time-out **will not** be utilized by Universal staff.



TOBACCO USE

It is the policy of Universal Mental Health to prohibit smoking by individuals we serve, employees, visitors, and volunteers. Outdoor smoking areas are located outside each facility. Use of tobacco products are not permitted in any Universal vehicle.

SEARCH AND SEIZURE

Each individual served shall be free from unwarranted invasion of privacy. If, however, Universal Mental Health staff have reason to believe that an individual being served has brought items into the facility that are dangerous, illegal, or otherwise prohibited by the facility, the following actions will be taken: 1) If the individual being served does not pose a danger, they will be asked to remove the items in question; and 2) If the individual being served cannot be safely approached, or if they refuse to remove a dangerous item, law enforcement will be contacted.

USE OF SUBSTANCES DURING TREATMENT

Universal Mental Health does reserve the right to limit a person's access to a particular service in the event the person is actively using alcohol or drugs while participating in certain treatment modalities. In limiting access to particular services, Universal will ensure that each individual served is free from threat or fear of unwarranted suspension or expulsion from services.



YOUR RESPONSIBILITIES

Your treatment success will depend on how much you are involved in developing and implementing your person-centered plan. You are encouraged to assume some reasonable responsibilities for the success of your treatment. Your increased involvement in your care increases the likelihood of achieving the best results. Things you can do include:

- Be on time for all appointments and call if you can't make an appointment.
- Let the staff know about any changes to your medications or your health.
- Treat staff and other individuals served with respect and consideration.
- Follow the rules of the program where you receive services.
- Respect the confidentiality and privacy of other individuals served.
- Be very involved in developing and reviewing your person-centered plan.
- Talk to your case manager, therapist, and others on your team about your needs, preferences, goals and how you are doing at meeting your goals.
- Tell your provider when you are experiencing problems and complete any questionnaires or surveys provided for feedback.
- Let your provider know if you decide to discontinue services.
- Present your Medicaid, Medicare or insurance card each time you come for an appointment.

- Let your provider know about changes in your name, insurance, address, telephone number or your finances.
- Pay your bill or let your provider know about problems you may have meeting payments.

FOR EARLY INTERVENTION SERVICES ONLY:

ROLES AND RESPONSIBILITIES OF PARENT

- Participate in the program by attending sessions and meetings, asking questions, reporting progress made at home, and keep staff up-to-date on family and child needs.
- Keep all appointments or cancel two (2) hours prior to appointment time
- Call your Infant/Toddler Specialist to reschedule your appointment if your child, you, or anyone in your home is ill. This includes fever, diarrhea, vomiting, bad cough, or a communicable disease
- Pay the co-payment for CBRS services provided **over** the five (5) hours per month, as determined by the CDSA
- Provide Universal MH/DD/SAS, Inc. with access to the insurance card/Medicaid information as requested. Notify CDSA and EISC of any changes.
- Not allow the use or be under the influence of drugs or alcohol while your Infant/Toddler Specialist is present
- Abide by the no show/no call policy (UMHS Policy #IV.A.1 – Admission/Continuation/Discharge Criteria). If you need to reschedule an appointment, please call your Therapist to let them know not to come to the scheduled visit. If you have two (2) or more missed appointments without making your therapist aware in advance, you will be in jeopardy of losing your services with our agency. This therapy is completely voluntary and if you feel you are no longer interested, please contact your Service Coordinator at the CDSA.

FOR EARLY INTERVENTION SERVICES ONLY:

ROLES AND RESPONSIBILITIES OF UNIVERSAL MH/DD/SAS, INC.

- Encourage family to participate in program as much as possible
- Make home or day care visits convenient for the family
- Keep all appointments or cancel at least one (1) hour prior to appointment time
- Maintain a professional image and demeanor while working with child and family

Universal Office Locations Contact Information

| | |
|---|--|
| <p>Corporate 839 Wilkesboro Blvd. Lenoir, NC 28645 Phone: (828) 759-2228 Fax: (828) 759-0159</p> | <p>New Bern Office 610 Pine Tree Drive New Bern, NC 28562 Phone: (252) 637-1226 Fax: (252) 637-7422</p> |
| <p>Asheville Office 370 N. Louisiana Avenue - Suite A-2 Asheville, NC 28806 Phone: (828) 225-4980 Fax: (828) 225-4822</p> | <p>Raleigh Office 3900 Barrett Drive - Suite 311 Raleigh, NC 27609 Phone: (919) 872-3888 Fax: (919) 872-3322</p> |
| <p>Burlington Office 847 Heather Road Burlington, NC 27217 Phone: (336) 227-1484 Fax: (336) 227-1598</p> | <p>Wilmington Office 3807 Wrightsville Avenue - Unit 23 Wilmington, NC 28403 Phone: (910) 399-4303 Fax: (910) 399-4304</p> |
| <p>Forest City Office 136 Commercial Drive Forest City, NC 28043 Phone: (828) 245-8886 Fax: (828) 245-8818</p> | <p>Wilson Office 602 W. Nash Street Unit A Wilson, NC 27893 Phone: (252) 674-7131 Fax: (252) 674-7132</p> |
| <p>Morganton Office 301 East Meeting Street, Suite 3 Morganton, NC 28655 Phone: (828) 438-0006 Fax: (828) 438-0616</p> | <p>Winston-Salem Office 510 Northgate Park Drive Winston-Salem, NC 27106 Phone: (336) 896-8188 Fax: (336) 896-8190</p> |



**All UMHS offices are open
8-5, with some after hours
appointments available**

**The answering machine at
each office will give the
number to call after hours in
the event of an emergency**

Other Helpful Resources

- Alcohol/Drug Council of NC
1-800-688-4232/919-493-0003
www.alcoholdrughelp.org
- The ARC of North Carolina
1-800-662-8706
www.arcnc.org
- Disability Rights of NC
1-877-235-4210
www.cladisabilitylaw.org
- Exceptional Children's Assistance Center (ECAC)
1-800-962-6817
www.ecac-parentcenter.org
- North Carolina Mental Health Association 1-888-881-0740
www.mha-nc.org
- National Council on Alcoholism and Drug Dependence, Inc. (Hope Line) 1-800-NCA-CALL
www.ncadd.org
- National Alliance on Mental Illness 1-800-451-9682
www.naminc.org
- NC CARE-LINE
1-800-662-7030
www.ncdhhs.gov/ocs/careline.htm
- NC Division of
1-800-624-3004
www.ncdhhs.gov/dhsr
- NC Mental Health Consumers Organization, Inc.
1-800-326-3842
www.ncmhcosupport.org
- Veterans Services
919-733-7011 ext. 216
www.nccarelink.gov
Or 1-800-662-7030
- Substance Abuse and Mental Health Services Administration (SAMHSA)
1-800-662-4357
www.samhsa.gov

Helpful Resources for Early Intervention Services

- Games, Songs, Picture Cards, Print Resources and information for special needs
www.do2learn.com
- An evidence-based service, training, and research program for individuals of all ages and skill levels with autism spectrum disorders
www.teacch.com
- Autism Society of NC
www.autismsociety-nc.org
- Family Support Network online
www.familysupportonline.org
- Triangle Down Syndrome Network
www.triangledownsyndrome.org
- Curriculum material online
www.enchantedlearning.com
- Innovative baby products
www.onestepahead.com
- Sign language information
www.signwithme.com
- Zero to Three
www.zerotothree.org
- Center for Social Emotional Foundations of Early Learning (CSEFEL) – family tools
<http://csefel.vanderbilt.edu/resources/family.html>
- National Association of Parents with Children in Special Education
www.napcse.org
- Family Support Network
www.fsnc.org
- FSN Wake County
www.familysupportonline.org
- Project Enlightenment
www.projectenlightenment.wcpss.net
- Exceptional Children's Assistance Center
www.ecac-parentcenter.org



EACH UNIVERSAL OFFICE IS COMMITTED TO THE VERY BEST CUSTOMER SERVICE.

THERE ARE SUGGESTION BOXES IN EACH WAITING ROOM. PLEASE USE THESE FOR IDEAS, COMPLIMENTS, SUGGESTIONS AND FEEDBACK.

YOU WILL ALSO RECEIVE A SURVEY AT LEAST ANNUALLY. PLEASE COMPLETE AND RETURN THIS FORM SO WE CAN CONTINUE TO IMPROVE THE QUALITY OF OUR CARE AND SERVICES. WE NEED YOUR HELP TO CONTINUE IMPROVING THE SERVICES WE PROVIDE. WE STRIVE TO BE THE BEST AT WHAT WE DO AND PROVIDE YOU WITH WHAT YOU NEED.

PLEASE ACCESS OUR WEBSITE

www.umhs.net



Health & Safety for Everyone

Natural Disasters, Weather, Infections & Risks

1. TORNADOES:

If a tornado **“watch”** is issued for your area, it means a tornado is possible. If a tornado **“warning”** is issued, it means that a tornado has actually been spotted, or is indicated on radar, and it is time to go to a safe place.



What to do:

- Go to the basement if you have one. Hide under a work-table or under the stairs.
- If you do not have a basement, go to a first floor room without windows, like a closet or bathroom. Get into the bathtub and put a cushion or pillow over you.
- If you are in a car, get out of the car and lie down in a ditch.
- If you are in a mobile home, get out of the mobile home and find a planned shelter or lie down in a ditch.

2. HURRICANES:

What to do:

- Pay attention to local weather reports on TV, radio or the internet.
- Stay in a secure windowless room like a closet or bathroom.
- Stay away from windows.



3. FLOODING:

What to do:

- The rule for being safe in a flood is simple:

HEAD FOR HIGHER GROUND AND STAY AWAY FROM FLOOD WATERS!



4. EARTHQUAKES:

What to do:

- Stay indoors, move to a safe location in the room such as under a desk or table to protect yourself from falling debris.
- If you are outdoors move away from buildings, power lines and trees.



5. WINTER WEATHER:

What to do:

- *Inside:* keep heaters away from furniture, walls and curtains.



Listen for weather updates on TV, radio or internet and follow instructions.

- *Outside:* dress in layers of loose fitting clothes. Wear a hat and a scarf over your mouth. Mittens are warmer than gloves and make a better choice for your hands. All areas of your body should be covered to guard against frostbite.
 - *In the event of frostbite, warm the area by wrapping it or placing it next to warm skin. Do not rub the area that is frostbitten.*

6. HEAT EMERGENCIES:

What to do:

- Drink plenty of water, try to stay indoors in a cool place.
- Sunburn: take a shower
 - if blisters occur, apply dry sterile bandage and seek medical attention
- Heat cramps: massage to relieve spasm and drink sips of water
- Heat exhaustion: apply cool, wet cloths, drink sips of water
- Heat stroke: call 911, or get to a hospital



7. FIRES:

What to do:

- Plan an evacuation route for where you live.
- Don't waste time getting out.
- Roll out of bed, stay low to the ground.
- Feel all doors before opening them, if they feel hot, use another way out. Stop, drop (to the ground) and roll (if clothes catch fire).
 - If you have a burn, immediately place the wound under cool water for 10 to 15 minutes.
 - Call 911



8. EVACUATIONS:

There may be situations where you need to get away, this is called an evacuation.

- Learn of hazards that may strike your community (tornados, floods, etc.)
- Have a plan for evacuating your home and practice with the people you live with.
- Learn to give quick information on how to assist you: *“Take my oxygen tank” or “I need my inhaler.”*
- Have a basic emergency supply kit: include:
 - Water
 - Medication for at least 3 days

- Food
- Flashlight
- Batteries
- Any adaptive equipment needed
- Any supplies specific to your needs



Fire is the biggest threat, if you have a mobility disability.

- Arrange furniture so it does not obstruct a quick exit.
- Attach a small bag with some supplies such as medication and other needed supplies to your wheelchair or walker.
- Memorize a few critical phrases to explain your situation to first responders or have them written down.

If you have specific needs concerning evacuation or response to a natural disaster or fire, let your Universal representative know. This information should be included in your individual plan. If you need further training or accommodations also inform your Universal representative.

9. INFECTION PREVENTION and INFECTIOUS DISEASE:

Bacteria can be found on any surface. Most bacteria can live for several days. It is most commonly spread by touching it and then touching your face. It can also be spread through the air from a cough or sneeze.

What to do:

- The most effective prevention for the spreading of infection is hand washing.
 - Wash your hands often throughout the day and after contact with possible bacteria.
 - Use warm water and soap and scrub hands for at least 20 seconds, rinse well under running water.
- Cover coughs and sneezes with a tissue.
 - Throw away tissue and wash hands.
- Keep the kitchen area clean especially the countertop.
 - Use disposable cleaning cloths, do not use sponges.
 - Wash dishes in hot water and allow to air dry.
- Practice good cooking safety.
 - Cook all meat until it is not pink inside.
 - Wash all fruits and vegetables before eating.
- Clean often touched areas with a disinfectant.
 - Don't forget door knobs, computer keyboards, etc.
- Clean cuts with soap and water.
 - Apply antiseptic ointment and bandage as needed.



Infectious disease, also called Communicable disease:

Infectious diseases kill more people worldwide than any other single cause. It is caused by germs. Germs are tiny little things that live in soil, water and air. You can get infected by touching, eating, breathing or drinking something that contains a germ. Germs can also spread through animal and insect bites or from person to person. Vaccines, hand washing and medicines can prevent infections.

Symptoms of infection:

Fever, fatigue, loss of appetite, muscle aches.

When to see a doctor:

- After being bitten by an animal
- Trouble breathing
- Coughing for more than a week
- Headache
- Fever
- Rash or swelling.



Risk factors:

You are at higher risk for infectious diseases if:

- You have AIDS or HIV
- Have Arthritis or Lupus
- Have Autoimmune problems
- Are being treated for Cancer.

10. What is Risk Behavior?

Risk behavior is a behavior that puts you at risk for a bad consequence. An example is: breaking the law puts you at risk for going to jail, smoking can cause cancer.

- Examples of risk behaviors include:
 - Smoking
 - Using illegal Drugs
 - Abuse of legal drugs
 - Drinking Alcohol



If you need information on how to quit any risk behaviors, inform your Universal Representative.



About

Benefits of 2-1-1

FAQ

Nationwide Status

Pass Calling for 2-1-1 Act

Search for 2-1-1

2-1-1 US

2-1-1 is an easy-to-remember three-digit phone number that brings people and services together.

And 2-1-1 US is the entity that brings together the rich diversity of the national 2-1-1 movement.

The mission of 2-1-1 US is to ensure that 2-1-1 is Excellent, Everywhere and Always. The rapid growth of 2-1-1 during the first decade of development has transformed access to human services and this achievement needs to be both enhanced and sustained.

The essence of 2-1-1 is in its simplicity:

- 2-1-1 is for everyone and can be remembered by everyone.
- 2-1-1 is free and confidential.
- 2-1-1 makes the entire human services sector at every level of government work more efficiently.
- 2-1-1 has proven itself time after time as an invaluable resource in the aftermath of a disaster.
- 2-1-1 is the number to call to give help and to get help.

POISONS

Regarding all poison issues:

1. Follow First Aid emergency training as appropriate
2. Call the National Poison Control Hotline 1-800-222-1222
3. Follow directions
4. Contact your Supervisor and document the incident





Cultural Competency Training

"Universal MH/DD/SAS strives to develop awareness and respect in order to celebrate the diverse backgrounds of people."



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What is Cultural Competency?

Cultural Competence is defined as a set of behaviors, attitudes and policies that come together in a system or agency that enables people to work effectively in cross-cultural situations.



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Five essential elements to Cultural Competency:

- Value diversity
- Have the capacity for cultural self-assessment
- Be conscious of the "dynamics" when cultures interact
- Institute cultural knowledge
- Develop adaptations to service delivery reflecting an understanding of diversity between and within cultures.

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Valuing Diversity

- Universal MH/DD/SAS recognizes that **EVERY** individual contributes a unique perspective that not only should be tolerated or respected, but also valued for the differences that makes our agency dynamic.
- **EVERY** staff, person served, family member and stakeholder is valued for their unique contribution.

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Cultural Self-Assessment

- Universal MH/DD/SAS does not operate with "blindness" to ignore different cultures, rather each person is encouraged and supported to share their background, values needs and unique characteristics.
- Every person is also encouraged to learn about other cultures with an open mind and inquisitive spirit.

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Awareness of Dynamics when Cultures Interact

- When people from different cultures come together, there can be preconceived notions or biases. The most effective way to avoid negativity is to view each individual for their own strengths and unique contribution.
- RESPECT is the right of every individual, and adjusting to each other's needs is an essential step toward effective interaction.



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Institution of Cultural Knowledge

- Universal MH/DD/SAS's policies, procedures, trainings, marketing materials, working environment and behavior of all staff and stakeholders must be culturally sensitive to the people and communities we serve.
- Diversity is valued and we seek to partner with a wide variety of organizations and people.
- Discrimination in any form is not condoned or tolerated.

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Adapting Service Delivery to Cultural Understanding

- Assessing strengths and needs of individuals receiving services must include cultural considerations and personal preferences. A clinician or staff's education and experience makes them a valuable member of the treatment team, yet the background, culture and desires of the individual must help define their own personal outcomes in order for them to be meaningful.
- "Services that are respectful of and responsive to the health beliefs, practices and cultural and linguistic needs of diverse patients can help bring about positive outcomes".

*US Health and Human Services- Office of Minority Health
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Cultural Competency into Practice

- Encourage AFL residents to decorate their room to their taste and cultural preferences
- Share in cultural traditions, events and cuisine to better understand people of different backgrounds
- When possible, allow staff to take holidays according to their own religion or traditions
- Be willing to remove your shoes at the door to adhere to a family's household rules
- Allow a person served to listen to music of their choice versus the staff's preferences alone
- Maintain "brag books" to celebrate individual successes and partnerships in the community
- Be willing to share your culture with others and invite others to share with you...be positive and celebrate diversity!

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Cultural Competency Training

"Universal MH/DD/SAS strives to develop awareness and respect in order to **celebrate** the diverse backgrounds of people."



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