

# Consumer Handbook

**Essential Assessments & Behavioral Health PLLC**

104-D Waxhaw Professional Park Dr.  
Waxhaw, NC 28173

# Essential Assessments & Behavioral Health, PLLC

EABH's Consumer Handbook has been developed to give our consumers important information about our services. If you have any questions about the contents of this Handbook, please let us know and we will assist you by answering your questions.

We would again like to thank you for choosing EABH to be your service provider. We are dedicated to providing the best services possible. If you have any suggestions, comments or questions, please do not hesitate to contact us.

## **OUR MISSION**

Essential Assessments & Behavioral Health is Professional Limited Liability Company in compliance with the North Carolina Psychology Board licensing requirements. It is the mission of Essential Assessments and Behavioral Health, PLLC to provide psychological services that will help each individual achieve their personal goals and attain life satisfaction through mental health treatment.

## **ABOUT US**

Essential Assessments & Behavioral Health is an independent provider private practice where Shavonda Bean, LPA provides both therapy services and psychological testing. Shavonda Bean, LPA has over 10 years of experience providing mental health services in North Carolina specializing in treating children, adolescents, and adults.

### **Important Consumer Phone Numbers:**

980-939-5099 – Office

980-939-5099 –Crisis Line (Shavonda Bean, LPA)

[Shavonda@essentialhealthnc.com](mailto:Shavonda@essentialhealthnc.com) - email

704-972-6228 - Fax

**Cardinal Innovations 24-hour Access Line: 1\*800\*939\*5911**

**Mecklenburg Community Office**

**100 S. Tryon Street, Ste. 100**

**Charlotte NC28202**

**Copies of the Agency's Policies and Procedures can be obtained by contacting Shavonda Bean at 980-939-5099**

## **Your Rights as a Consumer**

North Carolina has many laws that protect the rights of all persons receiving Mental Health/Developmental Disabilities/Substance Abuse treatment. These laws can be found in Chapter 122 C of N.C. General Statutes and in Title 10 of N.C. Administrative Code.

One of these laws specifies that a provider of services must inform you of your rights. Since EABH is committed to complying with all regulations, we will make every attempt possible to discuss your rights with you when (or before) your services begin. Our Consumer Handbook is one way in which we will inform you of your rights. You are also encouraged to ask us any questions you may have about your rights.

It is the policy of EABH to assure basic rights to all clients being served. These rights include the right to dignity, privacy, humane care and freedom from mental and physical abuse, neglect and exploitation.

All clients served by EABH shall also be afforded the following rights:

1. Confidentiality of all personal and treatment related information. Copies of policies are available upon request.
2. The right to privacy, security, and respect of property
3. The right for protection from abuse, neglect, retaliation, humiliation, exploitation. Medications shall be administered in accordance with accepted medical standards and only upon order of a physician as documented in the record.
4. Be informed of the cost of service.
5. The right to have access, review, and obtain copies of pertinent information needed to make decision regarding treatment in a timely manner.
6. The rights to informed consent or refusal or expression of choice regarding participation in all aspects of care/services and planning of care/services to the extent permitted by law including: 1) Service delivery, 2) Release of Information, 3) Concurrent services, 4) Composition of the service team, 5) medication. This includes instituting due process to terminate relations with EABH.
7. The right to access or referral to legal entities for appropriate representation.
8. The right to access to self-help and advocacy support services. Contact the Disability Rights North Carolina Protection and Advocacy for Persons with Disabilities at 1-877-235-4210. This is the Agency designated under federal and state law to protect and advocate the rights of persons with disabilities.
9. The right to investigation and resolution of alleged infringements of rights.
10. The right to provision of care in the least restrictive environment.
11. The right to adequate and humane care.
12. The right to evidence-based information about alternative treatments, medications, and modalities.

13. The value or purpose of any technical procedure that will be performed, including the benefits, risks, and who will perform the task/procedure.
14. The right to protection from the behavioral disruptions of other person served.
15. The right to 24-hour crisis intervention
16. The right to equal access to treatment for all persons in need regardless of race, ethnicity, gender, age, sexual orientation, or sources of payment.
17. The right to a grievance procedure that includes the rights to: be informed of appeal procedures, initiate appeals, have access to the grievance procedures posted in a conspicuous place, receive a decision in writing, and appeal to an unbiased source.

### Your Responsibilities

While receiving services from EABH, you have several responsibilities that we expect you to abide by. By complying with these responsibilities, you can assist us in providing the best possible services. Your responsibilities include:

1. After intake, attend all sessions with your assigned staff who sets up the treatment schedule. Failure to meet scheduled appointments is considered non-compliance.
2. Arrive on time for all group and individual sessions.
3. Not engage in any illegal activities. Any threat or act of violence directed towards staff, other clients, or visitor to the clinic may be grounds for dismissal from the program. If dismissed, you must have approval from the staff to reenter services.
4. Selling, giving away or using drugs on EABH's premises will be defined as non-compliance and may result in an immediate discharge.
5. Stealing from staff or other clients may result in an immediate discharge.
6. Known or suspected abuse will be reported immediately.
7. Inform us if you would like for your spouse, family members or significant others to participate in your treatment so that we can obtain the necessary consents for them to do so.
8. You are encouraged to discuss with your assigned counselor sexual and/or physical abuse, with the expectation of a referral to the most appropriate service provider for assistance.
9. You will be expected to dress appropriately whenever entering EABH.
10. You are responsible for your own belongings. EABH is not responsible for loss of theft of any personal property.
11. You will be expected to honor the Federal Confidentiality Law.

## SERVICES AND ACTIVITIES

EABH offers the following services:

- Diagnostic Assessment Services for Children and Adults
- Psychological Evaluations
- Outpatient Therapy services- Individual, Family and Group Therapy

### Grievance And Appeal Procedures

If, at any time, you feel dissatisfied with the services you are receiving, or if you feel that one of your rights has been violated, you are encouraged to discuss this with your EABH staff member, his or her supervisor or Shavonda Bean, LPA's Clinical Supervisor, Ben Johnson, PsyD. If you feel that a staff member, his or her supervisor cannot provide you with a satisfactory solution, you are encouraged to utilize our grievance procedure. This process can be initiated by contacting the office at 980-939-5099 or by completing the Grievance Form available at the office.

All clients who participate in services at EABH have means of providing feedback to the Agency when they have concerns or grievances with the agency's methods or personnel. It is imperative that clients have a means to openly discuss and document issues that are interfering in the recovery process. EABH wants to be informed of any client grievances and will resolve all issues to the best of their ability. Client's actions will not result in retaliation or barriers to services.

Because EABH views the monitoring of complaints as a component of quality improvement, we will give high priority to being responsive to appropriate requests for help. EABH establishes process whereby all client complaints are properly reported, investigated and acted upon.

#### **PROCEDURE:**

We have an obligation to provide a method to address any grievance for which the client may feel that we have done to any of his/her rights.

- A. "Grievance" is defined as; "any circumstance for which there is just cause for protest".
- B. The grievance procedure at EABH shall be as follows:
  1. You can file a grievance *any time* by calling, visiting, or writing to provide the details of your concern. You will be given information about grievance processes when you first start services and then again annually. You may ask for this information at any time by contacting:

**Dr. Ben Johnson, the Clinical Supervisor at 704-685-2700**

2. The Clinical Supervisor is required to investigate, review and make a written determination of his/her findings including action to be taken to address the complaint

- within forty-eight (48) hours of the completion of the written report. A copy of the written report will be given to the client upon its completion.
3. You will be offered assistance during the process of filing a grievance, if desired.
  4. You may also contact Cardinal Innovations Concern and Complaint Line prior to filing a grievance at 1-800-939-5911.
  5. You can file a grievance anonymously at 1-888-213-9698 and leave a message about your concerns.
  6. Each new client will be given a copy of the grievance procedure and have this Procedure explained at intake.
  7. You may obtain a copy of the Cardinal Innovations Grievance Form at [www.carindalinnovations.org/consumer-families/consumer-affairs/grievance](http://www.carindalinnovations.org/consumer-families/consumer-affairs/grievance) and the form can be mailed to:

Cardinal Innovations Healthcare  
4855 Milestone Avenue  
Kannapolis, NC 28081  
Attn: Quality Management

## **FIRE AND SAFETY NOTIFICATION**

All recipients accepted into the program are oriented to all emergency exits and fire suppressant equipment locations prior to beginning services.

## **AGENCY EXPECTATIONS OF SERVICE RECIPIENTS**

EABH expects that all service recipients will provide the agency and staff with clear, complete and honest information at all times so the agency can provide the most effective and efficient treatment services possible. EABH demonstrates a commitment to our recipients' care and expects that the recipients work and participate in treatment with an equal amount of dedication. EABH clearly stated the agency and program requirements for proper participation to all recipients and their families and expects that each individual will honor their responsibilities to the therapeutic process.

## **AGENCY HOURS OF OPERATION**

EABH is an independent practice and office hours may vary based on the availability of the clinician. In general, EABH maintains business hours from Monday through Friday 9:00 am to 5:00 pm excluding the following Holidays:

- New Years Day
- Martin Luther King
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas Eve and Christmas Day

## **AFTER HOUR SERVICES**

After hour services are available on an emergency basis 24 hours a day 7 days per week with the capacity for 24 hour face-to-face services. EABH has an after hours crisis number that is monitored by Shavonda Bean, LPA. The 24 hour on call number for consumers of enhanced services is 980-939-5099, the 24 hour on call number for consumers.

In the event that you are in immediate crisis with risk of harm to yourself or someone else, please call 911 or visit your nearest emergency room. Cardinal Innovations is also available for mental health crisis assistance at 1-800-939-5911.

## **ASSESSMENT PURPOSE AND PROCEDURE**

The Purpose of the assessment is to gather all needed clinical data through interviews with the client, family members, essential others, and other stakeholders. The clinician will design a treatment plan that will address the identified clinical issues and develop therapeutic strategies to resolve each issue. This assessment is the original information that guides treatment. There is a constant effort to assess the needs and desires of the person served throughout the individual's time in treatment.

## **DEVELOPMENT OF INDIVIDUAL PERSON CENTERED PLANS**

EABH develops an individualized Person Centered Plan for each person served. Client and family input into the planning process is vital. Clinical staff uses the historical data collected at the time of evaluation, current information gathered during assessment, and input from clients and their family members to identify therapeutic issues. Clients, Parents, legal guardian or other care givers help determine treatment goals and develop strategies to address needs that are identified within the plan; goals are implemented with approval from parents, legal guardian/caregiver or client. Clients and/or Parents will receive a copy of the Person Centered Plan when it is initially developed and each time the plan is revised.

## **CONFIDENTIALITY OF YOUR INFORMATION**

All information, written and verbal, regarding your care or services will be treated as confidential information in accordance with local, state and federal guidelines. The information in your record is inaccessible to all except authorized staff of EABH and any contracted organizations or individuals. Your information is to be discussed only with those individuals participating in your care and only as necessary to meet an identified need. In most circumstances, we will get your written permission before we release or disclose any information about you to anyone outside of EABH. However, there are situations in which we may be required to share information about you without your consent. These situations include:

1. To report suspected abuse, neglect or exploitation to the Department of Social Services.
2. If a court issues an order compelling disclosure or a valid subpoena is issued.
3. Whenever there is a reason to believe you may be eligible for financial benefits through a governmental agency, but only to the degree necessary to establish benefits.
4. For the purposes of filing a petition for involuntary commitment proceedings or a petition for adjudication of incompetence.
5. If emergency treatment is required. In this case, the information that is released will be limited to only the information that is needed to provide the emergency treatment.
6. If a professional staff member believes there is an imminent danger to you or another person or if there is a likelihood of the commission of a felony or violent misdemeanor.
7. Information about you may be shared among employees of EABH who have a need to know for reason of shared treatment, supervision, quality assurance or billing.



8. Information may be shared with the referring Area Program or State Facilities only when it is determined that such disclosure is necessary to coordinate appropriate and effective treatment.
9. Information may be shared to ensure payment for services. This information will be limited to the minimum necessary.
10. Records will be made available for review by licensing, regulatory and/or accrediting bodies as well as for Quality Assurance reviews. All client information documented in Quality Assurance reports will use coding systems in order to protect the confidentiality of client information.

In addition to your right to confidentiality, you also have the right to access your records. If you wish to request access to your records, you are asked to submit a written request to Shavonda Bean, LPA. Release will be granted based upon legitimate need and benefit to you or your family. A qualified professional shall be made available to interpret and explain information released. If you wish to have copies of your record, EABH may charge a small fee to cover copying costs.

## **CODE OF ETHICS**

EABH's Code of Ethics assures that all persons involved with EABH, including clients, staff, and others in the community are treated with courtesy, respect, and understanding in the manner consistent with accepted standards of professional practice.

### **1. Client Welfare**

- The primary responsibility of EABH is to respect the dignity and to promote the welfare of clients.
- EABH encourages client growth and development in ways that foster the clients' interest and welfare; EABH avoids fostering dependent client relationships.
- EABH staff and their clients work jointly in devising integrated, individual treatment plans that offer reasonable promise of success and are consistent with abilities and circumstances of clients. EABH staff and clients regularly review treatment plans to ensure their continued viability and effectiveness, respecting clients' freedom of choice.
- EABH recognizes that families are usually important in clients' lives and strives to enlist family understanding and involvement as a positive resource, when appropriate.
- EABH works with their clients in considering employment is jobs and circumstances that are consistent with the clients' overall abilities, vocational limitations, physical restrictions, general temperament, interest and aptitude patterns, social skills, education, general qualifications, and other relevant characteristics and needs. EABH neither places nor participates in placing clients in positions that will result in damaging the interest and the welfare of clients, employers, or the public.

### **2. Respecting Diversity**

- EABH does not condone or engage in discrimination based on age, color, culture, disability, ethnic group, gender, race, religion, sexual orientation, marital status, or

socioeconomic status.

- EABH will actively attempt to understand the diverse cultural backgrounds of the clients with whom they work. This includes, but is not limited to, learning how the agencies own cultural/ethnic/racial identity impacts the values and beliefs about the therapeutic process.

### 3. **Clients Rights**

- When treatment is initiated, and throughout the treatment process as necessary, EABH staff informs clients of the purposes, goals, techniques, procedures, limitations, potential risks, and benefits of services to be performed, and other pertinent information. EABH staff takes steps to ensure that clients understand the implications of diagnosis, the intended use of tests and reports, fees, and billing arrangements. Clients have the right to expect confidentiality and to be provided with an explanation of its limitations, including supervision and/or treatment team professionals; to obtain clear information about their case records; to participate in the ongoing treatment plans; and to refuse any recommended services and be advised of the consequences of such refusal.
- EABH offers clients the freedom to choose whether to enter into a therapeutic relationship and to determine which professional(s) will provide treatment. Restrictions that limit choices of clients are fully explained.
- When treating minors or persons unable to give voluntary informed consent, EABH staff acts in these clients' best interests.

### 4. **Clients Served by Others :**

- EABH, with client consent, informs the professional persons already involved in treatment and develops clear agreements to avoid confusion and conflict for the client.

### 5. **Personal Needs and Values**

- In the therapeutic relationship, EABH is aware of the intimacy and responsibilities inherent in the therapeutic relationship, maintain respect for clients, and avoid actions that seek to meet their personal needs at the expense of clients.
- EABH is aware of their own values, attitudes, beliefs, and behaviors and how these apply in a diverse society, and avoid imposing their values on clients.

### 6. **Dual Relationships**

- EABH is aware of their influential positions with respect to clients, and they avoid exploiting the trust and dependency of clients. EABH makes every effort to avoid dual relationships with clients that could impair professional judgment or increase the risk of harm to clients. (Examples of such relationships include, but are not limited to, familial, social, financial, business, or close personal relationships with clients.) When a dual relationship cannot be avoided, EABH takes appropriate professional precautions such as informed consent, consultation, supervision, and documentation to ensure that judgment is not impaired and no exploitation occurs.
- EABH does not accept as client's superiors or subordinates with whom they have administrative, supervisory, or evaluative relationships.

## **7. Sexual Intimacies with Clients.**

- EABH employees do not have any type of sexual intimacies with clients and do not counsel persons with whom they have had a sexual relationship.
- EABH employees do not engage in sexual intimacies with former clients within a minimum of 2 years after terminating the therapeutic relationship. EABH employees who engage in such relationship after 2 years following termination have the responsibility to examine and document thoroughly that such relations did not have an exploitative nature, based on factors such as duration of treatment, amount of time since treatment, termination circumstances, client's personal history and mental status, adverse impact on the client, and actions by the employee suggesting a plan to initiate a sexual relationship with the client after termination.

## **8. Multiple Clients:**

- When EABH agrees to provide therapeutic services to two or more persons who have a relationship (such as husband and wife, or parents and children), EABH staff clarify at the outset, which person or persons are clients and the nature of the relationships they will have with each involved person. If it becomes apparent that EABH staff may be called upon to perform potentially conflicting roles, they clarify, adjust, or withdraw from roles appropriately.

## **9. Group Work**

- EABH screens prospective group counseling/therapy participants. To the extent possible, EABH staff selects members whose needs and goals are compatible with goals of the group, who will not impede the group process, and whose well-being will not be jeopardized by the group experience.
- In a group setting, EABH staff takes reasonable precautions to protect clients from physical or psychological trauma.
- Clients receiving EABH services shall be grouped in such a manner as to ensure that each client is served appropriately in relation to age, developmental level, sex, and nature and severity of clinical problem.

## **10. Fees and Bartering**

- EABH staff clearly explains to clients, prior to entering the therapeutic relationship, all-financial arrangements related to professional services.
- EABH refrains from accepting goods or services from clients in return for therapeutic services because such arrangements for the continuation of treatment, when necessary, during interruptions such as vacations, and following termination.

## **11. Termination and Referral**

- EABH does not abandon or neglect clients in treatment. EABH assists in making appropriate arrangements for the continuation of treatment when necessary, during interruptions such as vacations, and following termination.
- If EABH determines an inability to be of professional assistance to clients, they avoid entering or immediately terminate a therapeutic relationship. EABH is knowledgeable about referral resources and suggests appropriate alternatives. If

- clients decline the suggested referral, EABH should discontinue the relationship.
- EABH terminates a therapeutic relationship, securing client agreement when possible, when it is reasonably clear that the client is no longer benefiting, when services are no longer required, when treatment no longer serves the client's needs or interests or when agency or institution limits do not allow provision of further therapeutic services.

## ABUSE AND NEGLECT

It is EABH's policy that all staff members will be trained and given a copy of the provider's policies and procedures on reporting suspected cases of abuse and neglect.

EABH. recognizes and accepts the legal, ethical, and professional responsibilities of its staff and service programs to report juvenile and disabled adult abuse, neglect, dependency and maltreatment to the proper authority in an expedient manner. EABH. will establish guidelines for referrals and consultation involving "situations when a clinician or employee has cause to suspect that any juvenile or disabled adult is abused, neglected, dependent or has died as a result of maltreatment". EABH. ensures that all referrals and consultations involving juvenile or disabled adult abuse, neglect, dependency, and maltreatment are within proper and reasonable professional standards of mental health and substance abuse practitioners, are in compliance with EABH. guidelines, and are in compliance with the State Juvenile Code (G.S. 7B-301, et seq.) and with the State Protection of the Abused, Neglected, or Exploited Disabled Adult Act (G.S. 108A-99).

### General Definitions:

**Abuse:** Is defined as the "infliction of physical or mental injury on an individual by other parties, including but not limited to such means as sexual abuse, exploitation, or extortion of funds or other things of value, to such an extent that his/her health, self determination, or emotional well being is endangered".

**Neglect:** Is defined as the "refusal or failure of a parent or caregiver to supply the individual with necessary food, clothing, shelter, care, treatment, or counseling for any injury, illness, or condition of the individual, as a result of which the individual's physical, mental, or emotional health is substantially threatened or impaired".

## **TOBACCO/SMOKING POLICY**

In keeping with EABH intent to provide a safe and healthful work environment, smoking or tobacco use in the workplace is prohibited except in those locations that have been specifically designated as smoking/tobacco areas. In situations where the preferences of tobacco users and non-tobacco user are in direct conflict, the preferences of non-tobacco use will prevail. This policy applies equally to all employees, customers, and visitors. The use of tobacco and tobacco products by minors is strictly prohibited.

## **REMOVAL OF WEAPONS AND DRUGS**

EABH will assure the safety and well-being of clients and staff personnel is regards to dangerous weapons, legal, illegal, and prescription drugs. EABH has the right and responsibility to remove and confiscate any items deemed to be dangerous or illegal.

No person other than law enforcement officers may bring a weapon on the premises of any EABH. facility, including parking lots or to the site of any EABH. activity at any time. If a staff member either witnesses or has probable cause to suspect the presence of a weapon, law enforcement shall be notified immediately.

## **RESTRICTION OF SERVICES**

EABH reserves the right to restrict services in the event that the person served demonstrates behaviors or attitudes that are detrimental to the therapeutic process for themselves or others seeking services. Aggressive or extreme defiance, refusal to participate in treatment, denial of access to the person served, or hostile or threatening gestures to EABH personnel or clients will result in the removal of the person served from some or all of the therapeutic services available. EABH will attempt to continue delivering services to the person served in an environment that is more restrictive. When the clinical supervisor determines that the behaviors or attitudes that cause restrictions have been resolved, the person served will be allowed to return to the previous level of services. If the behaviors or attitudes continue or worsen, the clinical supervisor will determine if the person served is in need of discharge or transition.