

Pineland Behavioral Health & Developmental Disabilities



INDIVIDUAL HANDBOOK

WELCOME

Welcome to Pineland BHDD. On behalf of our staff and Board of Directors, we appreciate you selecting us as your behavioral health provider. This booklet will be helpful in explaining our programs and services that are available to all citizens in our service area to ensure they get the help they need for a life of growth and recovery.

It is our goal to put into practice the belief that we must “Strive for Excellence” as we fulfill our Mission Statement:

“To develop and provide the services needed to minimize the impact of mental illness, developmental disabilities, and substance abuse in the lives of those we serve and their families while supporting their inclusion in the communities of Appling, Bulloch, Candler, Evans, Jeff Davis, Tattnall, Toombs, and Wayne Counties.”

As individuals served in our programs, you and Pineland have a special “partnership.” We consider it a privilege to work with you and/or your family. Thank you for choosing us to be your provider.

Included in the booklet are: descriptions of programs, your rights as a Pineland individual, financial matters, how to access services, what to do if a crisis occurs, and other topics we hope you will find beneficial. Please take a few moments to review this booklet. Our staff are available to answer any questions you may have.

During your involvement with Pineland, you will be asked to give us your opinions about our facilities, services, and staff. We solicit your input and what to continue to improve our services as we strive towards excellence, while fulfilling our motto of “making a difference”.

Again, welcome to Pineland! If we can be of assistance in any way, please feel free to contact us. We are here for you!

Cynthia Cone-Dekle
Executive Director

SITE DIRECTORY

ACCESS Phone Line

For making appointments, referrals, and general information

1-800-746-3526 or 1-800-746-5125

Pineland Administration Office

5 West Altman Street

Statesboro, GA 30458

Phone: (912) 764-6906

Fax: (912) 489-3058

Counseling Centers

**Appling – Jeff
Davis**

(912) 367-4614

Tattnall – Evans

(912) 557-6794

Bulloch

(912) 764-9868

Toombs

912-557-9316

Candler

(912) 685-3317

Wayne

(912) 427-9338

Service Centers

**Appling – Jeff
Davis**

(912) 367-3768

Toombs

(912) 526-3268

Bulloch – Candler

(912) 489-8711

Tattnall – Evans

(912) 654-8020

Wayne

(912) 427-4491

Addictive Disease Outpatient

**Bulloch OP
AD/IOP Services**

(912) 764-9015

**Wayne Substance
Abuse**

(912) 427-8273

**Women's AD IOP
Services**

(912) 764-1817

John's Place (Crisis Stabilization Unit)

4 West Altman St.

Statesboro, GA 30458

Phone: (912) 764-6129

Pineland BHDD provides a full range of behavioral health and developmental disability services to residents of Appling, Bulloch, Candler, Evans, Jeff Davis, Tattnall, Toombs, and Wayne Counties, and employs nearly 500 staff to meet behavioral health needs of the area's residents.

WE STAND FOR:

- ❖ Behavioral health care that adds substantial quality to the lives of the individuals we serve
- ❖ High quality services provided with objectivity and professionalism
- ❖ Respect for diversity and uniqueness of all individuals

WE DO OUR WORK WITH:

- ❖ Personal and organizational integrity
- ❖ Teamwork and creativity in the partnership between individuals receiving services and staff
- ❖ Commitment to the highest ethical standards
- ❖ Competent services that inspire pride and respect
- ❖ Willingness to adapt to changes in the environment and in the needs of individuals we serve
- ❖ Accountability for what we do
- ❖ Dedication to continuous improvement in services we provide

ACCESS PHONE LINE

INFORMATION/REFERRAL/ENTRY/CRISIS

1-800-PINELAND (746-3526)

Local: 1-800-764-5125

1-800-PINELAND is part of our service-friendly easy access to quality care admission features, allowing you to access **any** of our services by phone 24 hours a day, 7 days a week, **or** walking in to any of our service sites during business hours.

Your needs will be assessed and, when necessary, you will be referred immediately to the service that best fits your needs. You will have information to make an informed decision about accepting our services.

If Pineland is not the best place to serve you, we will make every effort to direct you to appropriate services in the community.

If you or someone you know is struggling or having thoughts of suicide, call or text the 988 Suicide and Crisis Lifeline at **988** or chat at 988lifeline.org. In life-threatening situations, call **911**.

988 | SUICIDE & CRISIS
LIFELINE

BEHAVIORAL HEALTH SERVICES

Making a difference...

*By treating and helping prevent mental illness that can keep
people from living healthy, productive lives...*

JOHN'S PLACE: CRISIS STABILIZATION UNIT

The Crisis Stabilization Unit

John's Place

**4 West Altman Street
Statesboro, GA 30458**

This program is designed to provide rapid stabilization of disabling psychiatric and substance abuse symptoms for adults in an intensive, structured residential setting.

The 12-bed unit serves voluntary and involuntary individuals, the latter through Emergency Receiving Status.

Services are available 24 hours a day, 7-days a week. Once an individual is stabilized, he/she is transferred to a less intensive level of care such as Mental Health or Addictive Disease Day and/or Outpatient Services or Intensive Residential.



OUTPATIENT MENTAL HEALTH (MH) AND ADDICTIVE DISEASE (AD) SERVICES

These services include Physician Assessment and medication management, nursing assessment and care, medication administration, individual, group, and family skills training or therapy, case management, and peer support individual.

Child & Adolescent (C&A) Services are available for youth (and their families) ages 3 to 17.

Supported Employment services may be available for eligible individuals who wish to work.

This program provides services **Monday – Friday, 7:30 a.m. to 6:00 p.m.**, with some Saturday clinics, evening hours, and after hours services by appointment.

Mental Health Outpatient Centers

Appling Counseling Center

755 S Main Street
Baxley, GA 31513
(912) 367-4614

Bulloch Counseling Center

11 North College Street
Statesboro, GA 30459
(912) 764-9868

Candler Counseling Center

737 S. Lewis Street
Metter, GA 30439
(912) 685-3317

Tattnall Counseling Center

150 Memorial Drive
Reidsville, GA 30453
(912) 557-6794

Toombs Counseling Center

204 Durden Street
Vidalia, GA 30474
912-557-9316

Wayne Counseling Center

1240 S. First Street
Jesup, GA 34545
(912) 427-9338

Addictive Disease Outpatient Centers

Bulloch OP AD/IOP Services

110 Zetterower Road, Suite B
Statesboro, GA 30458
(912) 764-9015

Wayne Substance Abuse

263 N Brunswick Street
Jesup, GA 31545
(912) 427-8273

MH PSYCHOSOCIAL REHABILITATION AND PEER SERVICES

Pineland's Psychosocial Rehabilitation Program is based on recovery principles to restore ability for independent living, socialization, and effective life management. Rehabilitation is a partnership between the practitioner and individual with focus on the person's strengths and independent living to develop educational and pre-vocational skills.

Pineland's Peer Support Program provides structured activities within a peer support center that promote socialization, recovery, wellness, self-advocacy, development of natural supports, and maintenance of community living skills. Activities are provided between and among individuals who have common issues and needs and help individuals develop and work toward achievement of specific personal recovery goals as well as relapse prevention planning.

Services are available **Monday - Friday, 8:00 a.m. to 5:00 p.m.** at the following sites. Community integration activities often occur on weekends and evenings as determined by treatment planning and available opportunities

**Appling/Wayne Adult MH
Day**

755 S. Main Street
Baxley, GA 31515
(912) 367-4614

Bulloch Adult MH Day
515 Denmark Street Suite
1800

Statesboro, GA 30458
(912) 489-9170

Toombs/Tattnall Adult MH Day

150 Memorial Drive
Reidsville, GA 30453
(912) 557-6838

MH RESIDENTIAL SERVICES

Justin's House:

Justin's House is an Intensive Residential Service that provides around the clock assistance to individuals within a residential setting to assist them to successfully maintain housing stability in the community, continue with their recovery, and increase self-sufficiency.

Pineland offers a variety of supportive housing services. All programs meant to combat homelessness will reflect individual choice for safe and affordable housing. Pineland partners with Region 5 for Bridge Funding for the Georgia Housing Voucher Program (GHVP). After a year on the GHVP, individuals may be eligible to transfer to the Housing Choice Voucher (HCV) where participants are able to find their own housing in single-family homes, townhouses or apartments.

Case Managers are able to make referrals to Section 8. Additionally, individuals may be provided permanent housing in connection with supportive services through the Department of Housing and Urban Development (HUD). This program is known as the Permanent Supportive Housing Program (formerly known as Shelter Plus Care).

FIDELITY BASED SUPPORTED EMPLOYMENT SERVICES

Pineland's Supported Employment services provides individuals with the opportunity to work in competitive jobs and the chance to participate in and contribute to the community in which they reside.

A range of services is available to assist individuals in selecting, obtaining, and maintaining a job. Referrals to the program can be made by Pineland staff, or come from outside agencies (i.e., public school transition programs, rehabilitation counselors, family, friends, or self-referrals).

Currently, this program is offered in Bulloch and Candler Counties.

ADDICTIVE DISEASE (AD) SERVICES

Making a difference...

Through addictive disease treatment and prevention...

DETOXIFICATION – JOHN’S PLACE

**John’s Place
4 West Altman Street
Statesboro, GA 30458**

John’s Place provides residential treatment for voluntary and involuntary individuals who require sub-acute detoxification. The latter are served through the program’s Emergency Receiving status. Detoxification services are available **24 hours a day, seven days a week**.

Office hours are **Monday – Friday, 8:00 a.m. to 5:00 p.m.**

INTENSIVE AD RESIDENTIAL SERVICES (SHORT-TERM)

John’s Place has 16 additional beds available for transitioning individuals after detox. These individuals may benefit from more intensive, structured services to decrease possibility of relapse.

While services are individualized, the average length of stay for individuals is 4 to 6 weeks. They participate in AA/NA.

AD OUTPATIENT SERVICES

Outpatient Addictive Disease Services (ASAM Level I) serve eligible individuals in the outpatient counseling centers. These services include individual, group, and family counseling designed to enhance the individual’s recovery skills. Individuals are encouraged to integrate into the local AA/NA/Ala-non groups. HIV counseling and testing is available.

Intensive Outpatient Addictive Disease Services (ASAM Level II.1) are provided in Bulloch County. This more intensive level of care is provided 9 to 20 hours per week, with flexibility to individualize

the program to meet each individual's specific needs. Services include group and individual counseling, educational and family groups. Services are designed to promote reintegration into the community.

WOMEN'S ADDICTIVE DISEASE RESIDENTIAL SERVICES

Women's Treatment and Recovery Support Residential, referred to as Women's Place, is an eleven bed long-term residential program that serves women and children when substance abuse is a barrier for employment, housing, and parenting. Women's Place accepts pregnant and postpartum substance abusers and their infants/children. The primary referral source is DFCS for the TANF (Temporary Assistance for Needy Families) program.

WOMEN'S AD IOP SERVICES

**131 N. College Street
Statesboro, GA 30458
(912) 764-1817**

Women's Treatment and Recovery Support Outpatient serves women with addictive disease problems. Programming assists the individuals in developing a sober lifestyle. The pre-vocational component prepares individuals for the workplace by removing substance abuse as a barrier to employment.

Services are designed to promote reintegration into the community as well as participation in local recovery support groups.

ACCOUNTABILITY COURTS

Pineland BHDD is the provider for several accountability courts within our 8 county service area which gives individuals who are involved in the criminal justice system an opportunity for treatment. Pineland staff are part of the Court Treatment Teams for Bulloch Mental Health and Bulloch Drug Court as well as for Wayne Drug Court.

DEVELOPMENTAL DISABILITY SERVICES

Making a difference...

By providing comprehensive services to individuals with developmental disabilities and their families...

This program offers a wide range of options to individuals who are developmentally disabled and/or dually-diagnosed, including assessments and evaluations, day, community access, residential, case management, family support, and employment.

ENTRY ASSESSMENT AND SERVICE COORDINATION

Entry Assessment and Diagnostic Services are delivered by the Clinical Evaluation Team through DBHDD Region 5. Service Coordination is also a DBHDD contracted external service.

Services are available to developmentally disabled residents in Appling, Bulloch, Candler, Evans, Jeff Davis, Tattnall, Toombs, and Wayne Counties. Service plans are developed based on individual needs assessments.

FAMILY SUPPORT SERVICES

Family Support -A State Funded program designed to financially assist families who care for an individual, ages 3 and up, who has been diagnosed with a developmental disability or intellectual disability. It provides a flexible array of services and goods aimed at providing families with highly individualized support services and goods needed to prevent institutionalization, and for the continued care of a family member residing in their home.

Waiver Supplemental Services provides financial assistance for medical, dental, vision and other prior approved emergency costs which may arise for individuals receiving Medicaid waiver services.

Specialized Medical Supplies provides specialized supplies, vehicle and environmental adaptations as an additional service for individuals receiving Medicaid waiver services.

DD DAY AND EMPLOYMENT SERVICES

Day and Employment Services are available for adults with developmental disabilities living in the eight-county service area. These programs serve as a strong base for individuals and families and offer a variety of services, including habilitation and training in the facility, home and community, Organizational Employment, Supported Employment, and Outreach.

Service Centers provide community integration and access, social, and recreational opportunities. **Community Access** is designed to help participants acquire, retain or improve self-help, socialization and adaptive skills required for active participation and independent functioning.

Normal business hours are Monday – Friday; however, services are available 24 hours a day, 7 days a week with many after-hours and weekend activities.

Service Centers

Appling-Jeff Davis Service Center

100 Sunshine Drive
Baxley, GA 31513
(912) 367-3768

Bulloch-Candler Service Center

213 Simons Road
Statesboro, GA 30458
(912) 489-8711

Tattnall-Evans Service Center

740 N. Veterans Blvd.
Glennville, GA 30427
(912) 654-8020

Toombs Service Center

503 Reidsville Road
Lyons, GA 30436
(912) 526-3268

Wayne Service Center

1848 S. Sunset Blvd.
Jesup, GA 31545
(912) 427-4491

COMMUNITY HOUSING PROGRAM

Residential Services offer a variety of living options, ranging from residences providing 24-hour supervision to those for individuals capable of independent living with minimal supervision. Options include: *group homes, host homes, community living supports, family supports, and respite services.*

Residential staff assist individuals with homemaking, budgeting, shopping, socialization, and other independent living skills.

Opportunities are available for socialization, recreational, and leisure activities.

COMMUNITY HOUSING ADMINISTRATION

**215 Simons Rd.
Statesboro GA, 30458
(912) 489-8641**

Group/Respite Homes

Silkwood Group Home

Statesboro, GA 30458
(912) 681-9631

Futch House

Statesboro, GA 30458
(912) 243-9616

Pinehurst

Statesboro, GA 30458
(912) 681-1194

Dunn's Lake

Baxley, GA 31513
(912) 705-7855

Pitzer House

Lyons, GA 30436
(912) 526-8830

Tattnall-Evans Manor

Glennville, GA 30427
(912) 654-4961

The Cove

Statesboro, GA 30458
(912) 687-0074

Pinemount

Statesboro, GA 30458
(912) 871-5412

City Circle

Baxley GA 31513
(912) 937-8577

Harper House

Lyons, GA 30436
(912) 526-9189

Stacy St. Home

Jesup, GA 31545
(912) 530-9039

Melanie St. House

Jesup, GA 31545
(912) 530-9041

CHILD AND ADOLESCENT SERVICES

Child & Adolescent (C&A) Services are available for youth (and their families) ages 3 to 17.

JOURNEY

**1903 Parker Rd
Statesboro, GA 304561
(912) 764-1900**

Journey is our Child & Adolescent counseling center that serves youth ages 3 – 17.

IMPACT CLUBHOUSE

IMPACT Clubhouse is a recovery-based, person-centered recovery support service for adolescents who are dealing with alcohol/drug abuse issues as well as those with co-occurring mental health issues. Services are designed to create a safe and stable environment for individuals to look at and make changes in their lives.

SYSTEMS OF CARE (SOC)

SOC is a program designed to work with high-risk youth primarily in the home and at school. SOC provides parenting and linkage to community resources for easier access to basic needs. SOC also provides wrap-around services for high-risk youth as well.

GEORGIA APEX PROJECT (GAP)

Georgia Apex Project (GAP) provides school based counseling and community support in Tattnall and Evans Counties. Counselors and Case managers partner with the students, teachers, administration, and parents to ensure recovery focused treatment is available in the school system.

SPECIALIZED SERVICES

*Making a difference...
by offering specialized services...*

MEDICAL SERVICES

Pineland BHDD employs full-time Physicians and Physician Extenders who provide medical assessments and medication management, emergency consultations, outpatient and CSU services.

PHARMACY SERVICES

Pineland's contracted pharmacy services provide medications as ordered by Pineland physicians for individuals we serve.

Medication education is provided through individual counseling and written information. The pharmacist serves as a liaison for pharmaceutical companies providing free or reduced cost medication for qualifying individuals and supervises the medication inventory at the Crisis Stabilization Unit and Residential Sites.

RELATIONS WITH INDIVIDUALS SERVED

Pineland BHDD provides a vehicle for individuals to voice their satisfaction or dissatisfaction with services and have their basic rights protected. Individual opinions about services are solicited through satisfaction surveys, team staffing, and in personal interviews.

CONFIDENTIALITY

State and Federal Laws, including HIPAA, protect individual information at Pineland. Information is not released except by consent of the individual or guardian, or as otherwise required by law.

INDIVIDUAL RECORDS

Information is released from a record only with consent of the individual/legal guardian, or as otherwise required by law. Policies and procedures allow individuals to request access to information in their records as required by law and as deemed appropriate. Upon discharge, records are maintained in closed files for safekeeping.

SERVICE FEES

Fees charged for services at Pineland are based on a fee schedule approved by the State and our Board of Directors. The exchange of fees for services is believed to have therapeutic value in its own right and is part of an individual's service plan.

Trained financial personnel verify insurance, pre-certify treatment when required by the insurance carrier, and work with each individual to establish a payment plan based on individual financial information.

Crisis services will not be denied because of inability to pay. Pineland reserves the right to refuse services to persons who are deemed able, but are unwilling to pay.

DBHDO Policy: Payment by Individuals for Community Behavioral Health Services

Behavioral Health Sliding Fee Scale for Community-Based Services

Individuals whose adjusted income is at or below the poverty level for their family size in accordance with Health and Human Services Poverty Guidelines are determined not to have an ability to pay for services and therefore are not required to pay a fee.

Fee Scale		Family Size								
Adjusted Monthly Income		1	2	3	4	5	6	7	8	9 Plus
to	High	Percentage of Rate to be Charged to the Consumer for Services Received								
to	\$856									
to	\$1,167									
to	\$1,468									
to	\$1,769	5%								
to	\$2,069	10%	5%							
to	\$2,370	20%	10%	5%						
to	\$2,555	30%	20%	10%	5%					
to	\$2,971	40%	30%	20%	10%	5%				
to	\$3,120	50%	40%	30%	20%	10%	5%			
to	\$3,276	60%	50%	40%	30%	20%	10%	5%		
to	\$3,440	70%	60%	50%	40%	30%	20%	10%	5%	
to	\$3,646	80%	70%	60%	50%	40%	30%	20%	10%	5%
to	\$3,865	90%	80%	70%	60%	50%	40%	30%	20%	10%
to	\$4,057	100%	90%	80%	70%	60%	50%	40%	30%	20%
to	\$4,343	100%	100%	90%	80%	70%	60%	50%	40%	30%
to	\$4,519	100%	100%	100%	90%	80%	70%	60%	50%	40%
to	\$4,834	100%	100%	100%	100%	90%	80%	70%	60%	50%
to	\$5,076	100%	100%	100%	100%	100%	90%	80%	70%	60%
to	\$5,280	100%	100%	100%	100%	100%	100%	90%	80%	70%
to	\$5,543	100%	100%	100%	100%	100%	100%	100%	90%	80%
to	\$5,766	100%	100%	100%	100%	100%	100%	100%	100%	90%
to	\$6,164	100%	100%	100%	100%	100%	100%	100%	100%	100%
and	higher	100%	100%	100%	100%	100%	100%	100%	100%	100%

INVOLUNTARY EVALUATION AUTHORITY

Under the provision of Georgia Law, physicians, licensed clinical social workers, licensed clinical psychologists, and licensed professional counselors are required to ensure that individuals receive emergency care in crisis situations. If at-risk individuals refuse needed care, these staff evaluate the individual to ensure appropriate emergency services are provided for his/her safety and well-being.

PROTECTIVE SERVICES

When there is suspected or actual abuse, neglect, or exploitation of children, adults or anyone with disabilities, Georgia Law requires staff to notify the Department of Family and Children Services (DFCS) or the Police Department within the county of residence. A critical incident report is submitted to the Department of Behavioral Health and Developmental Disabilities (DBHDD).

RIGHTS OF INDIVIDUALS SERVED

You are entitled to the following rights while being served at Pineland BHDD:

- ❖ The right to receive professional services, supports, care, and treatment in the least restrictive environment that respects your dignity, protects your health and safety and that gives choice without discrimination.
- ❖ The right to receive ethical care suited to your needs, emphasizing positive communication and less restrictive interventions. This *may* include discussion of legal matters such as guardianship, money management and advance directives if appropriate.
- ❖ The right to be informed of the purpose and process of the assessment and the benefits and risks of your treatment.

- ❖ The right to privacy and confidentiality of information; Written, Spoken and Electronic.
- ❖ The right to participate in planning your own program that is sensitive to individual differences and preferences.
- ❖ The right to informed consent or refusal or expression of choice regarding service delivery, release of information, concurrent services, composition of the service delivery team, involvement in research projects with adherence to resource guidelines and ethics, if applicable.
- ❖ The right to refuse services, unless a physician, licensed psychologist, licensed clinical social worker, or licensed professional counselor feels that your refusal would be unsafe for you or others. At that time, consent for treatment is not totally voluntary.
- ❖ The right to prompt, accessible and confidential services even if you are unable to pay.
- ❖ The right to access pertinent information, review and/or obtain copies of your records, unless the physician or other authorized staff feels it is not in your best interest, within sufficient time to facilitate a decision making process.
- ❖ The right to exercise all civil, political, personal, and property rights to which you are entitled as a citizen.
- ❖ The right to remain free of physical restraints or time-out procedures, including seclusion, unless such measures are required for protecting your safety or the safety of others. Chemical restraints may never be used.
- ❖ The right to be free of physical abuse, sexual abuse, fear-eliciting procedures, and corporal punishment.
- ❖ The right to access free interpretation service as needed.
- ❖ The right to remain free of fiduciary (deliberate exploitation of individual's funds or other exploitation), psychological and verbal abuse, neglect including humiliation, threats

(overt and implied), and exploiting action and retaliation or coercion.

- ❖ The right to have access to self-help, advocacy support services and referral to legal entities for appropriate representation.
- ❖ The right to pursue employment, education, and religious expression.
- ❖ The right, if you receive residential services, to converse privately, to have reasonable access to a telephone, to receive and send mail, to have visitors, and to retain your personal effects and money.
- ❖ The right to file a complaint if you think any of these rights have been restricted or denied. The name, address, and phone number of The Representative for Rights of Individuals Served is listed on a poster at every service site.
- ❖ The right to a thorough investigation and resolution of alleged infringement of rights.
- ❖ The right to receive a written notice of the address and telephone number of that state licensing authority which further explains the responsibilities of licensing the program and investigating client complaints which appear to violate licensing rules.
- ❖ The right to obtain a copy of the program's most recent completed report of licensing inspection from the program upon written request. The program is not required to release a report until the program has had the opportunity to file a written plan of correction for the violations as provided for in these rules.

If you want to know more about your rights, a full copy of the Regulations is available to you upon request. A summary of the *Individual Rights Complaint Process* is also available.

FORMAL COMPLAINT PROCESS

Any individual, guardian, parent of a minor, legal representative or family member may file a complaint alleging violation of an individual's rights. Complaints will be fully investigated and may include formal review. You will be provided a copy of the complaint procedure and, if needed, assisted in filing a complaint by contacting:

Consumer Rights Representative

P.O. Box 745

Statesboro, GA 30459

Phone: (912) 764-6906

Fax: (912) 764-3252

Email: consumerrelations@pinelandbhdd.org

INDIVIDUAL RESPONSIBILITIES

Pineland seeks to provide a safe and supportive environment for all individuals served by the Agency. Working together as a team, we believe successful treatment leads to a better quality of life. Each individual is considered a valuable member of the team, and shares responsibility for successful treatment.

I have been informed of certain rights as an individual served at Pineland BHDD. I realize that I am responsible for the following:

- ❖ Asking questions if I do not understand something or have any concerns.
- ❖ Being an active player on the team by helping plan my goals and giving input into the services I receive.
- ❖ Following my treatment plan including taking medication as prescribed by the physician.
- ❖ Keeping my Case Coordinator informed of my progress and any problems that I am having.
- ❖ Keeping my Appointments and for being on time for those appointments. If, for some reason, I cannot keep my appointment I will notify my Case Coordinator as soon as

possible. I understand that if I do not notify my Case Coordinator at least 24 hours in advance, I will be charged for a missed appointment.

- ❖ Following the rules and guidelines of the program.
- ❖ Informing Pineland staff of any changes in my financial status, insurance or other third party coverage.
- ❖ Paying my share of the services I receive at the time when the services are offered unless I have made other arrangements in advance.
- ❖ Reporting any complaint that I might have. If I have a complaint, I understand that I am first to contact my Case Coordinator or his/her supervisor. If I do not feel that appropriate actions have been taken, I am to contact Patricia Donaldson, Chairperson for Rights of Individuals Served at 1-800-767-8152.

To ensure a safe and supportive environment, the following behaviors will result in an individual's removal from the premises, as well as a clinical review of his/her treatment plan.

- ❖ Violence or verbal threats toward staff and/or peers
- ❖ Possession of a weapon on Pineland property
- ❖ Sexual activity, sexual threat, stalking or harassment
- ❖ Use, possession, or sale of alcohol, unauthorized chemicals or mood altering drugs
- ❖ Gambling
- ❖ Possession/distribution of pornographic or occult material
- ❖ Intentionally damaging, destroying or vandalizing Pineland property
- ❖ Theft and other criminal activities

NOTICE OF NON-DISCRIMINATION POLICY

Services at Pineland Behavioral Health and Developmental Disabilities are provided without regard to race, color, creed, political persuasion, age, gender, sexual orientation, ancestry, national origin, religious belief, disability or veteran status.

Pineland abides by the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the American with Disabilities Act of 1990. If you believe that you have been discriminated against on the basis of any of the above, telephone or write:

Patricia Lee

740 North Veterans Blvd.

Glennville, GA 31515

Phone: (912) 654-8020

Email: palee@pinelandbhdd.org

OUR PROMISE TO INDIVIDUALS OF PINELAND BHDD SERVICES

Our Employees will show the highest regard for you by:

1. Being professional, courteous, and respectful at all times;
2. Knowing the therapies and techniques that work best for you;
3. Being honest;
4. Promoting your best interest and safety;
5. Never taking advantage of you in any way;
6. Respecting your personal privacy and the privacy of your records!

We are honored to serve you. For a complete copy of our Ethics Policy, please contact the Site Manager.

Sincerely,

Dr. Cynthia Cone-Dekle
CEO



Pineland BHDD
Community Service Board