

Client Rights Handbook



**Your rights and responsibilities as a client of
Family Preservation Services of North Carolina, LLC or
Access Family Services**

Your Rights and Responsibilities as a Client of Access Family Services (AFS) and Family Preservation Services (FPS)

It is the goal of both AFS and FPS to provide the highest of quality care to all clients. In order to meet this expectation, it is important that you are aware of your rights and responsibilities and where to go if you need help. This handbook is given to all clients and staff who work with you to provide care within our organization. This handbook is an introduction to rights and responsibilities and is not a resource guide for services. Should you need additional assistance, you will find helpful phone numbers and resources as part of this handbook. As a client of AFS/FPS, you have a right to receive service information, including your rights and responsibilities. You are encouraged to make suggestions about rights, services, and policies.

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Pathways Human Services of North Carolina, LLC dba Access Family Services

Rev. July 2022

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Definitions

What is a right?

Something you can do by law.

What is a rule?

A standard or expectation set by an institution (program or the State) to create a safe and productive environment.

What is a responsibility?

A task given to you that you are expected to do to the best of your ability.

The Services We Provide

Family Preservation Services	Access Family Services
Intensive In-Home (IIH)	Clinical Assessment
Outpatient Treatment- Individual, Group and Family	Family Foster Care
Substance Abuse Intensive Outpatient (SAIOP)	Therapeutic Foster Care
Medication Management	Intensive Alternative Family Treatment
Psychosocial Rehabilitation (PSR)	Outpatient Treatment- Individual, Group and Family
Community Support Team (CST)	Psychiatric Services
Assertive Community Treatment Team (ACTT)	Family Centered Treatment (FCT)
Walk-in Center	Applied Behavior Analysis (ABA)
Peer Support Services	Targeted Case Management
IPS Supported Employment Team	Intensive In-Home Services
School-Based Outpatient	School-Based Therapy
Enhanced Supports and Services	Rapid Response
Peer Bridger	B3 Respite for Foster Care

In addition to the services listed above, Family Preservation Services offers the following services at varying locations:

- Forensic Evaluations/MDE
- School-Based Outpatient
- DJJ Outpatient and IIH Team
- Federal Probation
- DWI Services
- DHHS START Teams
- PORT Healthy Transitions
- Community Navigator

Treatment interventions are provided in a variety of Evidence Based Practice (EBP) and best practice methods including, but not limited to, FCT, Structural Family Therapy Model (SFT), Seeking Safety, Cognitive

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Behavioral Therapy, Trauma Focused Cognitive Behavioral Therapy (TF-CBT), Cognitive Behavioral Intervention for Trauma in Schools (CBITS), Positive Action© (PA), Applied Behavior Analysis, Pressley Ridge, Together Facing the Challenge, Motivational Interviewing, Parent-Child Interaction Therapy (PCIT), Permanent Supportive Housing Model, Counseling on Access to Lethal Means (CALM), Zones of Regulation and IPS Model for Supported Employment. Each region may also have clinicians who have specialized training in additional Evidence Based Practices.

Your Rights

Each client has rights, whether in residential care or receiving non-residential services. In addition, because of the temporary or permanent separation from and the loss of parents and other family members, the client in placement requires special safeguards, resources, and care.

1. You have the right to choose goals that will lead to the kind of life you want for yourself. If AFS/FPS is unable to provide the services you need, we will assist you in finding an agency, program, doctor, or counselor to provide the treatment or support that will help you meet your goals regardless of cost or benefit coverage.
2. You have the right to develop your own person-centered plan with the help of persons you choose, to have a copy of your treatment plan by requesting it from your assigned treatment provider, and to review it upon request to see how your progress.
3. You have the right to make choices about the services and supports you receive and who provides them.
4. You have the right to know the cost of services. Fees for services will be discussed with you at your first visit as needed. If this does not occur, please let our staff know. You may ask for a listing of charges for services and to be considered for a sliding scale fee.
5. You have the right to be served in the lowest level of care that is capable of meeting your physical, social, emotional, and cultural needs.
6. You have the right to be treated with dignity and respect without abuse, neglect, financial or other exploitation, retaliation, and/or humiliation.
7. You have the right to receive services within AFS/FPS's mission, capacity and applicable laws and regulations. AFS/FPS cannot deny services to you solely on the basis of your race, national origin, sex, age, religion, sexual preference, handicap, or ability to pay.

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8. You have the right to know the nature of treatment interventions that shall be used to obtain the goals on your person-centered plan and to understand the risks and benefits of these interventions.
9. You have the right to receive services that give you the most freedom possible to be an independent person and to have the life you want. For minors under age 18, a parent or a legal guardian may make treatment and service decisions for you or with you.
10. You have the right to receive information about AFS/FPS and the services we provide, including information about your rights and responsibilities and how to make a complaint, grievance, or make an appeal.
11. You have the right and responsibility to understand your challenges, illness, addiction, and/or developmental disability.
12. You have the right to access medical care and habilitation regardless of your age or degree of mental health, substance abuse, or developmental disability.
13. Taking medication may be part of your person-centered plan. You have the right to understand how the medication may help you, as well as any side effects and/or risks.
14. You have the right to refuse recommended or prescribed medication and the right to request a change in your medication (with the understanding that prescribed medication is a part of treatment). Your doctor or nurse (or designee) is responsible for explaining the risk and/or harm to you if you refuse to take the medication suggested.
15. You have right to receive medication for its intended purpose only and to take the lowest effective dose (medicine should never be used as a form of punishment).
16. You have the right to confidentiality and privacy (See Confidentiality/Privacy/HIPAA Section).

Your Rights in AFS Foster Homes

When you receive care in a 24-hour facility or one of our foster homes, you typically have more rights than what are outlined in this booklet. You must be told about these rights within 72 hours after going into the facility. Upon initiation of foster care, designated staff members or your foster parent may search you and your belongings to prevent dangerous objects or illegal drugs from being brought into the home, and to prevent harm to self and/or others. The home itself may be searched if staff or foster parents believe these items are present. AFS/FPS will not search adult clients within the foster home setting.

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You also have the right:

1. To contact and consult with your parent or guardian or the agency or person that has legal custody of you.
2. To contact and consult with, at your expense or that of the person legally responsible for you, lawyers, private doctors and private mental health, developmental disabilities and substance abuse professionals that you or your legally responsible person chooses.
3. To contact and talk with the AFS/FPS Quality Improvement Director or other advocates.
4. To maintain contact with your parents and family members unless parental rights have been terminated, relinquished, are restricted by the court/DSS, or contact is found to not be in your best interest. THE CHILD'S TREATMENT TEAM WILL ASSIST IN DETERMINING AMOUNT AND TYPE OF CONTACT.
5. To have the opportunity for sibling visits and contact when a sibling group is not placed in the same home, unless restricted by court/DSS.
6. To send and receive mail and have writing materials, stamps, and help from staff when necessary.
7. To have telephone conversations with family members unless this is not in your best interest or it is court ordered. Long distance calls will be at your own expense or made collect.
8. To have visitors with staff or family supervision, when it does not cause problems with treatment or school.
9. Rights may be restricted in some circumstances by your doctor or therapist. There is a special procedure for this restriction.
10. To have structure and proper adult supervision and guidance that respects your rights and responsibilities.
11. To have a clear understanding of your rights and to be communicated to in a manner that is meaningful to you.
12. To have opportunities to mature physically, emotionally, intellectually, socially, and vocationally.
13. To receive the appropriate medical and dental care (annual physicals and biannual dental checkups).
14. A client must not be required to use his/her personal money to pay for room and board.
15. Money a client earns or is given as a gift or allowance must be his/her personal property.
16. A client must be allowed to bring personal possessions to the foster home when he/she is placed and allowed to acquire other personal possessions. Any limits on the kinds of possessions a client may or

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- may not receive must be discussed with the client and treatment team.
17. To receive appropriate educational services and job-related training according to state and federal law in the least restrictive environment.
 18. To receive treatment without the use of restrictive interventions. However, there may be situations where unplanned emergency interventions could be used (i.e. danger of causing harm to self or others).
 19. To be outside daily and participate in play, recreation, and physical exercise according to your needs when in Level II therapeutic care or in residential treatment.
 20. Clients must have an opportunity to participate in community functions and recreational activities. Clients are placed with like families when possible.
 21. To keep and use your own clothing and belongings with supervision except as forbidden by law (AFS/FPS staff will help you make a list of clothing and belongings to prevent loss as needed).
 22. To have access to a place to store your own belongings.
 23. To have access to and spend a reasonable amount of your own money.
 24. To keep a driver's license unless prohibited by law.
 25. To dignity, privacy, and human care in the provision of personal health, hygiene and basic grooming care. You have the right to training of and access to appropriate items to address, health, hygiene, and basic grooming needs.
 26. To have the freedom to make religious and other decisions that are culturally desirable and such preferences being responded to as reasonably possible.

You have the Right to Confidentiality & Privacy

Your right to confidentiality about your treatments or services is protected by law. Your records and other information about you will not be shared with other agencies or persons without your signed permission. You can withdraw permission at any time. You can ask that only certain parts of your record be shared. Sometimes the law may require AFS/FPS to share information about you and the services you receive.

Exceptions to Confidentiality and Privacy Practices

There are certain circumstances in which confidential information can be disclosed without consent. These exceptions are as follows:

1. The court may order us to release your records.

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2. If an individual receiving service from AFS/FPS is a defendant in a criminal case and a mental evaluation has been ordered, the facility shall send this report to the court and specific court officials.
3. AFS/FPS may disclose confidential information to an attorney who represents AFS/FPS or an employee of AFS/FPS if the information is relevant to the case.
4. AFS/FPS may disclose confidential information for purposes of complying with Article 3 of Chapter 7B and Article 6 of Chapter 108A of the General Statutes or as required by other State or Federal Law.
5. If you are deemed to be in imminent danger to the health and safety of yourself or to others, or if there is the likelihood of the commission of a felony or violent misdemeanor, we are required by law to inform authorities of the required information. If due to this behavior, we need to petition the court for involuntary commitment or file for an adjudication of incompetency.
6. Special confidentiality rules may apply if you have a legal guardian, are under age 18, and/or are receiving treatment for drugs and/or alcohol.
7. When a minor is receiving services and his/her parents are divorced, both birth parents may have access to their child's record unless their parental rights have been taken away by court order.
8. We are required by law to report suspected abuse, or neglect, humiliation, and/or exploitation of children, adolescents and/or adults.
9. We may disclose the fact of admission or discharge of a client to the next of kin when it is determined by the responsible professional to be in your best interest.
10. An internal client advocate can be granted access to reports and other confidential reports necessary to fulfill monitoring and advocacy functions.
11. In the event that a client leaves a 24hr. facility without permission and/or returns, we are required to notify the appropriate authorities.
12. AFS/FPS may share confidential information including NCTOPPS data, with any other facility, state or local government entity or with the Secretary of NC DHHS when necessary to coordinate appropriate and effective care, treatment or habilitation or when conducting quality assessment, and improvement activities, audits and evaluations.
13. A physician, facility or other individual responsible for evaluation, management, supervision or treatment of individuals examined or

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- committed for outpatient treatment under the provisions of Article 5 of this Chapter my request, receive and disclose confidential information to enable them to fulfill their responsibilities.
14. AFS/FPS may furnish confidential information to the Division of Adult Correction of the Division of Public Safety if they determine that an inmate under their domain is determined to need mental health treatment.
 15. AFS/FPS may exchange confidential information to a healthcare provider who is providing emergency medical services; disclosure is limited to that necessary to meet the emergency.
 16. A responsible professional of AFS/FPS may disclose advance instructions for mental health treatment to a qualified professional when the responsible professional determines this is necessary to abide by and comply with the advance instruction.
 17. AFS/FPS may disclose confidential information to a provider of contracted support services if the contract stipulates that if the support services provider receives, stores or processes such information, it will be safeguarded and free from further disclosure.
 18. If AFS/FPS believes a client is eligible for government sponsored financial benefits or educational services confidential information may be disclosed to a State, Local or Federal government entity.
 19. Upon specific request, a responsible professional may release confidential information to a physician or psychologist who referred the client to the facility.
 20. AFS/FPS may provide family members with a legitimate role in the therapeutic services offered notification of the client's admission, discharge, transfer to another facility, decision to leave against medical advice, and referrals and appointment information for treatment after discharge, after notification to the client that this information has been requested.
 21. AFS/FPS may disclose confidential information to persons responsible for conducting general research or clinical, financial or administrative audits.
 22. The Secretary of NC DHHS may have access to confidential information for purposes of research and evaluation in the areas of mh/dd/sas.

Search and Seizure

You have the right to be free from any search of your person or property without just cause. Searches may be warranted if there is strong reason to believe any of the following:

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- The client may pose a threat to themselves or others
- The client may possess a weapon, either manufactured professionally, or by the client
- The client may possess illegal contraband
- The client is observed to be under the influence of drugs or alcohol while on company premises

Prior to the search, you and/or your guardian will be provided with the reason and process for the search and seizure and asked to give permission for AFS/FPS staff to conduct the search.

You have the Right to be Safe

1. No client, staff, or individual shall engage in any act of violence while at AFS/FPS.
2. No weapons, knives, or firearms are allowed on AFS/FPS premises. In the event that weapons are brought on the property, individuals will be asked to remove the weapon from the property. If an Individual fails to adhere to these safety precautions then he/she may be escorted off the property and not allowed to return. The case may be reviewed by the Client Rights Committee (or designated reviewer) for reconsideration and the client will be notified accordingly. At no time should a client attempt to take a weapon from an armed individual.
3. No illegal drugs, controlled substances, or alcohol are allowed on AFS/FPS premises (a client's prescribed medication may be administered and/or transferred to legally responsible individuals and properly documented in accordance with AFS/FPS policies and the clients Person Centered Plan. An underage client shall never transport his/her own medication.)
4. The use of tobacco products is prohibited in all facilities of AFS/FPS. Tobacco use in external areas of the facility is clearly marked and those areas are the only locations in which individuals will be allowed to use tobacco products while on AFS/FPS's premises.
5. All individuals affiliated with AFS/FPS shall adhere to standard precautions regarding personal care to eliminate the transfer of any and all infectious disease
 - a. Standard Precaution
 - i. Wash hands with soap and water for at least 15-20 seconds
 - ii. Cover our cough/sneeze and wash hands after coughing, sneezing, and/or blowing your nose

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- iii. Avoid touching your nose, mouth, and eyes (germs spread this way)
 - iv. Use gloves located in first-aid kits to respond to any emergency
 - v. Use tissue to open doors and turn off water
 - vi. If you are contagious stay away from the facility
6. All individuals affiliated with AFS/FPS shall be made aware of how to respond to emergencies related to medical concerns, power outages, fire, bomb threats, natural disasters, lock down procedures, accident and vehicle emergencies, and other emergencies (see Safety Overview)

Any time client rights are restricted due to client violations, rights (privileges) may be reestablished following review of the incident by any or all of the following: the designated supervisor, Client Rights Committee, Quality Improvement Team, State Clinical Director, and Leadership. Depending on the severity of the infraction, the Managed Care Organization, Local Authorities, and/or Legal Counsel may be involved in the decision-making process. Clients will be notified in writing, as appropriate, regarding any decision to reinstate privileges.

Abuse and Neglect Policy for Client Protection

Employees and therapeutic foster parents of AFS/FPS are responsible for reporting abuse, neglect, humiliation, exploitation, retaliation or suspected abuse or neglect. A report must be filed with the County Child Protective Services or Adult Protective Service.

Specific statutes are in place to help prevent abuse and neglect. The following are outlined below:

N.S.G.S. 14-318.2 Child abuse is a general misdemeanor. (A) Any parent of a child less than 16 years of age, or any, person providing care or supervision of such a child, who inflicts physical injury, or who allows physical injury to be inflicted or creates or allow to be created substantial risk of physical injury, upon or to such child by other than accidental means is guilty of the Class A1 misdemeanor of child abuse. (B) The Class A1 misdemeanor of child abuse is an offense additional to other civil and criminal provisions and is not intended to repeal or preclude any other sanctions or remedies and punishable as provided in G.S. 14-3 (a).

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N.C.G.S 14-3 Punishment of misdemeanors, infamous offences, and offenses committed in secrecy and malice or with deceit and intent to defraud. (A) Except as provided in subsection (B), every person who shall be convicted of any misdemeanor for which no specific punishment is prescribed by statute shall be punishable by fine, imprisonment for a term not exceeding two years, or by both, in the discretion of the court.

AFS/FPS ensures that appropriate measures are taken to ensure that the client is protected from physical, sexual, psychological, and fiduciary abuse; harassment and physical punishment, and humiliating, threatening, or exploiting actions.

Safety Overview

In the event of an emergency while on AFS/FPS property, all clients should follow the instructions given by their provider (or designee) and follow the safety procedures as indicated for the particular emergency.

1. **Fire:** stay with your provider to exit the facility, close the door behind you and go to the designated meeting location outside of the building for further instructions (do not open doors that are too hot to touch).
2. **Power Failure:** stay with your provider and use emergency lighting as needed. Stay calm and follow the instructions of your provider (safety equipment, including flashlights, are available at your facility).
3. **Violence:** stay with your provider. Report any violence to your provider (weapons, knives, other firearms). Exit location if possible, yell for help if safe to do so, pull alarm system if safe to do so, and call local authorities. Stay calm and follow the instructions of the provider. Do not attempt to engage in a physical altercation with a person who is threatening violence.
4. **Bomb Threats:** stay with your provider. Do not touch any suspicious object or package. The provider or responsible individual will contact the authorities as indicated for safety protocol.
5. **Lock Down:** stay with your provider. Stay calm, go to the designated safe area, stay away from windows, turn off lights and silence any technology that may alert the assailant. Do not open locked doors unless instructed to do so by proper authorities. Stay in the designated location until instructed to respond differently.
6. **Spills:** stay with your provider. Report any spills to your provider or the front desk associate. Spill kits are located in the office for clean-up by designated staff. Follow evacuation instructions as needed.

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7. Earthquake: stay with your provider and go to designated safe room. Take cover immediately under a secure desk/table as applicable, cover your head and neck. Stay in designated location until further instructions are provided.
8. Hurricane: be aware of emergency procedures being provided through the local emergency system. Know the community emergency plans. Stay with a trained adult who is prepared for the emergency. Make sure needed first aid kits, water, sleeping bags, medications, food, personal hygiene supplies, and clothing are available.
9. Tornado: stay with your provider. Stay away from windows and go to the identified safe room within the facility. Go to the nearest shelter location if possible and as needed. Cover your head and neck and if you have something sturdy go under it and stay until further instructions are provided.
10. Floods: stay with your provider or trained adult who is prepared for the emergency. The responsible adult should know the flood risks in advance, be aware of evacuation routes, keep automobile fueled, and store emergency supplies. Never attempt to walk or drive through areas that are submerged or covered with water.
11. Vehicle emergency: stay with your provider. All AFS/FPS associates are required to have standard first aid equipment in their vehicle. Associates are trained in administering standard First-Aid and CPR. Stay calm and do not contribute to the emergency. Follow the instructions of your provider. All vehicle accidents shall be followed-up with a call to the emergency response system.
12. Medical Emergency: stay with your provider who will follow the required emergency response protocol. Associates are trained in administering standard First-Aid and CPR and will call 911.
13. First Aid: kits are located at the facility in designated locations including the reception area, treatment rooms, and kitchens. Make sure you know where first aid kits are located in your region.
14. Individuals may be subject to random safety drills while at AFS/FPS.

Your Responsibilities

Together with our providers it is our responsibility to inform you about your rights and work to protect your rights. You have responsibilities as a client, too. These are ways you can be a responsible client:

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1. Attend all of your scheduled appointments. If you cannot make a scheduled appointment, you must cancel at least 24 hours prior to your appointment.
2. Actively participate in services and the development of your person-centered plan. This includes following the recommendations and treatment interventions contained within once you have agreed to it.
3. Notify your staff and/or prescriber (if receiving psychiatric services) of any medication use and/or other treatments you are receiving. Please bring in your medicine bottles and all other medications you have been prescribed from all other doctors (including over-the-counter medicine and herbal supplements).
4. Provide us with a copy of all medical insurance cards, i.e. Medicaid, Medicare, Health Choice, and any private insurance carrier.
5. Let us know about changes in your name, insurance, address, telephone number, or your financial status.
6. Pay your bill or let us know about problems you have in paying.
7. Treat staff and other clients with respect and consideration.
8. Follow the rules of the program where you receive services.
9. Let us know when you have a suggestion, comment or complaint so we can help you find a solution.
10. Respect the confidentiality and privacy of other clients.
11. Adhere to all safety requirements of AFS/FPS.

12. This includes, but is not limited to being honest with AFS/FPS Staff, sharing the nature of the problems with which you are seeking help, discuss other problems for which you are seeking treatment (including medical issues), following through on recommendations and keeping scheduled appointments.

You have the Right to Make a Complaint and/or File a Grievance

If you are dissatisfied with a service, feel you have not been treated fairly, or that any of your rights have been violated, you have the right to make a complaint at any time. If you choose to do so, the following procedures can be followed:

1. Voice your concern or complaint to the AFS/FPS staff person providing the service or Case Responsible Person
2. If the contact with the worker does not resolve the problem or if you do not feel comfortable making the complaint with your worker, you can express your concern, and/or file a formal

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complaint with the AFS/FPS Regional Director or designee. You may also request a copy of the complaint form if you wish to submit your complaint by mail.

3. Within 5 business days, a review of your complaint will be completed and a resolution to the complaint will be discussed with you.
4. If you are not happy with the resolution, you may request a subsequent appeal of the review, request a review by the AFS/FPS Client Rights Committee or file a form grievance with the local Managed Care Organization via the Customer Service Department.
5. At any point during the process, you can call the office of Disability Rights of NC for assistance.

The above steps are provided in sequence; however, some steps may be eliminated if you wish. For example, the initial complaint may be made directly to the Supervisor or to the Regional Director. You may also, at any time, complete a formal complaint or an anonymous complaint by completing a client complaint form and return it to the receptionist or via mail.

You Have the Right to Appeal Decisions

Any decisions made by AFS/FPS about the care you receive can be appealed. If you do not agree the recommendation of services provided by AFS/FPS, you may request an appeal by the Clinical Supervisor and Regional Director for your location. If you are already receiving services, those services will continue until a review is completed and any appeal is settled.

If you do not agree with a denial of services from the local Managed Care Organization (MCO), you will receive a letter explaining how to appeal this decision locally or at the state level (Medicaid services only). AFS/FPS staff will assist you with the process for filing an appeal with the MCO as needed.

You Have the Right to Consent to Treatment

Before consenting to treatment, you will be informed of the benefits, risks and alternatives for the services you will receive with FPS/AFS. You will also be informed of the ways that FPS/AFS can support you in achieving desired outcomes.

You have the right at any time to refuse the services outlined within your plan without threat of or termination of services. You also have the right to withdraw your consent for treatment at any time. The risks or harm of

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refusing treatment or services will be explained to you. The only time you can be treated without your consent is in an emergency situation, such as: if you are thought to be a danger to yourself or others, when treatment has been court-ordered, or if you are a minor and your parents have given permission. If you wish to discontinue services, AFS/FPS will educate you on other services available and/or assist with transferring your services to another provider, if requested.

You Have the Right to Consent to Communication

AFS/FPS may offer clients the ability to stay in touch via email and/or text messaging if the client chooses to do so. In the case of children under 18 years old, the parent or legal guardian must approve of email/text communication and sign this consent. The use of email and text messaging has a number of risks one should consider before making a final decision about its use. These include, but are not limited to, the following:

1. Emails or text messages may not be received.
2. Emails or text messages can be circulated, forwarded or stored in electronic files.
3. Emails or text messages can be immediately sent worldwide and received by many intended and unintended recipients.
4. Senders can easily misaddress an email or text message.
5. Email or text messaging is easier to falsify than handwritten or signed forms.
6. Backup copies may exist even after sender and/or recipient has deleted their copies.
7. Email or text messages can be intercepted, altered, forwarded or used without ones' knowledge or permission.
8. Email or text messages can be used as evidence in court.
9. Email or text messages can be lost in transmission.

AFS/FPS will use reasonable methods to protect the security and confidentiality of email and/or text messaging information sent and received. However, because of the risks listed above, AFS/FPS cannot guarantee the security and confidentiality of email and/or text communication and is not responsible for improper disclosure of confidential information that is not caused by AFS/FPS' intentional misconduct. Consent to the use of texting or email includes the agreement to terms and conditions that will be reviewed with you by your treatment team.

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In addition, you have the right to request that we communicate with you about medical matters in a certain way or at a certain location if you believe that you will be otherwise endangered. For example, you can ask that we only contact you at a certain telephone number or address. To request confidential communications, you must make your request in writing. AFS/FPS will accommodate all reasonable requests.

You Have the Right to Request Your Records

If you wish to see your records, you have the right to do so except in some situations described in law and according to agency procedures. You have the right to have those situations explained to you. If you wish to see or get an electronic or paper copy of your record, please ask your assigned treatment provider. We will provide a copy of this to you within 10 business days at no charge to you. You can request to have information in your medical record corrected or amended; we may say “no” to this but will explain why either verbally or in writing. You can ask for a list of who we have shared information with and why this has been shared for the length of treatment. In the event, your record is not maintained by our agency, we will provide you with the necessary contact information to allow you to access your records directly from that entity.

You have the Right to Make Advance Instructions

In North Carolina, Advance Instruction for Mental Health Treatment is a legal document that tells doctors and health care providers what mental health services or treatment you would want and what services or treatment you would not want if you later become unable to decide for yourself. You can name a person to make health care decisions for you if you are not able to make them yourself. This must be done legally as part of a Health Care Power of Attorney. Your case manager, case coordinator, therapist, nurse, doctor or AFS/FPS Quality Improvement Director can tell you more. A client advocate may help you file the papers for advanced instructions. In the event such documents are created the documents shall become a part of your medical record and we will allow that person to exercise your rights and make choices about your health information. We will make sure the person has the authority to act before we take any action.

You Have the Right to Get Information About Your Rights and Responsibilities and to Know the Rules of Your Program

When you start a service or program with AFS/FPS, you have the right to learn about the rules you are expected to follow and what the consequences

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are for not following the rules. You should expect us to provide you with a copy of the rules and client rights before you begin receiving services. If you do not receive a copy of the rules and rights or if you believe your program is not following its own rules and rights, contact the local Regional Director in your program or AFS/FPS's Quality Improvement Director at 704-521-4977 to obtain an electronic or paper copy.

AFS/FPS reserves the right to discontinue services if it is determined that you do not adhere to the rules of the program, participate in services to the best of your ability, consistently miss appointments, or if in the professional opinion of AFS/FPS that the agency is unable to provide the help you need. If you receive multiple services (medication management and outpatient therapy for example), your lack of participation in any one service could result in closure of all services. FPS staff will contact you by phone and/or letter to encourage you to re-commit to your treatment responsibilities and work with you to resolve barriers. You have the right to meet with your team to discuss your goals for treatment at this time and/or determine if a different service is a more appropriate fit for your needs. You also have the right to appeal that determination.

STATE AND RIGHTS ADVOCATES

An advocate is someone who is not directly involved with your treatment or service but who has the knowledge and ability to speak with you about your rights. The advocates listed provide their advocacy services free and most phone calls are free. In most cases the hours are from 8:00 am to 5:00 pm, Monday through Friday.

<p>Disability Rights North Carolina ensures the rights of all state citizens with disabilities through individual advocacy and system change. (919) 856-2195 (877) 235-4210 (888) 268-5535 TTY (Deaf & Hard of Hearing) (919) 856-2244 Fax Email: info@disabilityrightsn.org www.disabilityrightsn.org Se habla espanol</p>	<p>Family Connection of South Carolina-A statewide nonprofit organization with the mission to strengthen and encourage families of children with special healthcare needs through parent support. (800) 578-8750 http://www.familyconnections.org/</p>
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<p>NC Mental Health Clients Organization, Inc. provides support and advocacy for other mental health clients. (800) 326-3842 http://www.ncmhco.org</p>	<p>The ARC of North Carolina is a non-profit organization advocating for rights of persons with developmental disabilities. (800) 662-8706 http://www.arcnc.org</p>
<p>National Alliance on Mental Illness - North Carolina (NAMI) is an organization made up of mental health clients and their families. (800) 451-9682 www.naminc.org</p>	<p>North Carolina Department of Health and Human Services Division of Service Regulations (DHSR) Complaint Intake Unit (800) 624-3004 (919) 855-4500</p>
<p>DMH/DD/SAS Advocacy and Customer Service is the state agency responsible for helping clients understand their rights and participate in state and local policy efforts. (877) 452-2514</p>	<p>NC State Office of DWI Services (919) 733-0566</p>
<p>North Carolina Substance Abuse Professional Practice Board (919) 832-0975</p>	<p>Office for Civil Rights (888) 696-6775 www.hhs.gov/ocr/privacy/hipaa/complaints/</p>
<p>South Carolina Department of Disabilities and Special Needs (803) 898-9600 http://ddsn.sc.gov/Pages/default.aspx</p>	<p>South Carolina Autism Society (800) 438-4790 http://scautism.org/</p>
<p>South Carolina Department of Health and Human Services (888) 549-0820 https://www.scdhhs.gov/</p>	<p>National Suicide Prevention Hotline (800) 273-8255</p>

STATE MCO/LME CONTACT INFORMATION

NC Department of Health & Human Services Customer Service Center
(800) 662-7030 (English/Spanish)
(877) 452-2514 (for the hearing impaired)

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<p>ALLIANCE BEHAVIORAL HEALTHCARE 5200 Paramount Parkway, Suite 200 Morrisville, NC 27560 Phone: (919) 651-8401 www.AllianceBHC.org <i>Serving Cumberland, Durham, Johnston, Mecklenburg, Orange and Wake counties</i></p>	<p>SANDHILLS CENTER 1120 Seven Lakes Drive West End, NC 27376 Phone: (910) 673-9111 www.sandhillscenter.org <i>Serving Anson, Davidson, Guilford, Harnett, Hoke, Lee, Montgomery, Moore, Randolph, Richmond and Rockingham counties</i></p>
<p>TRILLIUM HEALTH RESOURCES 201 W. First Street Greenville, NC 27858-1132 Phone: (866) 998-2597 www.trilliumhealthresources.org <i>Serving Beaufort, Bertie, Brunswick, Camden, Carteret, Chowan, Columbus, Craven, Currituck, Dare, Gates, Halifax, Hertford, Hyde, Jones, Martin, Nash, New Hanover, Northampton, Onslow, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Tyrrell, Washington</i></p>	<p>EASTPOINTE 514 East Main Street Beulaville, NC 28518 Phone: (800) 913-6108 www.eastpointe.net <i>Serving Bladen, Duplin, Edgecombe, Greene, Lenoir, Robeson, Sampson, Scotland, Warren, Wayne and Wilson counties</i></p>
<p>VAYA HEALTH 200 Ridgefield Court Asheville, NC 28806 Phone: (828) 225-2785 www.vayahealth.org <i>Serving Alamance, Alexander, Alleghany, Ashe, Avery, Buncombe, Caldwell, Caswell, Chatham, Cherokee, Clay, Franklin, Graham, Granville, Henderson, Haywood, Jackson, Macon, Madison, McDowell, Mitchell, Person, Polk, Rowan, Stokes, Swain, Transylvania, Vance, Watauga, Wilkes and Yancey counties</i></p>	<p>PARTNERS BEHAVIORAL HEALTH MANAGEMENT 901 South New Hope Rd. Gastonia, NC 28054 Phone: (704) 884-2501 www.partnersbhm.org <i>Serving Burke, Cabarrus, Catawba, Cleveland, Davie, Forsyth, Gaston, Iredell, Lincoln, Rutherford, Stanly, Surry, Union and Yadkin counties</i></p>

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CLIENT RIGHTS ACKNOWLEDGEMENT & ORIENTATION TO SERVICES

This form is to be signed by the appropriate individuals and made a part of the client’s record. By signing below, you acknowledge that your Client Rights Handbook has been reviewed with you to include your rights, HIPPA, Privacy and, Confidentiality practices, a safety overview, abuse and neglect policy, and grievance procedure, and. As a client and/or legal guardian I am aware and fully understand and agree to my rights and agency policies as presented by AFS/FPS.

Parent/Legal Guardian Signature

Date

Client Signature

Date

AFS/FPS Witness Signature

Date

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