

Our Policies and Practices to Protect the Confidentiality and Security of Information. We restrict access to personal information about you to those who need to know that information to provide services to you. All employees and staff are required to comply with our established confidentiality procedures and policies. We maintain physical, electronic, and procedural safeguards that comply with federal regulations to guard your personal information. A full description of our privacy practices is contained in our **Privacy Practices Notice, reference Form #114**. A copy of this notice is available at each service site, and you will receive a personal copy (without charge) on request to the receptionist. This notice is also available online at: www.cotcs.org.

For any client under the age of 14, the legal guardian owns the confidentiality for this client. Therefore, any confidential matters discussed individually with client is open for discussion with legal guardian.

For any client ages 14-17 years old, the client owns the confidentiality. Therefore, before confidential matters are disclosed to legal guardian, either verbal permission or written permission is required from the client.

If you have any questions or concerns about the privacy of your personal health information, please contact our privacy officer at 1-800-342-8168.

Open Door Policy

Cord of Three maintains an open door policy that guarantees access to program leadership up to the executive director in person, in writing or by telephone, or through email.

Restraints/Seclusion

The use of personal restraints and seclusion by Cord of Three personnel is prohibited unless such measures are required for providing effective treatment or for protecting your safety or the safety of others within the crisis stabilization program only.

Smoking/Tobacco Use

For everyone's health and comfort, the use of tobacco in any form (smoking, chewing tobacco, snuff) is prohibited in all facilities of Cord of Three and in vehicles owned or assigned to Cord of Three. Tobacco use is also prohibited in employees' personal vehicles during times when clients, consumers, or customers are being transported.

Weapons

No weapons of any kind are allowed on Cord of Three property.

Illegal/Legal Drugs

Cord of Three offers a drug free environment. Illegal drugs are prohibited on any property owned, lease, or rented by the agency. Legal drugs, including prescription and non-prescription must be in original packaging identifying contents, recommended dosage, and frequency. Any medications that will be housed on agency property will be placed in a secure area under close supervision.

Treatment Team

Cord of Three holds monthly treatment team meetings to develop consumer treatment plans, review treatment, progress, modify levels of care and authorize consumer discharges. The treatment team assessed appropriateness of treatment interventions relative to consumer and significant others. The group is reflective of the cultural diversity of the area population and consumers served.

Service Coordination

A case manager will be assigned at the point the intake process is complete and treatment team authorizes the recommended level of care.

Denied Rights/Restriction of Services

You should not be deprived of any civil, political, personal, or property rights or be declared legally incompetent for any purpose without due process of Law. Temporary restriction or denial of consumer rights may occur only when specific justification is documented according to these regulations. For the safety and well-being of everyone, Cord of Three programs have rules and standards of conduct. Anyone breaking these rules may suffer loss of privileges for a specified and limited period of time. The protection of your well-being is the primary concern of our staff in all circumstances.

Fair Share

Cord of Three has a Fair Share Policy under which everyone receiving services is asked to contribute to the cost of those services based on a sliding fee scale. No one is ever denied service based on verified inability to pay. You will be asked to bring proof of income to your first appointment, and our staff will explain how your Fair Share of the cost is calculated and provide you a copy of the expected cost of services once determined.

Cord of Three Counseling Services

Consumer Orientation Information



MISSION

The mission of Cord of Three is to provide Christ-centered services that will impact, protect, and preserve the God ordained institution of the family.

Serving

Appling, Bacon, Brantley, Coffee,
Pierce, Ware, & Wayne Counties

We constantly seek to improve our services, so it is important to us to hear from you about any areas of weakness that could be improved. This leaflet explains some of your rights as a consumer, what to do if your rights are violated, and in addition provides some important information for your welfare and safety while receiving services from us.

Abuse and Sexual Activity

You have the right to be free of physical abuse, including sexual abuse and physical punishment. No staff member should abuse any consumer through physical or verbal attack, exploitation, or coercion. No staff member should engage in any sort of sexual activity with any consumer, or allow sexual activity between or among consumers while the consumers remain under the care or supervision of Cord of Three.

If you experience or witness any form of abuse or sexual activity, please report it to a member of staff such as those listed on the consumer rights notices posted at all sites. All reports of abuse go to the Executive Director and/or the Chairman of the Board of Directors. They will then investigate the incident (names of this committee are located on posters displayed at each service location).

The Executive Director will assist you in making a complaint if you wish (see next section). If the executive director has reasonable cause to believe that the incident constitutes criminal conduct, he will notify the Chairman of the Cord of Three Board of Directors. If the chairman agrees, he/she will report the incident to the appropriate law enforcement agency.

A staff member who is found to have committed abuse will be subject to disciplinary action in accordance with personnel procedures of the board.

If a staff member has reasonable cause to believe that a parent or caretaker of a minor has inflicted physical injuries other than by accident, has neglected, exploited sexually or assaulted the child, then the staff member shall notify the executive director or his designee who in turn shall report the allegation to the appropriate County Department of Family and Children Services. We are required by law to report all abuse and neglect of adult consumers in accordance with the provisions of O.C.G.A. 30-5-1—30-5-8.

Complaints and Grievances

All complaints/grievances should be filed with the Executive Director. A complaint form is available upon request. Complaints may be made in person or by telephone. The Executive Director will assist you in

making a complaint if you wish, and will provide you with all the necessary information about complaint and appeal procedures. In brief, these procedures are as follows:

As soon as possible, but within 5 working days after your complaint is filed, the Executive Director and Chairman of the Board of Directors will investigate the complaint and interview those involved as necessary. The committee will attempt to resolve the complaint through mediation and conciliation whenever possible. A complaint may be rejected if there is no evidence to support it or if the committee finds that the alleged conduct does not in fact violate your rights. The committee will report to you in writing, to let you know the committee's decision.

If your complaint is rejected or is not resolved by the Committee to your satisfaction (or your guardian or parent if you are a child), you may request a review of the Committee's decision by writing to the Executive Director within 15 days. The executive Director should complete his review in a timely manner and report back to you in writing. If you are not satisfied with the outcome of the executive director's review, you (or your parent or guardian) may appeal the decision by filing a written request for review with the chairperson of Cord of Three Board of Directors or his designee within 10 days of receiving the Executive Director's decision. The chairperson or designee must notify the complainant of their decision on the appeal within 10 working days.

If you are not satisfied with the Board Chairperson's decision on your complaint you may request a further review by the Manager of the Regional Office by filing a written appeal within 10 days of notification of rejection notice or other decision. Within 10 working days of the filing of your appeal, the Region Manager or his/her designee shall issue a decision disposing of the appeal.

The Regional Manager may affirm, reverse, or modify the Board chairperson's decision or he may return the case to the chairperson for further proceedings. In no event shall the period for completing the further proceedings exceed 10 working days. The decision of the Manager is final. The Board chairperson and the complainant shall be notified of the decision.

General Provisions are as follows:

1. Staff members who are involved in a complaint shall not be involved in the processing of that complaint.
2. No person shall be subject to any form of discipline, or reprisal solely because he has sought a remedy through or participated in the procedure outlined in this section.

3. Obstruction of the investigation or disposition of a complaint by any person shall be reported to the Cord of Three Board of Directors chairman, who shall take action to eliminate the obstruction. Staff members are subject to adverse action engaging in such obstruction, in accordance with personnel procedures of Cord of Three.
4. Time limits designed in this section may be extended by the decision maker at each step for good cause only.

Outcomes Management System and Satisfaction

As indicated within the Cord of Three mission as listed on the front of this pamphlet, Cord of Three strives to provide a high level of quality services. In order to continue to monitor the quality of services and consistently improve services, Cord of Three has developed a quality improvement process based on a balanced score card. The score card is a collection of up to 17 indicators utilized to monitor programmatic performance quarterly. Results are reviewed by a Performance Improvement Committee then submitted to leadership, and then forwarded to the board.

Results of all assessments completed such as CAFAS or LOCUS are submitted to determine effectiveness of programming offered by Cord of Three. Among the indicators on the balanced score card is consumer satisfaction. Consumers are given an email satisfaction survey randomly monthly and are encouraged to complete it and return it asap. Consumer satisfaction surveys are located within each Cord of Three site for consumer to complete and provide feedback to agency. All surveys are forwarded to the Performance Improvement Department quarterly for result tabulation.

Confidentiality

Why we collect information and how we use it.

We will collect medical (health) information about you in order to provide you with services that match your needs. We will use and disclose that information in order to manage your health care and treatment, to obtain reimbursement for treatment, and to meet quality control and other government requirements. We will not disclose any personal information about you to anyone else without your prior approval and consent, except as permitted or required by law.

Your rights to review and Correct Information.

You have the right to reasonably review and request corrections to confidential and non-confidential information about you that is held in our records.