

Maniilaq Counseling and Recovery Center

CLIENT HANDBOOK



MANIILAQ

ASSOCIATION

FERGUSON BUILDING . 733 2ND AVENUE . P.O. BOX 256
KOTZEBUE, AK 99752
PHONE (907) 442-7640 . FAX (907) 442-7749

Maniilaq Counseling and Recovery Center

CLIENT HANDBOOK

Welcome!

Maniilaq Counseling and Recovery Center (MCRC) is an outpatient mental health and substance use treatment provider.

Our hours of operation are
Monday – Friday
8:00am-5:00pm.

We provide:

- Psychiatric Emergency Services
- Services for High Risk Children in Early Childhood and/or Youth with Serious Emotional Disturbance and their Family.
- Outpatient Treatment for Adults with Serious Mental Illness
- Opioid Treatment Services
- Youth and Family Outpatient Substance Use Disorder Treatment
- Women and Children Outpatient Substance Use Disorder Treatment
- Adult Substance Use Disorder Treatment
- Outpatient Treatment for Individuals Experiencing Emotional Disturbances

MCRC serves Kotzebue, AK and 10 other villages in the Northwest Arctic Borough as well as the village of Point Hope. This area is home to the largest concentration of Iñupiat people in the world.

This booklet is designed to provide you with basic information about our treatment services. If you have any questions about MCRC or your participation here, please discuss them with your primary counselor, or other MCRC staff.

We are honored to serve you!

MANIILAQ COUNSELING AND RECOVERY CENTER COMMITMENT TO CLIENTS

- Provide Quality Behavioral Health Services to address mental health disorders and substance use
- Challenge old thinking about addiction and everyday life
- Connect you with your culture and spiritual self to the best of our ability
- Educate with new skills for your mental health and sobriety
- Evaluate your treatment progress
- Help you to look at life a different way
- Promote the importance of your safety

AVAILABLE SERVICES

- Case Management
- Counseling/Psychotherapy for Individuals / Families / Group
- Behavioral Health Assessments
- Recipient Support Services
- Skills Building for Individuals / Families / Group
- Substance Use Assessment
- Psychiatric Evaluation
- Medication Management
- Referrals for Psychological Testing
- Emergency Services / Crisis Intervention / Stabilization

Services that are needed but not provided by MCRC are referred to the appropriate Service Provider

CONFIDENTIALITY OF SERVICES

At Maniilaq Counseling and Recovery Center (MCRC), we are committed to treating and using protected health information about you responsibly. Each time you visit MCRC or any of the village clinics, a record of your visit is made. Although your health record is the physical property of MCRC, the information belongs to you.

All services and written information are confidential as mandated by federal and state laws and by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) regulations.

Charts will not be released without client's written consent, except in the following circumstances:

- *Information from charts is requested through a valid court order or subpoena naming a specific individual.*
- *Child abuse or elder abuse is identified or suspected.*
- *The client is in a state of medical emergency that necessitates disclosure of information to medical personnel.*
- *If the client threatens to harm someone, the intended victim and the police will be notified.*

To learn more about your rights and how MCRC protects your privacy, review the full Privacy Statement that will be given to you during the admission process. Please discuss your questions or concerns with a MCRC staff member at any time.

What rights do I have to receive services?

Services at Maniilaq Counseling and Recovery Center (MCRC) are available without regard to age, sex, gender identity, sexual orientation, race, creed, color, ancestry, national origin, disability, familial status, or marital status. Each individual has the right to request or refuse treatment without penalty of loss of service. If MCRC is unable to provide a needed service you will be referred to an appropriate treatment facility. Any information regarding the referral process will be discussed on an individual basis. A complete copy of the policy regarding client rights is posted in all facility waiting areas.

What does treatment look like?

When you come to your first appointment, your treatment provider will work with you to determine the focus of treatment based upon your presenting problems, needs, strengths, abilities, skills, and interests. Your assessment will guide what types of care and services are available. You and your treatment team will create a treatment plan.

Will the agency staff respect my cultural and linguistic background?

It is the policy of Maniilaq Counseling and Recover Center to provide services that are culturally competent.

Will my family be involved in my services?

MCRC believes that support from “family” (as defined by the client) is very beneficial to treatment. If the client chooses, the client’s support system will be encouraged to participate in treatment. The client will meet with their counselor to determine who will be included.

How can I give feedback on the quality of services received?

Maniilaq Counseling and Recover Center invites you to provide feedback regarding the quality of care using the Client Status Review (CSR) form that is administered at admission and every 90 to 135 days thereafter while in treatment and a final CSR form is administered at discharge. You may also contact the agency at 907 442-7640 to give feedback directly.

What is the procedure for expressing a grievance or complaint?

Maniilaq Counseling and Recover Center has an established policy and procedure for handling client complaints and grievances. All clients should receive this information at the time of the first appointment. If you did not receive this information, please notify the front desk and this information will be provided to you.

What responsibilities do I have as a client?

- Provide information necessary to complete an appropriate clinical and financial assessment and ensure proper treatment
- Work with treatment team to develop an individual treatment plan and follow the agreed upon course of action
- Sign releases and other paperwork necessary for continuation of care
- Treat other clients and staff in a respectful manner
- Refrain from bringing alcohol, drugs, or weapons onto agency property
- Tobacco (smoking and smokeless types) are confined to designated areas
- Notify agency (counselor/therapist or front office staff) of intention to discontinue services
- Arrive on time for appointments; or, if unable to keep an appointment, call 24 hours in advance or as soon as possible to cancel.

Payment for services is based on ability to pay, but clients will not be refused due to inability to pay.

Who is responsible for the security of my vehicle while it is parked on Maniilaq Behavioral Health Services property?

It is the policy of Maniilaq Counseling and Recover Center that any non-Center owned vehicle on the property is the responsibility of the owner of the lost, stolen, or damaged vehicle. Parking at any Maniilaq Association facility is at the vehicle owner’s risk.

MISSED APPOINTMENTS

- We understand that in some cases, you will miss your appointment due to emergencies.
- Please notify the office at least 24 hours in advance or as soon as you are aware that you will be unable to keep your appointment.
- All appointments will be rescheduled.
- You may be charged for missed appointments

LENGTH OF PROGRAM

All outpatient services are individualized for each client. There are groups that are time limited; however, the overall treatment is based on client needs. The treatment progress is discussed with the client and the counselor on a regular basis.

CLIENT ADMISSION PROCESS

Admission to The Maniilaq Counseling and Recover Center is designed to make you and your goals part of the process.

To begin providing services, Maniilaq Counseling and Recover Center staff will assist you to complete a

- Request for Services Form
- Insurance paperwork
- Intake Packet

You will receive a client handbook that includes:

Advance Directive pamphlet
Client's Rights/Responsibilities
Grievance Procedures
HIPPA: Client Notice of Confidentiality

Once the initial paperwork is completed, a counselor will determine the type of assessment that will be the most beneficial in addressing your behavioral health needs.

Assessment Types include:

- Integrated Assessment (mental health and substance use)
- Mental Health Assessment
- Substance Use Assessment

You will be asked to complete a Client Status Review form. The information is used in the assessment process to assist in treatment planning.

Once the assessment is completed, you will meet with your counselor to develop a treatment plan that is based on the goals that you set.

The treatment plan contains a list of the problems that were identified during the assessment and you and your counselor will decide the order in which to address these problems.

You and your counselor will define the steps that you will take to achieve your goals.

The entire assessment process is in place to ensure that you are provided with the opportunity to be an active participant in your treatment. Active participation includes sharing thoughts and feelings and discussing your personal motivation for change.

Your counselor will provide guidance, activities, and service delivery to assist you in achieving the goals on your treatment plan.

MANIILAQ COUNSELING AND RECOVER CENTER (MCRC) PROGRAMS

- Out-Patient Mental Health - with Master's level trained Itinerant Therapists, Clinical Associates, and Behavioral Health Aids (BHA)
- Out-Patient Substance Use treatment - with Chemical Dependency Counselors and Behavioral Health Aids.
- Tele-psychiatry care with the Psychiatric professionals.

For medication services you can expect the following to occur:

- All clients receiving psychiatric services at MCRC are assigned a Mental Health Itinerant Therapist.
- 90 day renewals of treatment plan and Client Status Review will be arranged with therapist
- Your Medication Management Appointment will be scheduled by your case manager
- You will be linked via video to your psychiatrist
- Your case manager will make sure that the pharmacy receives your prescriptions from your psychiatrist

Fire Safety

Safety Exits: Within the Behavioral Health Department there are fire exits which are located both upstairs and downstairs. On the first floor the exits include the main door that leads towards the outside of the building, as well as another door within the kitchen that leads to the outside. Other exits on the first floor include the two exits that lead to the side of the building that houses the finance department, HR, Planning, etc. There are multiple exits clearly indicated by signs, which direct individuals towards the outside. Upstairs there is a side exit which leads down stairs that opens out to the front of the building, as well as the main stairway that will take the individual to the front lobby and subsequently the main door. Next include a back stairway that leads to the kitchen door exit, as well as a door that opens to the other side of the building where signs indicate how to reach the exit. On the top floor there is also access to the other side of the building that does not house behavioral health where exit signs are indicated.

The meeting point in case of a building fire is in the parking lot outside of behavioral health near the public health/women's health building.

Fire Suppression Equipment: Fire extinguishers can be located in the Kitchen and hallway behind the main door which separates the front lobby from the back offices. Fire extinguisher can also be located in the hallway behind the kitchen leading to the door that connects BH to the other side of the building as well as in each hallway upstairs located near the exit staircases.

In the hallway downstairs behind the kitchen there is also a red manual mounted on the wall which contains Emergency Procedures.

First Aid Kits: First aid kits can be found in red plastic containers, as well as blue metal containers located behind the Office coordinator desk in the front lobby, the kitchen counter, downstairs bathroom and the copy room.

For any questions, concerns, or if you notice any fault in the above named items/procedures please ask for the clinical supervisor, director of behavioral health, or the lead itinerant therapist.

Where do clients receive substance abuse and mental health outpatient services?

Maniilaq Counseling and Recover Center 733 2nd Avenue -Ferguson Building
P.O. Box 256
Kotzebue, AK 99752
Phone (907) 442-7640 Fax (907) 442- 7749

