



# ORIENTATION BROCHURE

*for individuals served by GRN Community Service Board*

## **Inside:**

*Ethical Standards  
Your Rights  
Your Responsibility  
Concerns/Complaints  
Confidentiality  
Support Groups  
Payment Information  
Health/Safety*

## **LET US INTRODUCE OURSELVES**

The GRN Community Service Board (GRN) is a public agency created by state law to provide mental health, developmental disabilities, and addictive disease services primarily to residents of Gwinnett, Rockdale, and Newton Counties. GRN employs a multi-disciplinary staff of more than 500 employees to provide a wide range of behavioral health care services that are effective and responsive to the needs of individuals and families we serve.

Services such as screening, referral, 24-hour access to care, emergency services, comprehensive day services, employment services, service coordination, and a continuum of residential placements are designed to maximize the achievement of your goals.

## **WELCOME**

You have taken an important step to improve the quality of your life. We are pleased that you chose us to assist you and your family. You will be involved in planning your treatment and services which will be unique to your needs. Part of that planning process will include education regarding advance directives. An explanation of our fees and financial arrangements for services will be provided to you.

Your service coordinator will review your treatment plan with you regularly to see if the services provided are helping you to reach your goals. A treatment team, including a medical doctor, will work with you. The doctor will consult with you to assess whether or not medication(s) may be helpful to you. Your doctor will inform you about the risks and benefits of medications that he or she may recommend.

Your input is valuable to us. Periodically you will be asked to give us feedback regarding your satisfaction with services. Survey cards and suggestion forms are always available at each service site.

We are glad you are here and we look forward to assisting you and your family. Thank you for choosing GRN Community Service Board.

# ETHICAL STANDARDS

*GRN is committed to following high ethical standards in conducting business and providing services. Employees of the GRN Community Service Board are expected to adhere to high moral and ethical standards.*

- All GRN staff will conduct themselves in compliance with GRN's ethical standards and the standards as reflected in the GRN mission, values and goals.
- GRN exists to provide quality services to persons in need. Therefore, the overriding concern of each staff member must be the welfare of the persons served. The individual dignity of each person served must be respected at all times and upon all occasions.
- Information regarding persons served will be held in the strictest confidence and will not be released without the permission of the person served or as provided by law.
- Persons served will be billed for only those services rendered.
- Full information will be provided to persons served on the source of the organization's reimbursement and any limitations placed on the duration of services.
- GRN staff are prohibited from engaging in business transactions with persons served for money or exchange of goods or services. Staff are not to borrow or lend money to persons served.
- GRN staff are prohibited from giving gifts to or receiving gifts from persons served.
- GRN staff are prohibited from dating or engaging in socially or sexually intimate relationships with persons served.
- It is not the intent of GRN to be concerned with the non-working time of GRN staff. However, GRN employees are expected to avoid off-duty conduct that could have a detrimental effect on GRN operations or bring discredit to the organization.
- GRN will communicate its ethical standards to persons served during orientation and will make them available in writing at all program locations.

*The GRN Community Service Board will investigate all allegations of violations of the above ethics policies. The Executive Director will appoint a person or persons to investigate and will take appropriate action based on the investigation results. The person making the allegations will be informed of the investigation results and actions taken.*

## **“What About Payment for Services?”**

### ***GRN accepts:***

***Georgia Medicaid***

***Georgia Medicaid CMO's (Magellan, Cenpatco and Amerigroup)***

***Medicare\*\****

***Self-Payment***

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**GRN is committed to assisting individuals to have the best quality of life possible. Being financially responsible is a vital part of every individual's recovery process. GRN staffs will gladly assist you with the required paperwork for obtaining coverage for Medicaid. Please let us know if you need assistance.**

**Payment for services and medications will be based on your total family income and number of members in your family. In order to properly assess your charges, we will need verification of your income; your most recent paycheck stub, W2 form/tax return from the previous year, or a signed Benefactor's Support Letter (GRN form #78). Verification of lawful presence in the United States is also required.**

**If you are under the age of 19, not employed and living at home, charges will be based on family income.**

**If you have prescriptions filled through the GRN Pharmacy, there is a minimum fee of \$5 for each prescription filled.**

***Payment is expected at the time services are received.***

***We accept cash, checks, money orders and major credit cards.***

***You must make arrangements with the fee clerk for regular consistent payments on any unpaid balances.***

**\*\*Your GRN clinician must be a designated Medicare provider.**

## **YOUR RIGHTS**

*You have the right to ....*

- ✓ receive care suited to your needs.
- ✓ receive services that respect your dignity.
- ✓ be informed of the benefits and risks of your treatment.
- ✓ participate in planning your own individual service plan.
- ✓ prompt and confidential services, regardless of ability to pay.
- ✓ be certain that your personal possessions or money will not be misused or used for financial gain by GRN.
- ✓ review and obtain copies of your records, unless the physician or other authorized staff determine it is not in your best interest.
- ✓ exercise all civil, political, personal and property rights to which you are entitled as a citizen.
- ✓ remain free of physical restraints or time-out procedures unless such measures are required for protecting the safety of you or others.
- ✓ be free of physical abuse, verbal abuse, neglect, retaliation and humiliation.
- ✓ 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, if you live in GRN housing.
- ✓ file a complaint if you think any of these rights have been restricted or denied.

## **YOUR RESPONSIBILITY**

*You are responsible for ...*

- ✓ working with your treatment team to develop and follow an individualized service plan suited to your needs.
- ✓ paying an established fee.
- ✓ respecting the privacy of others.
- ✓ being on time for your appointments.
- ✓ notifying us when you are unable to keep appointments.
- ✓ notifying us of any changes in financial information.
- ✓ notifying us of any address changes.
- ✓ providing documentation of lawful presence in the United States.
- ✓ treating others with courtesy and respect, and all facilities with care.
- ✓ respecting the confidentiality of others who receive services at GRN.

## CONSUMER CONCERNS/COMPLAINTS

*If you feel that any of your rights have been violated or denied, please take the following steps:*

1. Talk with your service coordinator to discuss your concerns for a solution.
2. If you cannot reach a solution with your service coordinator, or if you do not feel comfortable talking with him/her about your concerns, ask to speak to his/her supervisor or to the director of the program.
3. If your concern/complaint has still not been resolved, then you may wish to file a formal complaint with Darlene Mallory, Consumer Rights Representative, by calling (770)339-5090. Your representative will be glad to hear your concerns and assist you with the consumer rights' process.

*Be assured that your complaint will not result in retaliation or barriers to service.*

## CONFIDENTIALITY

*Our staff wants to gain your trust and protect your privacy!*

Staff, volunteers, or interns will not talk to anyone or send out information about you unless you sign a release of information form to say that it is all right. The form should be very exact about what, why and how much information needs to be shared. There are certain times when we will be unable to maintain confidentiality of your records. Some examples are: if there is a medical emergency; if you are in danger of hurting yourself or others; in a criminal investigation; if your records are subpoenaed or court-ordered. Courts may request/receive information about you if you are involuntarily admitted, without your authorization, unless you are receiving treatment for substance abuse. Further, we are mandated to report any suspected child/adult abuse to Protective Services. *(For additional privacy information please see HIPAA pamphlet.)* If you have concerns about issues regarding confidentiality, be sure to talk to your service coordinator or consumer rights representative.

## SUPPORT GROUPS

*If you would like information on support groups in your area, phone one of the numbers below or visit the website:*

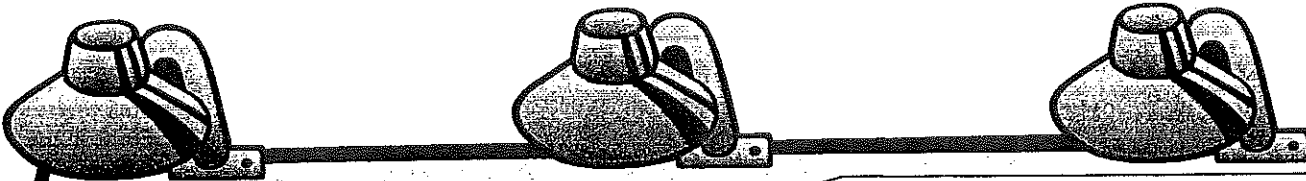
|                |  |  |
|----------------|--|--|
| 1-800-950-6264 | <a href="http://www.nami.org">www.nami.org</a>                                 | National Alliance for the Mentally Ill           |
| 1-800-969-6642 | <a href="http://www.nmha.org">www.nmha.org</a>                                 | National Mental Health Association               |
| 1-800-729-6686 | <a href="http://www.health.org">www.health.org</a>                             | National Clearinghouse for Alcohol/Drug Info.    |
| (404)525-3178  | <a href="http://www.alcoholics-anonymous.org">www.alcoholics-anonymous.org</a> | Alcoholics Anonymous - 24-hour line              |
| 1-800-711-6375 | <a href="http://www.soberfoever.net">www.soberfoever.net</a>                   | Narcotics Anonymous (national help-line)         |
| 1-800-275-4233 | <a href="http://www.gcad.org">www.gcad.org</a>                                 | Governor's Council on Developmental Disabilities |
| 1-800-221-4602 | <a href="http://www.ndss.org">www.ndss.org</a>                                 | National Down Syndrome Society (NDSS)            |

*Your clinician will have additional numbers available that are specific to your area of residence and cultural and socioeconomic needs. He/she will also be able to help you locate/access legal services, guardians/conservators and make a referral when necessary.*

*Resources and community activities can also be accessed on GRN's website at [www.grncsb.com](http://www.grncsb.com) (under Links tab)*

**If you need to contact GRN before 8:30 a.m. or after 5 p.m., call (770)962-5544**

*We appreciate you choosing GRN Community Service Board as your provider of service.  
We look forward to assisting you and your family.*



GRN COMMUNITY SERVICE BOARD

## HEALTH and SAFETY

- ➡ If you have a special need or disability, please let us know so that we can provide accommodations and ensure that you are comfortable and are receiving quality care. Handicap parking spaces are available.
  - ➡ All GRN Community Service Board facilities and vehicles are smoke-free environments. Smoking and tobacco products are permitted at designated outside locations at each facility.
  - ➡ To protect the safety and health of our consumers, staff, and visitors we prohibit the possession of any weapons or illegal substances on all properties of GRN Community Service Board.
- If you bring a weapon or illegal substances on site, you have broken the law. *Law enforcement will be notified.*
- ➡ Familiarize yourself with Exit Signs in the building. In case of fire, severe weather or disaster, a GRN Safety Officer will follow proper safety procedures and direct individuals to an appropriate location.

