



YOUR CARE AT LAKEVIEW CENTER

ORIENTATION TO LAKEVIEW CENTER SERVICES

WELCOME TO LAKEVIEW CENTER

We're happy to partner with you on your journey to recovery. Our mission is helping people throughout life's journey. We do this by offering a wide variety of services, including child welfare services, drug and alcohol rehabilitation, mental health services, and vocational services.

Your input is vital in planning the course of your services and your unique path to recovery. You will be assigned a service coordinator (generally a therapist or case manager) who will help you decide on the best course of care. We will help find someone that is a good fit for you. We do not believe in using threats, bribes, or other forms of pressure to get you to participate in services. We will listen to you and respect your decision about your treatment and care. We will work hard to help you fulfil your personal goals. If you have questions or concerns about your care at Lakeview Center, please let your service coordinator know so they can address them as soon as possible.

As you progress on your path to recovery, your service coordinator will work with you to develop a unique, supportive plan to help you maintain your progress.

From time to time you may be asked about your satisfaction with the services we have provided. At these times please provide open and honest feedback. We need and value your input, which helps us improve the services we provide you.

In addition to the information contained in this booklet, specific programs providing services to you will give you other information to complete your orientation to our services. For additional information, please contact your service coordinator. This orientation handbook was prepared with help and input from consumers of Lakeview Center services.

Thank you for choosing Lakeview!



Contents

WELCOME TO LAKEVIEW CENTER	1
OUR PHILOSOPHY	3
YOUR CARE AT LAKEVIEW CENTER	3
CONTINUED CARE	3
ADVANCE DIRECTIVES	4
YOUR RIGHTS AS A PERSON RECEIVING SERVICES	5
EXPECTATIONS AND RESPONSIBILITIES AS A PERSON RECEIVING SERVICES	6
TEAM MEMBER CODE OF CONDUCT	7
PROTECTION OF PRIVACY AND CONFIDENTIALITY	8
GRIEVANCE/COMPLAINT PROCEDURE	9
ACCESSING YOUR RECORDS	10
HEALTH AND SAFETY	10
YOUR FEEDBACK AND INPUT	13
HOURS OF OPERATION	14
SPIRITUAL CARE	14
ACCREDITED SERVICES	15
COMMUNITY HEALTH OF NORTHWEST FLORIDA (CHNWF)	15
COMMUNITY RESOURCES	16
OUR WEBSITE	16
ADDITIONAL INFORMATION	16



OUR PHILOSOPHY

At Lakeview Center we believe everyone has strengths, and we can help you in defining and re-connecting to those strengths on your journey to recovery from the challenges you are facing. We provide a number of services that help promote recovery and foster personal resiliency. Recovery is a personal process of overcoming the negative impact of behavioral health problems. Resilience is the ability to rebound from adversity, trauma, tragedy, threats, or other life stressors. Individualized services will be offered to help you overcome the barriers and obstacles to your recovery.



YOUR CARE AT LAKEVIEW CENTER

After you have entered services you will be assigned a team member who will be responsible for your service coordination while you are receiving care at Lakeview Center. If you receive services elsewhere at Lakeview, your service coordinator may change. You will be notified of any such changes.

Before you begin services at Lakeview Center, you will be given an explanation of the services so that you can make an informed judgment regarding your treatment. You will be asked to sign a Service Agreement, which includes an authorization for treatment here at Lakeview so we can provide the care and services that you require. If you are here on an involuntary basis, your court order may be used as consent for services.

Upon establishing services with us, you will participate in an assessment that will help to determine the best level and manner of care consistent with your needs and preferences. Please keep in mind that your assessment is an on-going process. Please make sure to share with us any significant changes in your life as you continue in services.

Some services at Lakeview Center may be able to be provided using videoconferencing. If you are interested in receiving services in this manner please speak to a Lakeview team member. Please note that not all services can be provided via videoconferencing.

Fees at Lakeview vary based on the specific program and service provided. Upon agreeing to services you will be given information about your specific fees. Any questions you have about your fees can be directed toward your service coordinator or the Business Office at (850) 469-3631.



CONTINUED CARE

After your assessment is completed, a recovery plan is created based upon your goals, strengths, needs, abilities, and preferences. In order for your services to be effective, your input into this planning process is crucial. You may address concerns or request changes to your recovery plan at any time, by communicating with your service coordinator.

Part of the process of recovery planning is arriving at agreed upon goals as well as a plan for ending services when the time is right for you. Part of that plan may be to transition you to a different level of care and to a different service coordinator, or to transition you to services in the community. Your service coordinator will work with you to set up a personalized plan. Research shows us that good planning improves long-term recovery.

Lakeview Center encourages family involvement in your services as appropriate, and at the level you wish them to be involved. Please let us know if you want anyone involved or informed of your treatment.

Some Lakeview Center programs may use motivational incentives (prizes, rewards) as part of their overall treatment approach. These incentives are meant to help reinforce positive recovery behaviors. You will be informed if the program where you receive services uses such incentives. You may choose to opt out of any incentive plan if you so choose.

If you are mandated for services please note that results of those services may have to be reported to the referral source. This could include whether you completed the service successfully or not. If you are court ordered for services you are expected to fully participate in those services to the best of your ability. Your participation, attendance, and completion status may be reported to court/legal system. If you are mandated/court ordered for services the requirements for participation will be explained to you so that you understand what is expected of you and what information has to be reported and to whom.

Your participation throughout your care is critical. We want to work with you to help you in meeting your therapeutic goals. In order to do this we need your help all along the way. Lakeview team members will seek your input throughout your course of services so that we may serve you better.



ADVANCE DIRECTIVES

Advance directives give you an opportunity to participate in the management of your care here at Lakeview. Advance directives allow you to make health care decisions about your care in advance. In the event you are unable to make such decisions in the future, your advance directive document will help guide your treatment. You are not required to have an advance directive. If you already have a mental health advance directive please give us a copy to be placed in your record.

An advance directive is a document completed by you that is designed to identify your preferences regarding mental health care. The form is completed when you are not in a mental health or substance use crisis, when you are able to make and understand the choices and decisions being made. The form is then used for direction in treatment choices if you do experience a behavioral health crisis.

The advance directive may also name a person (of your choosing) to make decisions for you in case you are unable to make such decisions for yourself sometime in the future. This person is someone you trust to speak and act on your behalf. Your advance directive also allows you to name people you wish to know about your behavioral health care.

Lakeview Center makes every effort to follow your treatment wishes as outlined on the advance directive. If you would like to complete an advance directive, you may ask a team member for an advance directive form.



YOUR RIGHTS AS A PERSON RECEIVING SERVICES

As a valued person receiving services at Lakeview Center, you are entitled to the following rights:

- To be treated with dignity and respect; including freedom from abuse, financial or other exploitation, retaliation, humiliation and neglect.
- To have unbiased access to treatment, regardless of your religion, gender, ethnic or cultural background, age, handicap or disability, sexual orientation or compensation source.
- To receive individualized treatment services provided by competent, qualified and experienced professional clinical team members in the most unrestrictive setting possible.
- To participate in the planning for your treatment, and when appropriate to have those who you choose also to participate.
- To access self-help and advocacy support services.
- To express consent or refusal of treatment regarding service delivery, release of information, concurrent services, the service delivery team, involvement in research projects, if not prohibited by law, and to be informed of any consequences of such consent or refusal.
- To have enough time to review information to make decisions about your treatment.
- To receive confidential services and to have your clinical record kept confidential within the limits of the law. According to Florida Statutes, information may be given to appropriate authorities, under certain conditions including but not limited to, suspected abuse, needed court-ordered treatment, and/or diagnosed infectious communicable diseases, emergency care.
- To review and obtain information concerning the contents of your records. Upon written request, you are allowed access to your records but must follow guidelines established by federal law 42 CFR and 45 CFR; i.e., must have approval from the physician and/or counselor.
- To be informed of any rules, requirements or expectations of you while you are receiving services at Lakeview Center.
- To be informed of the reasons why your privileges might be suspended and the actions needed to have them reinstated
- To receive an explanation of fees or charges related to your treatment.
- To request and receive an interpreter or other appropriate assistance with communication during your treatment.
- To request a second opinion from an outside consultant, at your expense, or to request an in-house review of your treatment plan and your treatment options.
- To be represented by your own legal counsel.
- To fill out an "Advance Directive". This document states in advance what treatment you want or do not want under special, serious medical/behavioral conditions-conditions that would stop you from telling your doctor how you want to be treated. Ask a team member involved in your care if you want more information.

- To file a complaint without fear of retaliation.



EXPECTATIONS AND RESPONSIBILITIES AS A PERSON RECEIVING SERVICES

As a person receiving services at Lakeview Center we ask that you:

- Provide us with accurate and complete information about your present condition, past illnesses, hospitalizations, medications, and other matters relating to your health.
- Report unexpected or unwanted changes in your condition to a team member.
- Tell us if you do not understand any of the treatment recommendations that are made or if you do not understand what is expected of you.
- Follow the recovery plan that you helped develop and let team members know what changes need to be made in the plan to help you meet your recovery goals.
- Keep scheduled appointments, and if you are unable to keep an appointment to notify a team member as soon as possible to cancel or reschedule the appointment.
- Keep us informed about your current address, phone number, and email. If you have changes, call 469.3500 to give us the new information.
- Keep us informed of any changes in your financial status or insurance information. If there are any changes to your income or insurance information, call 850-469-3500 to give us the new information.
- Recognize that you are responsible for your actions.
- Be responsible for assuring that the financial obligations of your health care be fulfilled as promptly as possible.
- Follow the Lakeview Center rules and regulations affecting care and conduct. These include but are not limited to:
 - Respecting the confidentiality/privacy of other persons. Violations of confidentiality may be grounds for change/loss of services
 - Maintaining Lakeview campus as drug free. No possession, use, exchanging or selling of alcohol or illegal substances on campus
 - Maintaining Lakeview campus and programs as smoke free: No use of tobacco, tobacco products, to include smokeless tobacco, or electronic nicotine devices on campus, except in designated areas
 - Abiding by all state and federal laws- illegal activities on campus may be reported to law enforcement
 - No violence or threatening behaviors – law enforcement may be contacted and/or evaluation for acute care placement may be initiated
 - No weapons on campus-law enforcement may be contacted



TEAM MEMBER CODE OF CONDUCT

The mission of Lakeview Center is “Helping people throughout life’s journey”. To help achieve this goal Lakeview Center has set a code of conduct by which its team members are expected to go by. Team members are expected to conduct themselves in a manner that protects and promotes organizational-wide integrity. The code of conduct includes a commitment to the organizational values of:

- **Ownership:** We hold ourselves accountable for our actions and take pride in our work
 - We take responsibility for our actions and consequences. We correct our mistakes as quickly as possible.
 - We take pride in our organization as if we own it. We pick up trash or debris and dispose of it properly.
 - We do our jobs to the best of our abilities and take the initiative to make the organization better. We do not say “that’s not my job.” If we are unable to meet a request, we find someone who can.
 - We hold ourselves accountable
- **Integrity:** We do the right things for the right reasons and manage our business and ourselves with the highest ethical standards
 - We adhere to all LifeView Group policies, procedures, governing regulations and ethical standards.
 - We promptly report any situation that appears to be in violation of a policy, procedure, regulation or ethical standard.
 - We only do business with those who embrace and demonstrate high standards of ethical business behavior.
 - We foster an environment of open communication, trust and mutual respect, and we do not retaliate against those who bring forward a concern in good faith.
- **Compassion:** We take the time to understand the needs of others and possess a desire to help
 - We provide an environment that is pleasant, welcoming, supportive and reassuring.
 - We remain focused on the needs of others, and we listen to their concerns in ways that show we care and want to help.
 - We are respectful of other cultures and diverse beliefs.
 - We respect the privacy of others.
- **Excellence:** We commit to delivering the highest quality and value in everything we do as we continually strive to do better
 - We set ourselves apart by consistently demonstrating practices that exceed expectations.
 - We present ourselves in a professional manner and fulfill the commitments we make to others.
 - We provide suggestions and new ideas to continually improve our processes and workforce. We focus on learning and advancing our professional competencies.
 - We are committed to providing a clean and safe environment. We report and fix any potential safety hazard or incident.
- **Service:** We have a culture of service that values teamwork and focuses on the needs of others
 - We treat others with courtesy, honesty and respect. We say “please” and “thank you.”
 - We greet our clients, customers and visitors.

- If someone appears to need directions, we offer to help. We escort others to their final destination. If we are unable to personally escort others, we take them to someone who can.
- We apologize for delays in service.
- We work together.
- We do not tolerate retaliation.



PROTECTION OF PRIVACY AND CONFIDENTIALITY

Lakeview Center follows all federal and state laws and rules that pertain to protecting your right to confidentiality, including the Health Insurance and Accountability Act (HIPAA). HIPAA is a set of regulations that pertain to the access to and disclosure of an individual's health information. The section of HIPAA that deals with the protection of individually identifiable health information is called the "Privacy Rule." The privacy rule regulates access to and disclosure of Protected Health Information (PHI). PHI is individually identifiable health information that is maintained in, or transmitted by, any form or medium, electronic or otherwise. HIPAA is intended to protect the privacy of all individually identifiable health information in the hands of covered entities, regardless of whether the information is or has been in electronic form. Virtually all health care organizations must comply with these HIPAA standards – including all health care providers, health plans, public health authorities, health care clearinghouses, as well as information systems vendors, various service organizations and universities.

Lakeview Center will not take or use your photograph or video tape you without your written consent. For your safety and the safety of others, please be aware that Lakeview Center may utilize video surveillance in common/public place. A search of belongings and a physical search may be required in some programs.

Your confidentiality is maintained to the limits allowable by law. There may be certain exceptions to your confidentiality to include:

- The reporting of suspected abuse, neglect or exploitation
- If you are deemed a danger to yourself or others
- If you experience a medical emergency
- If you sign an authorization to release information

Additionally, Lakeview team members and your medical record may be subject to court orders, subpoenas and other legal requirements.

Lakeview Center team members are required by law to report any suspicions of abuse, neglect and/or exploitation of children, the elderly or vulnerable adults to the Florida Abuse Hotline and to cooperate with abuse investigations.

Due to the regulations governing confidentiality Lakeview Center team members cannot discuss anything about your care with others unless you sign a release of information allowing us to do so (unless we are required to do so by federal or state laws). If you want your family or other persons to be involved with your care, to be able to make and reschedule

appointments, etc. please let team members know so that the release of information can be completed. Team members will only release the information you give them permission to release.

If you feel your privacy rights have been violated you may file a complaint so that the matter can be investigated.



GRIEVANCE/COMPLAINT PROCEDURE

Lakeview wants to provide you with the highest quality of care possible. If you are not satisfied with the care you receive please let us know so that we can try to make it right. You may discuss your concerns with any team member or supervisor or you can complete a grievance form and turn it in to a team member. You may also report your concerns to our Grievance Coordinator at (850) 529-8123.

You may follow the procedure outline below for any grievance that is filed within one year of the event for which you feel that your rights were infringed:

- Discuss your concern with the team member you work most closely with or submit the grievance in writing. Team members should address your problem or concern in a timely manner.
- If you do not receive a satisfactory answer or solution from your plan coordinator, or if you are not comfortable talking to them, you may request to speak with the supervisor of the program. After your meeting, you will receive a response from the supervisor regarding resolution of your grievance.
- You may also choose to contact the division leader if you feel your situation has not been resolved.
- If you wish to pursue the grievance further, you may contact the grievance coordinator for Lakeview Center. Your concern will be investigated and a response will be provided to you.
- If this response is not satisfactory, you may submit your concern in writing, to the president/CEO of Lakeview Center. The CEO will review all of the information and make a decision regarding further necessary action. You will receive a response of the resolution.

If you need assistance with the submission of your written concern or with following this procedure, Lakeview Center will gladly help you.

At no time during this procedure will you be subject to any negative or retaliatory actions as a result of having made a complaint or grievance.

In addition to the above procedure you may contact any of the organizations below to help you:

- NWF Health Network (850) 410-1020 ext 116
- Access Behavioral Health: 1-866-477-6725
- Department of Children and Families DCF Substance Abuse & Mental Health Circuit Program Office #: (850) 778-4079
- Disability Rights—Florida: 1-800-342-0823

- Medicaid recipients can request a “Fair Hearing” at any time by calling (850) 488-1429 or contacting:
- The Department of Children and Families, Office of Public Assistance, Appeals Hearings, 1317 Winewood Blvd., Building 5, Room 203, Tallahassee, Fl., 32399-0700
- For problems or complaints about the quality of care you received or concerning alleged abuse, neglect or mistreatment by a team member you may call the Florida Protection Services at 1-800-962-2873; TTD # 1-800-453-5145



ACCESSING YOUR RECORDS

If you would like to access your records directly you can call (850) 469-3457 to make arrangements. If you need copies of your records, you will need to sign a release giving permission to release these documents. The medical records team and your service provider can assist you with this.



HEALTH AND SAFETY

INFECTION CONTROL

Lakeview Center is committed to protecting all of our persons served, team members, and visitors from contagious illnesses. We would like you to know the following:

- We do a basic health screening on everyone...persons served and team members. We may recommend follow-up care if it is indicated.
- Our employees are trained in basic infection control principles. They are trained to handle infectious situations safely, discreetly, and respectfully.
- All persons receiving services who have contagious illnesses should communicate this to program team members who will notify our Infection Control Nurse.
- Or you may call 850-495-3083. A plan will be made that will decrease the interruption of services while also protecting you and the people around you.
- All employees who have contagious illnesses are to notify the Infection Control Nurse immediately so that plan can be implemented to keep you and others infection free.
- Hand washing is strongly encouraged for everyone. Good hand washing is the number one best defense against spreading germs. Hand washing should be done frequently and always with soap. Special attention should be paid to the areas between the fingers and around the nails. If at all possible, be sure that you have paper towels available before you get your hands wet and always dry your hands before touching anything else.
- Please use tissues to cover your mouth and nose whenever coughing or sneezing. If you have no tissue, cough or sneeze into your upper arm to prevent the spread of droplets and germs. All of our programs have tissues available in the clinical areas. Remember to throw your used tissue away in the trash, and then wash your hands.

Lakeview Center has an Infection Control department, which conducts site visits and tracks certain infections in the team member and persons served. They consistently take steps to decrease the risk of exposure for everyone.

Please note that in the event of an outbreak in the community of infectious disease, precautions may be put in place to ensure the safety of all. Lakeview Center will follow guidance from County, State and Federal health officials. This may include but is not limited to health screenings to enter a building, requiring the wearing of masks or other personal protective equipment, limiting or stopping visitation, changes in service delivery, and/or reduction in services. You will be informed of any safeguards that are put into place. Thank you for following the guidelines that are in place to keep you and others healthy.

OPIOID OVERDOSE PREVENTION

Opioids are a class of drugs used to reduce pain. Opioid overdose is a growing concern in the U.S. Opioids account for almost 70% of the drug overdose deaths in the US. Over 50% of the drug overdose deaths in Escambia, Santa Rosa, Okaloosa and Walton counties are due to opioids. Our team members have received training on the use of Narcan (Naloxone), an FDA approved treatment for opiate overdose. Narcan is available in many of the program first aid kits in the case of an opioid overdose emergency. It is also available at the Lakeview Center Pharmacy at no cost and without need for prescription for members of the community to prevent overdose.

Please refer to the attached Centers for Disease Control and Prevention information on preventing an overdose for more information. If you have additional questions please talk to a Lakeview team member.

HIV/AIDS

There are over 1.2 million people in the U.S. who are living with HIV. About 13% of them (1 in 7) don't know it. The epidemic also remains a major public health challenge in Florida. Florida ranks #3 for states with new HIV diagnosis. Escambia County is among Florida Counties with the highest rate of HIV infection. For these and other reasons we offer HIV education for all persons who seek substance misuse services. At the time of admission, individuals are provided with an assessment, which determines their risk for HIV exposure. Individuals receive basic HIV education, and individual counseling when requested.

Lakeview Center provides HIV/AIDS education and linkage to free, confidential, rapid HIV testing and counseling for individuals interested in these services. Accessing rapid HIV testing, counseling and linkage (TCL) services allows individualized dialogue about risk factors, transmission, prevention and resources for sex and/or needle-sharing partner notification (as required). Rapid HIV TCL also promotes informed client decision-making. Additionally, those who have been identified as HIV-positive (HIV+) are linked to available community services. The main focus is to promote risk reduction and to educate individuals regarding the most beneficial prevention methods. Contact 850-595-0176 for more information.

Detection and treatment of HIV/AIDS has significantly reduced the death rates for this disease.

USE OF SECLUSION AND RESTRAINTS

Lakeview Center strives to provide the highest quality, least restrictive care possible. There may be times when a person displays unsafe behaviors. Team members will work with the individual to reduce the danger. If these interventions are not successful, the use of seclusion or restraint may be used, but only in a limited number of programs. Seclusion and/or restraints are only used as a last resort when all other interventions have failed and only used to protect you or others from harm. You will be informed if the program where you receive services utilizes seclusion or restraints and if so when this might occur. The goal of Lakeview Center is to eliminate the need for the use of seclusion or restraint.

TOBACCO PRODUCTS

All Lakeview facilities are smoke-free. This includes all facilities (owned or leased), parking lots, other grounds and facilities, company vehicles, and personal vehicles while parked on LCI property. Smoking is allowed only in designated posted areas. Smoking cessation materials will be provided to persons admitted to inpatient services and physicians may be utilized to request smoking cessation products.

Products covered include but are not limited to:

- Any tobacco or other grown products, that produce smoke when consumed
- Smoke-free cigarettes (unless the use is part of an approved nicotine replacement therapy)
- Smokeless tobacco, such as snuff and chewable tobacco
- E-cigarettes or other devices

ILLEGAL OR LEGAL SUBSTANCES

It is the policy of Lakeview Center that no illegal substances are to be brought onto or be used on LCI property. To do so can result in sanctions which may include change in services, loss of services, and/or law enforcement involvement. If you are residing in one of our residential programs you are asked to refrain from the use of illegal or legal substances while on program sanctioned outings and when out on pass.

Additionally, it is the policy of Lakeview Center that no alcohol is to be brought onto or be used on LCI property. To do so can result in sanctions which may include change in services, loss of services, and/or law enforcement involvement. If you are residing in one of our residential programs you are asked to refrain from alcohol use while on program sanctioned outings and when out on pass.

It is the policy of Lakeview Center that all medications, (prescription and over-the-counter medications) be maintained securely so that others do not have access to them. If you reside in one of the Lakeview residential units you are required to report any medications that are prescribed for you and any over-the-counter medications you have in your possession to a program team member, and you may be required to be monitored when using such medications. Violations of this policy can result in change or loss of privileges or services.

WEAPONS

It is the policy of Lakeview Center that no weapons be brought onto Lakeview property. If you are found to be in possession of any weapons you may be asked to leave the premises, and you may face a loss of privileges. Sanctions may be placed on your services. In some cases law enforcement may be contacted if there is a perception of threat.

SAFETY EQUIPMENT

We take your safety seriously. Lakeview Center programs are subject to safety inspections on a regular basis. Every program at Lakeview Center has fire suppression equipment and first aid kits. Emergency exits are all clearly marked. Outpatient units have exits marked by signage and exit routes are posted. Fire extinguishers and fire alarm pulls are located in marked locations. First aid kits are generally located at the check-in area. If you go to a residential facility you will be given a tour of the facility and the emergency equipment and exit routes will be pointed out to you.

Safety drills are conducted on a regular basis. You may be involved in the drill if you are in a program when a safety drill is being conducted. We ask that you follow the directions given to you by the team member.

SAFETY DRILLS

Safety drills are conducted on a regular basis to ensure that all individuals are prepared in case of an emergency. These drills are unannounced and may occur during the time you are receiving Lakeview Center services. We ask that you follow all directions given to you by our team members and remain in the evacuation location if you are asked to leave the program area. Your safety is important to us.

OUR RESPONSE TO POTENTIAL RISK

If our team members observe any behaviors that put you or others at risk they are obligated to take action to protect you and others. The action taken will depend on the degree of risk the behavior presents. Team members will work with you to resolve any issues in as nonintrusive manner as possible. If these efforts do not result in minimizing the risk to you or others they may have to take other actions. You may be asked to leave the premises, be asked to talk to a therapist, or may be screened for admission if is warranted. In some cases law enforcement may be contacted.



YOUR FEEDBACK AND INPUT

Your feedback is valuable to us. We encourage you to tell us how we are doing. We have customer feedback sheets available for written feedback or you may give your feedback to any team member.

There may be times while you are receiving services at Lakeview Center that we will ask you to complete a survey about our services. We use this information to improve the quality of our services. You are not required to participate in the survey process but if you do, we appreciate your honest feedback.

In addition to the survey process, we collect other data that lets us know how we are doing. This information is used to measure the effectiveness of our services and to ensure that we continue to provide the highest quality of services possible.

You may be contacted after you have completed services to see how you are doing. You do not have to participate in these follow-up surveys but the information you choose to give can help us in improving the quality of our services.

Some units have suggestion boxes, unit meetings, and other ways to get your input. Program team members will tell you how you can give feedback for any of the services you receive at Lakeview Center.



HOURS OF OPERATION

General office hours at Lakeview Center are Monday through Friday, 8:00 am to 5:00 pm. Some programs offer services beyond these times. The program where you are receiving services will inform you of available services and the times they are offered.

Lakeview Center is closed for all major holidays, except for our residential and emergency services. Signs will be posted in advance to notify you of such closings.

Lakeview Center may close programs or change hours of operation or mode of service delivery in the case a natural disaster, community pandemic, or other emergency event. We will re-open services as soon as it is safely possible to do so. Such closings are generally announced on the emergency broadcast stations or other appropriate communication avenues.

EMERGENCY CONTACT

The Mobile Response Team (MRT) specializes in the provision of 24/7 mental health services for adults and children in our communities dealing with emotional and behavioral challenges. Help is available for you on the phone or in-person at the one central phone number (866-517-7766).

You will be given additional program specific emergency contact information by program team members when you enter services.

988 is a national suicide and crisis lifeline that is available 24/7. You may dial or text 988, or you may visit their website at 988lifeline.org for assistance.



SPIRITUAL CARE

Lakeview Center understands that human spirituality is an important source of meaning, value, and purpose in the lives of many people. Spirituality brings a sense of connection, strength, and vitality to life through the hope, beliefs and support systems that are often associated with it. Human spirituality is often seen as a creative and healing energy that when tapped into can empower people to cope better with their illnesses.

We understand that in the face of crisis people often turn to their spirituality as a significant means of coping, therefore Lakeview's Spiritual Care seeks to provide spiritual care in a nurturing environment to support person's served and team members as they seek help with the challenges they may face.

Some people attend to their spiritual needs within traditional faith communities through the use of traditional religious practices, beliefs, and values. Some people attend their spiritual needs outside of traditional faith communities and practices. In both cases, our chaplain tries to provide an environment and support that encourages spiritual self-care practices, along with activities that promote the experience of transcendence, wonder, awe, joy and connection that seems so central to human spirituality.

We encourage the integration of spiritual care as part of Lakeview's efforts to provide holistic care (mind/body/spirit) that promotes a sense of meaning and purpose that is helpful to maintaining hope in recovery. Finally we promote a continuum of spiritual care into the local community through outreach to local faith communities.

Please let a team member know if you wish to speak to the chaplain.



ACCREDITED SERVICES

Lakeview Behavioral Health programs are CARF accredited. CARF is an independent, nonprofit accrediting body whose mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process that centers on enhancing the lives of the persons served. By pursuing and achieving CARF accreditation, Behavioral Health Services has demonstrated that it meets international standards for quality and is committed to pursuing excellence.



COMMUNITY HEALTH OF NORTHWEST FLORIDA (CHNWF)

The mission of CHNWF is to provide comprehensive primary and preventive health care services to residents of Escambia and Santa Rosa counties and the surrounding area. CHNWF is committed to assuring access to care for the medically needy, under insured, uninsured, and underserved populations.

CHNWF has a pediatric clinic located in the Children's Services Center. Pediatric services at CHNWF are by appointment only and can be made by calling 850-429-6993. Same day appointments may be available.

Team members can provide information for adults seeking CHNWF services.



COMMUNITY RESOURCES

2-1-1 Northwest Florida is a program that provides information and referral to community services in the Panhandle area. Call 211 or go to their webpage <https://211nwfl.communityos.org/> to find information about community resources.



OUR WEBSITE

Information about our programs can be found on our website at, <https://elakeviewcenter.org/>.



ADDITIONAL INFORMATION

- Advance Directives
- Your Rights While Receiving Services
- Complaint Form
- Hearing Impaired Information
- Limited English Proficient Information
- Non-Discrimination Information
- Mobile Response Team
- 988 Fact Sheet
- Personal Safety Plan
- Poison Control
- Preventing an Opioid Overdose
- Human Trafficking
- Covid-19 and Your Mental Health
- National Service Corps
- Telehealth Information

ADVANCE DIRECTIVES

What are they?

An Advance Directive is a document that allows you to make known your treatment preferences in the event you are admitted for inpatient behavioral health services and unable to make informed decisions about your own care. They are only in effect if you are unable to make such decisions.

Why would I want one?

By making your preferences known now, before there is a crisis, you are helping to ensure that your wishes regarding treatment are known.

Do I have to have one?

No. An Advance Directive is not a requirement. It is a way to indicate what your treatment preferences are and can be a useful tool for you.

What if I complete an Advance Directive and later change my mind?

You can change your advance directive any time you are competent to do so.

Who can complete an Advance Directive?

Anyone at least 18 years of age, and who has not been declared incapacitated by the court and had a guardian appointed, and who is not currently under involuntary commitment may complete an advance directive.

Do I have to get a lawyer to complete an Advance Directive?

No. Forms can be found on-line, or you may ask a team member for one. Once the form is completed you sign it in front of at least two witnesses. The witnesses must be at least 18 years old and must not be the individual you have named as your health care surrogate or alternate.

Once I complete the form what do I do with it?

Make copies and give one to your treatment provider and one to your health care surrogate. It is a good idea to make a wallet size card that indicates you have an Advance Directive, where it is filed, the name of your health care surrogate name and his/her contact information.

Do health providers have to follow my instructions?

Every effort is made to comply with your instructions. If a provider, including cannot in good conscience comply with your instructions because they are against accepted clinical or medical practice, or because the policies of the provider, such as what is covered by insurance do not allow compliance, acceptable alternatives will be discussed with your health care surrogate.

I have other questions about Advance Directives-who can I talk to?

Your therapist or case manager can help answer any questions you may have regarding Advance Directives. You can also get a copy from [BA02pg107-117 \(mylifefamilies.com\)](#).

Your Rights While Receiving Mental Health Services

The following rights are guaranteed to you under Florida law. These rights will be fully explained to you upon admission to this facility.

Individual Dignity

- ✓ You have the right to be treated respectfully and to not be abused.
- ✓ You have the right to move freely within this facility unless your safety is at risk or your movement has been restricted by a judge.
- ✓ You have the right to reasonable accommodations under the Americans with Disabilities Act (ADA).

Designation of a Representative

- ✓ You will be asked to identify a person that we can contact in case of emergency.
- ✓ You may identify a person to receive notice that you are here in this facility.
- ✓ If you do not, or cannot, choose a representative, one will be selected for you.

Communication

- ✓ You have the right to talk privately by phone and during visiting hours, and can receive and send private mail. This facility is required to develop reasonable rules about visiting hours, mail and the use of telephones.
- ✓ If your access to the phone, mail, or visitation is restricted, you will be given a written notice that includes the reasons for the restriction. The restriction must be reviewed by the physician at least every 7 days.
- ✓ You have the right to contact your attorney at any time.
- ✓ You have the right to use a phone at any time for the purpose of reporting abuse to the Florida Abuse Hotline, or to Disability Rights Florida.

Confidentiality of Information and Records

- ✓ Information about your stay in this facility is private and may not be released without your consent (or the consent of your guardian, guardian advocate, or health care surrogate/proxy, if you have one) except under certain instances.
- ✓ You have the right to see your clinical record, unless this is determined to be harmful to you by your physician.

Treatment

- ✓ You have the right to receive the least restrictive, most appropriate and available treatment in this facility.
- ✓ You will get a physical exam within 24 hours of arrival.
- ✓ You will be asked to help develop a treatment plan that meets your needs.

Complaints

- ✓ You have the right to file an internal complaint and to receive a response within 24 hours of the conclusion of the investigation (may take up to 7 days).

Advance Directives

- ✓ You have the right to prepare a document, when competent to do so, that lists the mental health care that you want or don't want, and to name a person that can make decisions for you if you are unable to make those decisions for yourself.

Informed Consent

- ✓ Before treatment begins, you will be given information about the purpose of the treatment, the common side effects of medication you receive, alternative treatments, and the approximate length of stay at this facility.
- ✓ You (or your guardian, guardian advocate, or health care surrogate/proxy) may withdraw your consent to treatment at any time.

Clothing and Personal Effects

- ✓ You have the right to keep your clothing and personal belongings unless they are removed for safety or medical reasons.
- ✓ If your belongings are taken from you, an inventory of the items will be prepared and given to you to sign. Your items will be returned to you or your representative upon your discharge or transfer from this facility.

Right to Contact the Court

- ✓ You, or your representative, have the right to ask the Court to review the following:
 - The reason and legality of your detention in this facility.
 - A denied legal right or privilege.
 - A procedure that is not being followed.

Voting

- ✓ You have the right to register to vote and to cast your vote in any election unless the court has removed this right from you.

Discharge

- ✓ If you request discharge (and you are voluntarily admitted), your doctor will be notified and you will be discharged within 24 hours from a community facility, or within 3 working days from a state hospital, unless you change your mind or you meet the criteria for involuntary placement.
- ✓ You must be released within 72 hours of arrival at the facility unless you are on voluntary status. If you meet the criteria for involuntary placement, a petition must be filed with the court within 72 hours of arrival, or 2 working days of your transfer from voluntary to involuntary status.
- ✓ You have the right to seek treatment from the professional or agency of your choice after your discharge from this facility.

If you believe your rights have been violated, you can contact:

Florida Abuse Hotline
1-800-96-ABUSE
1-800-962-2873 (Voice)
1-800-453-5154 (TTY /TTD)

Americans with Disabilities Act (ADA)
1-800-514-0301 (Voice)
1-800-514-0383 (TTY)

Disability Rights Florida
1-800-342-0823 (Voice)
1-800-346-4127 (TTY/TTD)

Conozca sus derechos mientras recibe Servicios de Salud Mental

*Las leyes de Florida le garantizan los siguientes derechos. Cuando ingrese en la institución se le explicarán sus derechos en detalle.
Se le entregará una copia de este documento para que la conserve.*

Trato digno

- ✓ Tiene derecho a ser tratado con respeto y a no ser víctima de abuso o maltrato.
- ✓ Tiene derecho a desplazarse libremente dentro del establecimiento a menos que exista un riesgo para su seguridad o que su desplazamiento se encuentre restringido por orden judicial.
- ✓ Tiene derecho a acceder a las comodidades razonables conforme a la Ley sobre Estadounidenses con Discapacidades (ADA).

Designación de un representante

- ✓ Deberá indicarnos el nombre de una persona a quien podamos contactar en caso de emergencia.
- ✓ Podrá designar a una persona para que le informemos que usted se encuentra en esta institución.
- ✓ Si no designa o no puede designar un representante, se lo designará en su nombre.

Comunicación

- ✓ Tiene el derecho a conversar en forma privada por teléfono y durante las horas de visita y puede recibir y enviar correo privado. Esta institución debe establecer normas razonables sobre los horarios de visita, correo y uso de teléfonos.
- ✓ Si se le ha restringido el acceso al teléfono, al correo o a las visitas, se le explicarán los motivos de la restricción mediante notificación escrita. El médico analizará la restricción al menos cada 7 días.
- ✓ Tiene derecho a comunicarse con su abogado en cualquier momento.
- ✓ Tiene derecho a usar el teléfono en cualquier momento para denunciar si ha sido víctima de maltrato o abuso llamando a la Línea de Ayuda de Florida para Casos de Maltrato o Abuso, o al Disability Rights Florida (Organización para los Derechos de las Personas con Discapacidad de Florida).

Carácter confidencial de la información y los registros

- ✓ La información correspondiente a su estadia en esta institución es privada y no podrá ser dada a conocer sin su consentimiento (o el consentimiento de su tutor, curador o apoderado para temas de salud, si lo tuviera), salvo en casos específicos.
- ✓ Tiene derecho a ver su historia clínica a menos que el médico determine que ello puede resultarle perjudicial.

Tratamiento

- ✓ Tiene derecho a recibir el tratamiento menos restrictivo, más adecuado y accesible en esta institución.
- ✓ Se le realizará un control médico dentro de las 24 horas de su llegada.
- ✓ Se le pedirá que ayude a elaborar el plan de tratamiento de acuerdo con sus necesidades.

Quejas

- ✓ Usted tiene el derecho a presentar una demanda interna y a recibir una respuesta dentro de las 24 horas de la finalización de la investigación (puede llevar hasta 7 días).

Adelantar directivas

- ✓ Cuando tenga la capacidad de hacerlo tiene derecho a preparar un documento en donde indicará cuál es la atención médica que desea o no desea recibir y a nombrar a la persona que podrá decidir en su nombre cuando usted no pueda hacerlo.

Recibir información para dar su consentimiento

- ✓ Antes de iniciar el tratamiento, recibirá información sobre el objeto del tratamiento, los efectos colaterales habituales de la medicación que recibe, tratamientos alternativos y el tiempo aproximado durante el cual permanecerá en el establecimiento.
- ✓ Tanto usted como su tutor, curador o apoderado para temas de salud podrán retirar su consentimiento para recibir tratamiento en cualquier momento.

Ropa y efectos personales

- ✓ Tiene derecho a conservar su ropa y sus pertenencias a menos que deban ser retirados por cuestiones de seguridad o motivos médicos.
- ✓ En caso de que se le quiten sus pertenencias, se preparará un inventario de los artículos en cuestión para que usted lo firme. Se le devolverán sus pertenencias a usted o a su representante en el momento en que salga de alta o lo trasladen a otro establecimiento.

Derecho de comunicación con el tribunal

- ✓ Tanto usted como su representante tienen derecho a pedir al tribunal que revise lo siguiente:
 - El motivo y la legitimidad de su ingreso en este establecimiento.
 - La negación de un derecho o privilegio legal.
 - La inobservancia de un procedimiento.

Votación

- ✓ Tiene derecho a registrarse para votar y a emitir su voto en una elección a menos que el tribunal le haya quitado el derecho.

Alta

- ✓ En caso de que usted solicite el alta (y hubiera sido internado en forma voluntaria), se deberá informar a su médico y se le dará el alta dentro de las 24 horas si se encontrara en una institución comunitaria, o dentro de los 3 días hábiles si estuviera en un hospital del estado, a menos que cambie de opinión o cumpla con los criterios de derivación involuntaria.
- ✓ Usted debe ser liberado dentro de un plazo de 72 horas de la llegada a las instalaciones, salvo que estuviera en carácter voluntario. Si usted cumpliera con los criterios de una condición involuntaria, se deberá presentar una demanda dentro de un plazo de 72 horas de la llegada o 2 días hábiles desde su transferencia de una condición voluntaria a una involuntaria.
- ✓ Una vez que ha obtenido el alta de esta institución, tiene derecho a recibir tratamiento del profesional o la agencia que usted elija.

Si considera que se han violado sus derechos, llame a:

Lakeview Center Customer Relations - 850-529-8123

Línea de Ayuda de Florida para Casos de Maltrato o Abuso

1-800-96-ABUSE
1-800-962-2873 (Voz)
1-800-453-5154 (TTY/TTD)

Americans with Disabilities Act (ADA)

1-800-514-0301 (Voz)
1-800-514-0383 (TTY/TTD)

Organización para los Derechos de las Personas con Discapacidad de Florida

1-800-342-0823 (Voz)
1-800-346-4127 (TTY/TTD)

*Este cartel se puede descargar desde el sitio web del DCF en <http://www.myflfamilies.com/service-programs/substance-abuse/publications>.
Este aviso debe colocarse junto al teléfono de las personas que reciben los servicios.*

Client Rights

As a valued client of Lakeview Center, you are entitled to the following:

1. To be treated with dignity and respect, including freedom from abuse, financial or other exploitation, retaliation, humiliation and neglect.
2. To have unbiased access to treatment regardless of your religion, gender, ethnic or cultural background, age, disability, sexual orientation, or compensation source.
3. To receive individualized treatment services provided by competent, qualified and experienced professional clinical staff in the most unrestrictive setting possible.
4. To participate in the planning for your treatment and when appropriate to have relatives or guardians also participate.
5. To access self-help and advocacy support services.
6. To express consent or refusal of treatment regarding service delivery, release of information, concurrent services, who is on your treatment team, involvement in research projects, if not prohibited by law, and to be informed of any consequences of such consent or refusal.
7. To have enough time to review information to make decisions about your treatment.
8. To receive confidential services and to have your clinical record kept confidential within the limits of the law. According to Florida Statutes, information may be given to appropriate authorities, under certain conditions including, but not limited to, suspected abuse, needed court-ordered treatment, and/ or diagnosed infectious communicable diseases.
9. To review and obtain information concerning the contents of your records. Upon written request, you are allowed access to your records but must follow guidelines established by 42 CFR and 45 CFR; i.e., must have approval from the physician and/or counselor.
10. To be informed of any rules, requirements or expectations of you while you are a client of Lakeview Center.
11. To be informed of the reasons why your privileges might be suspended and the actions needed to have them reinstated.
12. To receive an explanation of fees or charges related to your treatment.
13. To request and receive an interpreter or other appropriate assistance with communication during your treatment.
14. To request a second opinion from an outside consultant, at your expense, or to request an in-house review of your treatment plan and your treatment options.
15. To be represented by your own legal counsel.
16. To fill out an advance directive document, which states in advance what treatment you want or do not want under special, serious medical/behavioral conditions – conditions that would stop you from telling your doctor how you want to be treated. Ask staff involved in your care if you want more information about an advance directive.

Your satisfaction as our client is important to us. If you have a problem or complaint about the quality of care you received, or concerning alleged abuse, neglect and/or any mistreatment by any staff member, you have the right to request a response to your complaint. Please contact our Customer Relations Department at 850-529-8123. (Abuse or neglect should be reported to the Florida Abuse Hotline 800-962-2873).

Client Complaint Form

This is a confidential form. Please forward the completed form to Lakeview Customer Relations.

Please use this space to describe the situation. If necessary, you may add sheets.

Be as specific as possible with the details which relate to your complaint.

Your issue will be investigated and documented. Filing a complaint does not guarantee that you will receive the outcome you desire.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

How can we make this better for you?

Please print your name

Your signature

Date _____


How would you prefer to be contacted about this:

Phone Number

Address



DEPARTMENT OF CHILDREN & FAMILIES

ATTENTION	AVISO	ATANSYON
<p>INTERPRETER SERVICES FOR THE DEAF OR HARD OF HEARING</p> <p>IF YOU ARE DEAF OR HARD OF HEARING, YOU ARE ENTITLED TO INTERPRETER SERVICES AT NO COST TO YOU.</p> 	<p>SERVICIOS DE INTERPRETE PARA PERSONAS CON SORDERA O PROBLEMAS AUDITORIOS</p> <p>SI USTED ES SORDO O NO OYE BIEN USTED TIENE DERECHOS A SERVICIOS DE INTREPRETE GRATIS</p> 	<p>INTEPWETE POU MOUN KI BEBE OUBYEN MOUN KI MAL POU TANDE</p> <p>SI OU PA PALE ANGLE, SI OU BEBE (SOUD) SI OU MAL POU TANDE, SI JE OU PA BON, OU KA JWEN MOUM POU EDE-W TRADWI EPI INTEPWETE POU OU GRATIS.</p> 
<p>PLEASE INFORM STAFF OF THE TYPE OF AUXILIARY AID OR SERVICE YOU NEED.</p>	<p>POR FAVOR DE INFORMAR AL PERSONAL SI NECESITA ESTE SERVICIO</p>	<p>TANPRI MANDE POU YO EDE-W</p>
<p>IN ADDITION, SERVICES MAY BE ACCESSED THROUGH FLORIDA RELAY by dialing 7-1-1 or calling toll free:</p>  <p>1-800-955-8770 (Voice) 1-800-955-8771 (TTY) 1-877-955-8773 (Spanish) 1-877-955-8707 (French Creole)</p>	<p>ADEMAS, PUEDE USAR LOS SERVICIOS DE RELEVO LLAMANDO AL 7-1-1 o los siguientes números gratis:</p>  <p>1-800-955-8770 (Ingles) 1-800-955-8771 (TTY) 1-877-955-8773 (Español) 1-877-955-8707 (Creole Frances)</p>	<p>Ou Kapab joyn lot sèvis Ou Kap rele nimerwo 7-1-1 (nan tout eta-Laflorid la)</p> <p>Oubyen rele telefòn gratis sa yo:</p>  <p>1-800-955-8770 (Vwo) 1-800-955-8771 (TTY) 1-877-955-8773 (Spanol) 1-877-955-8707 (Francais oubyen Creole)</p>
<p>Any person who believes that he/she has been discriminated or retaliated against in violation of Section 504 of the Rehabilitation Act of 1973 and/or the Americans with Disabilities Act of 1990 may file a complaint by writing or calling:</p> <p>Department of Children & Families Office of Civil Rights 1317 Winewood Blvd., Building 1, Room 110 Tallahassee, Florida 32399-0700 (850) 487-1901 TTY (850) 922-9220</p>	<p>Cualquier persona que crea que él/ella ha sido discriminado en violación de la Sección 504 del Acta de Rehabilitación del 1973 y/o de la Ley de Americanos con Discapacidades del 1990 pueden archivar una queja escribiendo o llamando:</p> <p>Department of Children & Families Office of Civil Rights 1317 Winewood Blvd., Building 1, Room 110 Tallahassee, Florida 32399-0700 (850) 487-1901 TTY (850) 922-9220</p>	<p>Nenpòt moun, ki santi ke li te viktim diskriminasyon oubyen entimide nan Seksyon 504 Lwa 1973 sou Reyabilitasyon an (Rehabilitation Act of 1973) oubyen Lwa 1990 sou Americans with Disabilities Act of 1990. Pou-ou enregisté yon plant kontakte:</p> <p>Department of Children and Families Office of Civil Rights 1317 Winewood Blvd., Building 1, Room 110 Tallahassee, Florida 32399-0700 (850) 487-1901 TTY (850) 922-9220</p>

United States Department of Justice (USDOJ)
Civil Rights Division
Office of the Assistant Attorney General
950 Pennsylvania Avenue, N.W.
Washington, D.C. 20531
(202) 514-4609 (voice) (202) 514-0711 (TDD)
(202) 307-2839 (Fax)

United States Department of Health and Human Services (HHS)
Attention: Office for Civil Rights
Atlanta Federal Center, Suite 3B70
61 Forsyth Street, S.W.
Atlanta, Georgia 30303-8909
(404) 562-7881 or TDD (404) 331-2867



DEPARTMENT OF CHILDREN & FAMILIES

ATTENTION	AVISO	ATANSYON
LIMITED ENGLISH PROFICIENT CLIENT	CLIENTE CON PROFICIENCIA LIMITADA DE INGLES	MOUN ANGLE YO LIMITE
<p>Do you have trouble with English? Are you unable to speak, read, write, or understand English well? If so, you are Limited English Proficient (LEP). Federal agencies and organizations that get money from the federal government have to take reasonable steps to help people who have trouble with English. Sometimes, when a government agency or an organization does not help you because you are LEP, they violate the law. This is called National Origin Discrimination.</p>	<p>¿Se le hace difícil el inglés? ¿Tiene dificultad para hablar, leer, escribir o comprender bien el inglés? Si es su caso, usted tiene un conocimiento limitado de este idioma (LEP por sus siglas en inglés). Las agencias federales y aquellas que reciben fondos del gobierno federal tienen que tomar medidas adecuadas para ayudar a las personas que tienen dificultades con el inglés.</p> <p>Algunas veces, cuando una agencia del gobierno u otra organización no le brinda ayuda debido a su dificultad para comunicarse en inglés, está violando la ley y discriminándolo por su origen nacional.</p>	<p>Èske ou gan ti pwoblem ak angle-an? Ou pa kabap li, ekri oswa konpran li byen. Alò, ou se yon moun ke angle ou pa long, kidonk ou se yon ki tobe nan sa yo rele “Limited English Proficient (LEP)”</p> <p>Tout biwo govènman federal oswa lot òganizasyon ki resevwa lajan nan man yo govènman federal, yo oblije pran dispozisyon pou yo ede moun ki gen pwoblem ak angle-an</p> <p>Si Oganizasyon govènman sa yo pa ede ou si ou “LEP”, yo viole la lwa. Sa rele “diskriminasyon akòz kote ou fet”, Kidonk “National Origin Discrimination</p>
<p>You are entitled to receive services and information in appropriate languages, other than English, to ensure effective communication and participation in all program, services and activities administered by the Department of Children & Families and its contracted services providers.</p> <p>☎☎☎☎☎☎☎☎☎☎☎☎☎☎☎☎</p> <p>Please inform staff of your language needs and interpreter services will be provided at no cost to you</p>	<p>Para asegurar la comunicación efectiva y participación en todo programa, servicio o actividad administrada por el Departamento de Niños y Familias y sus proveedores de servicios bajo contrato, Usted tiene el derecho de recibir servicios e información en su lengua.</p> <p>☎☎☎☎☎☎☎☎☎☎☎☎☎☎☎☎</p> <p>Tenemos a su disposición servicios de intérpretes gratuitos.</p> <p>Si esta interesado, por favor solicítele ayuda a la recepcionista.</p>	<p>Ou emezi pou jwen sèvis ak enfòmasyon nan lang pwa nan pwogram, ak aktivite Depatman Timoun ak Fanmi et lot moun ki gin contra sèvis avek yo.</p> <p>. ☎☎☎☎☎☎☎☎☎☎☎☎☎☎☎☎</p> <p>Tanpri di nou ki lang ou pale. Ou ka jwen moun pou ede-w tradwi oubyen entèprete pou ou gratis</p>
<p>Any person who believes that he/she have been discriminated or retaliated against in violation of Section 504 of the Rehabilitation Act of 1973 and/or the Americans with Disabilities Act of 1990 may file a complaint by writing or calling:</p> <p>Department of Children & Families Office of Civil Rights 1317 Winewood Blvd., Building 1, Room 110 Tallahassee, Florida 32399-0700 (850) 487-1901 (850) 922-9220 TTY</p>	<p>Cualquier persona que crea que él/ella ha sido discriminado en violación de la Sección 504 del Acta de Rehabilitación del 1973 y/o de la Ley de Americanos con Discapacidades del 1990 pueden archivar una queja escribiendo o llamando:</p> <p>Department of Children & Families Office of Civil Rights 1317 Winewood Blvd., Building 1, Room 110 Tallahassee, Florida 32399-0700 (850) 487-1901 (850) 922-9220 TTY</p>	<p>Nenpòt moun, ki santi ke li te pase anba diskriminasyon oubyen entimide nan Seksyon 504 Lwa 1973 sou Reyabilitasyon an (Rehabilitation Act of 1973) oubyen Lwa 1990 sou Americans with Disabilities Act of 1990. Pou-ou enregisté yon plent kontakte:</p> <p>Depatman Timoun ak Fanmi, Office of Civil Rights (Biwo Dwo Sivil) nan 1317 Winewood Boulevard, Building 1, Room 110, Tallahassee, Florida 32399-0700. Telephone (850) 487-1901.</p>
<p>In accordance with Federal law and U.S. Dept. of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, religion, political beliefs, or disability. (Not all prohibited bases apply to all programs.)</p> <p>To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building 1400 Independence Avenue, SW, Washington, DC 20250-9410 or call (202) 720-5964 (voice and TDD), USDA is an equal opportunity provider and employer.</p>	<p>De acuerdo a lo establecido por las leyes Federales y el Dep. de Agricultura de los EE.UU. (USDA, siglas en ingles), se prohíbe a este organismo la discriminación por raza, color, origen nacional, sexo, edad, religión, creencias políticas, o impedimentos de las personas. (No toda las bases de prohibición se aplican a todos los programas.)</p> <p>Para presentar una queja sobre discriminación, escriba a USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, DC 20250-9410, o llame al (202) 720-5964 (voz y TDD). USDA es un proveedor y empleador que ofrece oportunidad igual a todos.</p>	<p>Depatman Agrikilti ameriken (USDA) entèdi ankenn diskriminasyon baze sou ras moun, koulè, peyi orijin, seks, relijyon, laj, opinyon politik, andikap, pwogram li yo ak nan aktivite li yo. (Tout baz yo pa aplike pou tout pwogram yo.)</p> <p>Pou pote plent pou diskriminasyon, ekri USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, DC 20250-9410, USA,</p> <p>oswa rele (202) 720-5964 (telefòn ak vwa epi ak sèvis pou moun soud). USDA ofri tout moun menm sèvis la ak menm opòtinite travay.</p>

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United States Department of Health and Human Services (HHS)
Attention: Office for Civil Rights
Atlanta Federal Center, Suite 3B70
61 Forsyth Street, S.W.
Atlanta, Georgia 30303-8909
(404) 562-7881 or TDD (404) 331-2867



NON-DISCRIMINATION POLICY

This institution is prohibited from discriminating on the basis of race, color, national origin, disability, age, sex, and in some cases religion and political beliefs. The U.S. Department of Agriculture also prohibits discrimination against its customers, employees, and applicants for employment on the basis of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or because all or part of an individual's income is derived from any public assistance programs, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or activities.) If you wish to file a Civil Rights program complaint of discrimination with USDA, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). For any other information dealing with Supplemental Nutrition Assistance Program (SNAP) issues, persons should either contact the USDA SNAP Hotline Number at (800) 221-5689, which is also in Spanish or call the State Information/Hotline Numbers (click the link for a listing of hotline numbers by State); found online at http://www.fns.usda.gov/snap/contact_info/hotlines.htm. To file a complaint of discrimination regarding a program receiving Federal financial assistance through the U.S. Department of Health and Human Services (HHS), write: HHS Director, Office for Civil Rights, Room 515-F, 200 Independence Avenue, S.W., Washington, D.C. 20201 or call (202) 619-0403 (voice) or (800) 537-7697 (TTY). USDA and HHS are equal opportunity providers and employers.

EQUAL EMPLOYMENT OPPORTUNITY POLICY

The Department of Children and Families assures to each applicant or employee an equal employment opportunity without regard to a person's age, race, color, sex, religion, national origin, political opinions or affiliations, marital status or disability, except when such requirement constitutes a bona fide occupational qualification necessary to perform the tasks associated with the position. Such equal employment opportunity will be attained using both objective and subjective recruitment, examination, appointment, training, promotion, demotion, compensation, retention, discipline, separation, or other employment practice.

Any applicant or employee who believes that he or she has been discriminated against may file a complaint with the Florida Commission on Human Relations (FCHR) or with the Department of Children and Families, Office of Civil Rights, 1317 Winewood Boulevard, Tallahassee, Florida 32399-0700, within 365 days of the alleged violation. Complaints can also be filed with the United States Equal Employment Opportunity Commission (EEOC), within 300 days of the alleged violation.

NONRETALIATION POLICY

No person shall be retaliated against, harassed, intimidated, threatened, coerced or discriminated against for making a charge, testifying, assisting or participating in any manner in an investigation, proceeding, or hearing for opposing alleged unlawful discriminatory practices prohibited by state and federal laws.

POLITICA DE NO DISCRIMINACION

En esta institución se prohíbe discriminar por motivos de raza, color, nacionalidad de origen, discapacidad, edad, sexo y, en algunos casos, creencias religiosas y políticas. El Departamento de Agricultura de los Estados Unidos (*U.S. Department of Agriculture*, USDA) también prohíbe la discriminación contra sus clientes, empleados y solicitantes de empleos por motivos de raza, color, nacionalidad, edad, discapacidad, sexo, identidad de género, religión, represalias y, según corresponda, convicciones políticas, estado civil, situación familiar o de paternidad, orientación sexual, o si los ingresos de un individuo provienen, en su totalidad o en parte, de un programa de asistencia pública, o información genética protegida, ya sea en el empleo o en cualquier programa o actividad realizada o financiada por el Departamento. (No todos los motivos prohibidos se aplican a todos los programas y/o actividades.) Si desea presentar una queja por discriminación en el marco del programa de Derechos Civiles ante el USDA, complete el Formulario de Queja por Discriminación del Programa del USDA, disponible en línea en http://www.ascr.usda.gov/complaint_filing_cust.html, o en cualquier oficina del USDA, o bien llame al (866) 632-9992 para solicitar el formulario. También puede escribir una carta con toda la información solicitada en el formulario. Envíe su formulario de queja completo o su carta por correo postal a la siguiente dirección: "U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410". También puede enviar el formulario o la carta por fax al (202) 690-7442 o por correo electrónico a program.intake@usda.gov.

Las personas sordas, con dificultades auditivas o con discapacidades del habla pueden contactarse con el USDA a través del Servicio Federal de Retransmisión (*Federal Relay Service*) al (800) 877-8339 o (800) 845-9136 (Español). Para cualquier otra información relacionada con el Programa de Asistencia Nutricional Suplementaria (*Supplemental Nutrition Assistance Program*, SNAP), las personas deben comunicarse con la Línea Directa del Programa SNAP del USDA al (800) 221-5689, que también está disponible en español, o bien llamar a las Líneas de Información/Atención Permanente del Estado (haga clic en el enlace para obtener un listado de todas las líneas directas por Estado); puede encontrar el listado en línea en http://www.fns.usda.gov/snap/contact_info/hotlines.htm. Para presentar una queja por discriminación relacionada con un programa que recibe asistencia financiera federal mediante el Departamento de Salud y Servicios Humanos de los Estados Unidos (*U.S. Department of Health and Human Services*, HHS), escriba a: HHS Director, Office for Civil Rights, Room 515-F, 200 Independence Avenue, S.W., Washington, D.C. 20201; o bien llame al (202) 619-0403 (voz) o al (800) 537-7697 (TTY). Tanto el USDA como el HHS son proveedores y empleadores que ofrecen igualdad de oportunidades.

POLITICA de OPORTUNIDAD DE EMPLEO IGUALITARIA

El Departamento de Niños y Familias asegura a cada solicitante o el empleado una oportunidad de empleo igualitaria sin consideración a la edad de una persona, la raza, el color, el sexo, la religión, origen nacional, opiniones o afiliaciones políticas, el estado civil o la incapacidad, menos cuándo tal requisito constituye un requisito profesional auténtico necesario para realizar las tareas asociadas con la posición. Tal oportunidad de empleo igualitaria será alcanzada utilizar ambas contratación objetiva y subjetiva, el examen, la cita, la instrucción, la promoción, la degradación, la compensación, la retención, la disciplina, la separación, u otra práctica del empleo.

Cualquier solicitante o el empleado que cree que él o ella han sido discriminados puede archivar en contra un reclamo con la Comisión de Florida de Relaciones Humanas (FCHR) o con el Departamento de Niños y Familias, la Oficina de Derechos Civiles, 1317 Winewood Bl., Tallahassee, Florida 32399-0700, dentro de 365 días de la infracción pretendida. Reclamos también pueden ser archivados con la Comisión de Oportunidad de Empleo Igualitaria de Estados Unidos (EEOCC), dentro de 300 días de la infracción pretendida.

POLITICA de NO RETALIACION

Ninguna persona será vengada en contra, acosado, intimidado, amenazado, obligado ni discriminado en contra para hacer una carga, testificar, ayudar ni tomando parte en cualquier manera en una investigación, continuar, ni oyendo para oponer las prácticas discriminatorias, ilegales y pretendidas prohibidas por estado y leyes federales.

RÈGLEMAN KONT DISKRIMINASYON

Enstitisyon sa a gen entèdiksyon pou pa pratike diskriminasyon akòz ras moun, koulè moun, peyi kote moun sòti, andikap moun, laj moun, si yon moun se fanm oswa gason, epi nan kèk ka akòz relijyon ak konviksyon politik. Depatman Agrikilti Etazini (U.S. Department of Agriculture) entèdi diskriminasyon kont kliyan li yo, anplwaye li yo, ak moun ki aplike pou travay akòz ras, koulè, peyi kote yo fèt, laj, konviksyon politik, eta sivil, kondisyon fanmi oswa paran, preferans seksyèl, oswa tout oswa yon pati nan revni yon moun sòti nan nenpòt pwogram asistans piblik, oswa enfòmasyon jenetik pwoteje nan nenpòt travay oswa nan nenpòt pwogram oswa aktivite Depatman an ap fè oswa finanse. (Se pa tout rezon ki entèdi k ap aplike nan tout pwogram yo ak/oswa aktivite yo.) Si ou vle pote yon plent nan pwogram Dwa Sivil pou diskriminasyon, ranpli Fòm Plent pou Diskriminasyon nan Pwogram USDA. Ou ka jwenn fòm nan sou sitwèb http://www.ascr.usda.gov/complaint_filing_cust.html, oswa nan nenpòt biwo USDA, oswa rele (866) 632-9992 pou mande fòm nan. Ou ka ekri yon lèt tou ki gen tout enfòmasyon yo mande ou nan fòm nan. Voye fòm plent ou ranpli a oswa lèt la ban nou pa lapòs nan adrès U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, nan faks, (202) 690-7442 oswa nan adrès imèl program.intake@usda.gov.

Moun ki soud oswa ki mal pou tande oswa ki gen andikap pou pale ka kontakte USDA nan Sèvis Relè Federal (Federal Relay Service) nan nimewo (800) 877-8339; oswa (800) 845-6136 (Panyòl). Pou nenpòt lòt enfòmasyon ki konsène pwoblèm nan Pwogram Asistans Nitrisyon Sipleman tè (SNAP), moun yo ta dwe swa kontakte nimewo liy dirèk USDA SNAP nan (800) 221-5689, ki nan lang Panyòl tou, oswa yo ta dwe rele Nimewo Enfòmasyon Eta a/Liy Dirèk (klike sou lyen an pou jwenn yon lis nimewo liy dirèk Eta a); ou ka jwenn yo sou Entènèt tou nan http://www.fns.usda.gov/snap/contact_info/hotlines.htm. Pou fè yon plent pou diskriminasyon konsènan yon pwogram ki resevwa èd lajan gouvènman federal la nan Depatman Sante ak Sèvis Sosyal Etazini [U.S. Department of Health and Human Services (HHS)], voye yon lèt ba: HHS, Direktè, Biwo pou Dwa Sivil, Room 515-F, 200 Independence Avenue, S.W., Washington, D.C. 20201 oswa rele nimewo (202) 619-0403 (pou pale) oswa (800) 537-7697 (TTY). USDA ak HHS se founisè sèvis ak patwon ki bay posiblite egalego pou tout moun.

RÈGLEMAN EGALITE NAN TRAVAY

Depatman Timoun ak Famni bay chak aplikan oswa anplwaye menn chans pou travay san gade sou kesyon laj, ras, kouè, sèks, relijyon, nasyonalite, opinion politik, si you moun marye ou andikape; esepite si poziyon-an ta mande yon kalifikasyon espesyal nesèsè pou fè travay la. Prinsip travay sa ka realize sou divès objektiv e sibjektiv, randevou, fòmasyon, pwomosyon, rekòmandasyon, konpansasyon, revokasyon, disiplin, separasyon, ak tout lòt regle travay.

Nenpòt moun, aplikan oswa yon enplwaye ki santi ke li te viktim diskriminasyon. Si ou vle pote plent nan Komisyon Laflorid sou Relasyon Imen 2009 Apalachee Parkway suite 100, Oakland Building Tallahassee, Florida 323001. Telephone (850) 488-7082. Oubien kontakte Depatman Timoun ak Fanmi, Office of Civil Rights (Biwo Dwo Sivi) nan 1317 Winewood Boulevard, Building 1, Room 110, Tallahassee, Florida 32399-0700. Telephone (850) 487-1901. Ou dwe pote plent nan yon delè kip pa depase 365 jou apati dat zak diskriminasyon-an fèt-la. Ou ka pote plent tou nan biwo komisyon Etazini pou Égalité nan Travay (U.S. Equal Employment Opportunity Commission). Ou dwe pote plent nan yon delè kipa depase 300 jou apati dat zak diskriminasyon-an fèt-la.

REGLEMAN KONT VANJANS

Okenn moun pa dwe sibi vanjans, atake, entimide, menase, oswa diskrimine, paske lite pote plent, temwayne, oubien patisipe yon jan Kèlkonk nan rechèch ki tap fèt pou anpeche pratik diskriminasyon ki kont la lwa e ki entedi nan Eta Laflorid e Federal.



Mobile response team

Serving adults and children in Escambia,
Santa Rosa, Okaloosa and Walton Counties

Who we are

The Mobile Response Team (MRT) provides around-the-clock intervention and support to help manage a behavioral or mental health crisis. We're mobile, so we come to you. We also provide help over the phone, partnering with law enforcement, schools, emergency rooms and providers to:

- Reduce trauma
- Prevent unnecessary hospitalizations
- Divert individuals from emergency departments or the juvenile justice/criminal system

We provide three types of intervention

- Telephone triage
- In-person - we come to you
- After-care for post crisis support

Help for you on the phone or in-person

24 hours a day, 7 days a week

866-517-7766

Helping people throughout life's journey

When should I call?

Call MRT if:

- An individual is experiencing out of control behaviors that place him at risk of harming self or others.
- An individual is expressing thoughts of suicide.
- An individual is experiencing severe stress that results in a significant decline in daily and/or family functioning.
- When you just don't know what else to do.
- An individual shows signs of mental illness that pose a threat to stability within the home, school or community, such as anger, self-injury, suicidal or homicidal thoughts or behavior, extreme parent/child conflict, seeing or hearing things.

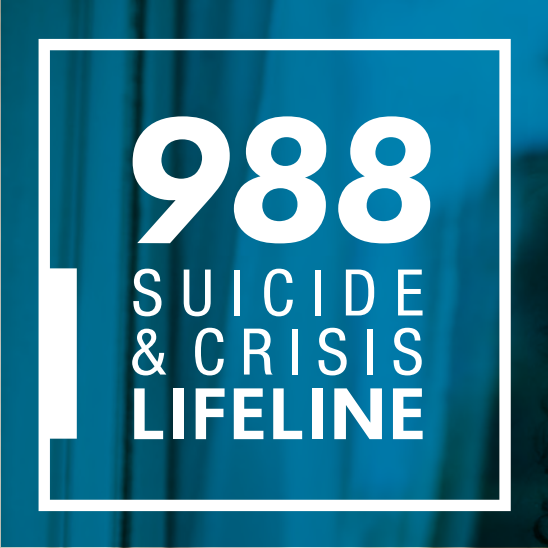

Call 911 if:

- An individual has attempted or is in immediate risk of attempting or completing suicide.
- An individual is at immediate risk for aggression, violence or has committed a crime.
- An individual is in need of medical attention.

Important reminders:

- MRT will respond within 60 minutes.
- Basic demographic and history information is needed for dispatch of team.

866-517-7766



988
SUICIDE
& CRISIS
LIFELINE

In 2020, Congress designated the new 988 dialing code to operate through the existing National Suicide Prevention Lifeline.

The Substance Abuse and Mental Health Services Administration (SAMHSA) is the lead federal agency, in partnership with the Federal Communications Commission and the Department of Veterans Affairs, working to make the promise of 988 a reality for America. Moving to a 3-digit dialing code is a **once-in-a-lifetime opportunity** to strengthen and expand the existing National Suicide Prevention Lifeline (the Lifeline).

Of course, 988 is more than just an easy-to-remember number—it is a direct connection to compassionate, accessible care and support for anyone experiencing mental health related distress – whether that is thoughts of suicide, mental health or substance use crisis, or any other kind of emotional distress. Preparing for full 988 implementation requires a bold vision for **a crisis care system that provides direct, life-saving services to all in need.**

SAMHSA sees 988 as a first step towards a transformed crisis care system in much the same way as emergency medical services have expanded in the US.



In pursuit of this bold yet achievable vision, SAMHSA is first focused on strengthening and expanding the existing Lifeline network, providing life-saving service to all who call, text or chat via 988. Longer term, SAMHSA recognizes that linking those in crisis to community-based providers—who can deliver a full range of crisis care services—is **essential to meeting crisis needs across the nation.**





Frequently Asked Questions

What is the Lifeline and will 988 replace it?

The Lifeline is a national network of over 200 local, independent, and state-funded crisis centers equipped to help people in emotional distress or experiencing a suicidal crisis. **Moving to 988 will not replace the Lifeline**, rather it will be an easier way to access a strengthened and expanded network of crisis call centers. Beginning July 16, 2022, people can access the Lifeline via 988 or by the 10-digit number (which will not go away).

When will 988 go live nationally?

The 988 dialing code will be available nationwide for call (multiple languages), text or chat (English only) on July 16, 2022. Until then, those experiencing a mental health or suicide-related crisis, or those helping a loved one through crisis, should continue to reach the Lifeline at its current number, **1-800-273-8255**.

How is 988 different from 911?

988 was established to improve access to crisis services in a way that meets our country's growing suicide and mental health related crisis care needs. 988 will provide easier access to the Lifeline network and related crisis resources, which are distinct from 911 (where the focus is on dispatching Emergency Medical Services, fire and police as needed).

How is 988 being funded?

Congress has provided the Department of Health and Human Services workforce funding through the American Rescue Plan, some of which will support the 988 workforce. At the state level, in addition to existing public/private sector funding streams, the National Suicide Hotline Designation Act of 2020 allows states to enact new state telecommunication fees to help support 988 operations.

Is 988 available for substance use crisis?

The Lifeline accepts calls from anyone who needs support for a suicidal, mental health and/or substance use crisis.

Urgent realities.



Too many Americans are experiencing suicide and mental health crises without the support and care they need. In 2020 alone, the US had one death by suicide about every 11 minutes — and for people aged 10-34 years, suicide is a leading cause of death.

Easier access.



Moving to an easy-to-remember, 3-digit dialing code will provide greater access to life-saving services.

There is hope.



Providing 24/7, free and confidential support to people in suicidal crisis or emotional distress works! The Lifeline helps thousands of people overcome crisis situations every day.

Email 988 questions to:

**988Team@
samhsa.hhs.gov**

988

LÍNEA DE PREVENCIÓN DEL SUICIDIO Y CRISIS



En 2020, el Congreso designó el nuevo código de marcación 988 para operar a través de la Línea directa nacional para la prevención del suicidio existente.

La Administración de Servicios de Abuso de Sustancias y Salud Mental (SAMHSA, por sus siglas en inglés) es la agencia federal líder, junto con la Comisión Federal de Comunicaciones y el Departamento de Asuntos de Veteranos, que trabaja para hacer realidad la promesa del 988 en Estados Unidos. Pasar a un código de marcación de 3 dígitos es **una oportunidad única en la vida** que permite fortalecer y ampliar la Línea directa nacional para la prevención del suicidio (National Suicide Prevention Lifeline o la Línea de vida).

De hecho, el 988 es más que un número fácil de recordar —es una conexión directa a la que puede acceder cualquier persona que tenga problemas relacionados con la salud mental para recibir atención y apoyo compasivo y accesible— ya sea que se trate de pensamientos suicidas o de una crisis de salud mental o relacionada con el consumo de sustancias o cualquier otro tipo de angustia emocional. Prepararse para la implementación integral del 988 requiere una visión audaz que permita diseñar un **sistema de atención de crisis que proporcione servicios directos que salven vidas a todos aquellos que lo necesiten.**

SAMHSA considera que el 988 es un primer paso hacia la transformación de un sistema de atención de crisis que se equipara a la forma en que se expandieron los servicios médicos de emergencia en los Estados Unidos.



En busca de esta visión audaz, pero alcanzable, SAMHSA se centra primero en fortalecer y ampliar la red existente de la Línea de vida, proporcionando un servicio que salva vidas a todos los que se comunican con el 988, ya sea mediante una llamada telefónica, un mensaje de texto o por chat. A más largo plazo, SAMHSA reconoce que conectar a quienes están en crisis con proveedores comunitarios —que pueden ofrecer una gama completa de servicios de atención en crisis— **es esencial para satisfacer las necesidades de crisis en toda la nación.**





Preguntas más frecuentes

¿Qué es la Línea de vida? ¿El 988 reemplaza a la Línea de vida?

La **Línea de vida** es una red nacional de más de 200 centros de crisis locales, independientes y financiados por el estado que se encuentran equipados para ayudar a las personas con dificultades emocionales o que padecen una crisis suicida. **El paso al 988 no sustituye a la Línea de vida**, sino que es una manera más fácil de acceder a una red fortalecida y ampliada de centros de llamadas en caso de crisis. A partir del 16 de julio de 2022, las personas pueden acceder a la Línea de vida a través del 988 o de un número de 10 dígitos (que seguirá vigente).

¿Cuándo se lanzará el 988 a nivel nacional?

El **código de marcación 988** estará disponible en todo el país para llamadas (en varios idiomas), texto o chat (solo en inglés) el 16 de julio de 2022. Hasta entonces, quienes sufran una crisis de salud mental o relacionada con suicidio, o quienes ayuden a un ser querido en una situación de crisis, deben seguir utilizando la Línea de vida con el número actual: **1-800-273-8255**.

¿En qué se diferencia el 988 del 911?

El **988 se creó para mejorar el acceso a los servicios de crisis** de una manera que satisfaga las crecientes necesidades de atención de crisis relacionadas con el suicidio y la salud mental de nuestro país. El 988 proporcionará un acceso más fácil a la red de la Línea de vida y a los recursos de crisis relacionados, que son distintos de los que ofrece el 911 (donde el foco está en despachar los servicios médicos de emergencia, los bomberos y la policía, según sea necesario).

¿Cómo se financia el 988?

El Congreso proporcionó fondos al **Departamento de Salud y Servicios Humanos a través del Plan de rescate estadounidense (American Rescue Plan)**, algunos de los cuales serán destinados a financiar la plantilla del **988**. A nivel estatal, además de los fondos provenientes del sector público/privado, la Ley nacional de designación de la línea directa para la prevención del suicidio (National Suicide Hotline Designation Act) de 2020 permite a los estados fijar nuevas tarifas estatales de telecomunicaciones para ayudar a financiar las operaciones del 988.

¿El 988 está disponible para crisis relacionadas con el consumo de sustancias?

La **Línea de vida acepta llamadas de cualquier persona que necesite ayuda** para una crisis suicida, de salud mental y/o por el consumo de sustancias.

Realidades urgentes.



Ya son demasiados los estadounidenses que padecen crisis suicidas o de salud mental y que no cuentan con la ayuda y la atención que necesitan. Solo en 2020, se registró una muerte por suicidio cada 11 minutos en EE. UU. y además, entre las personas de 10 a 34 años, el suicidio es una de las principales causas de muerte.

Más fácil de acceder.



El paso a un código de marcación de 3 dígitos fácil de recordar permitirá un mayor acceso a los servicios que salvan vidas.

Hay esperanza.



La ayuda libre y confidencial las 24 horas del día, los 7 días de la semana a las personas en crisis suicida o con angustia emocional es muy útil. La Línea de vida ayuda a miles de personas a superar situaciones de crisis cada día.

Envíe preguntas sobre el 988 por correo electrónico a:

**988Team@
samhsa.hhs.gov**

Name: _____ DATE: _____ Facility: _____

Personal Safety Plan (Modified for use in Limited Mental Health Assisted Living Facilities)



You can document on this form suggested calming strategies IN ADVANCE of a crisis. You can list things that are helpful when you are under stress or are upset. You can also identify things that make you angry. Staff and individuals receiving services can enter into a “partnership of safety” using this form as a guide to assist in your treatment plan. The information is intended only to be helpful; it will not be used for any purpose other than to help staff understand how to best work with you to maintain your safety or to collect data to establish trends. This is a tool that you can add to at any time. Information should always be available from staff members for updates or discussion. Please feel free to ask questions.

1. My Favorite Things are: What are things that you like? How would you like someone to let you know that they are proud of you or that you did a good job?

Food, specify:	Books, specify:
Extra time spent doing something? Specify:	Art supplies, specify:
Music, CD's? I-Tunes?	Games, specify:
Special privilege:	Picking the movie for movie night.
Picking out the menu for dinner.	Other? (Please list below)
Sports Equipment, specify:	

1b. What would you like to hear someone tell you that would make you feel more respected and appreciated?

2. Calming Strategies: It is helpful for us to be aware of things that help you feel better when you're having a hard time. Please indicate (5) activities that have worked for you, or that you believe would be the most helpful. If there are other things that work well for you that we didn't list, please add them in the box marked "Other". We may not be able to offer all of these alternatives, but we would like to work together with you to determine how we can best help you while you're here.

Listen to music	Exercise
Read a book	Pace in the halls
Wrapping in a blanket	Have a hug with my consent
Write in a journal	Drink a beverage
Watch TV	Dark room (dimmed lights)
Talk to staff	Medication
Talk with peers on the unit	Read religious or spiritual material
Call a friend or family member	Write a letter
Voluntary time in the quiet room/comfort room	Hug a stuffed animal
Take a shower	Do artwork (painting, drawing)
Go for a walk with staff	Other? (Please list below)

3. What are some of the things that make you angry, very upset or cause you to go into crisis? What are your “triggers”?

Being touched	Called names or made fun of
Security in uniform	Being forced to do something
Yelling	Physical force
Loud Noise	Being isolated
Contact with person who is upsetting	Some else lying about my behavior
Being restrained	Being threatened

Personal Safety Plan (page 2)

4. Signals of Distress: Please describe your warning signals, for example, what you know about yourself, and what other people may notice when you begin to lose control. Check those things that most describe you when you're getting upset. This information will be helpful so that together we can create new ways of coping with anger and stress:

Sweating	Clenching teeth
Crying	Not taking care of self
Breathing hard	Running
Yelling	Clenching fists
Hurting others:	Swearing
Throwing Objects	Not eating
Pacing	Being rude
Injuring self: (Please be specific)	Other? (Please list below)

5. Preferences Regarding Gender and Others: Do you have any preferences or concerns regarding who serves you when you are upset or angry?

Women staff _____ Men staff _____ No preference _____ Language _____

Ethnicity _____ Culture _____ Of a particular religion _____

6. Preferences Regarding Physical Contact: We would like to know about your preferences regarding physical contact. For example, you may not like to be touched at all or you may find it helpful to have a hug or be touched *appropriately* when you are upset.

Do you find it helpful to be hugged or touched appropriately when you are upset?

Yes___ No___ Comments: _____

7. Medical Conditions: Do you have any physical conditions, disabilities, or medical problems such as asthma, high blood pressure, back problems, etc., that we should be aware of when caring for you during an emergency situation?

8. Room Checks: Room checks are done at night to make sure you are okay. In order to make room checks as non-intrusive as possible is there anything that would make room checks more comfortable for you?

9. Anything Else? Is there anything else that would make your stay easier and more comfortable? For example do you have any special issues like cultural, diet, sexual preference, appearance, etc. that you think could contribute to misunderstandings or cause problems for you? Please describe:

Name: _____

Date: _____

This Support Plan is intended to help you identify early warning signs of stress and to identify ways to deal with stress in a helpful manner.

Personal Wellness: Being able to notice the differences between good times and stressful times can help you identify when you need to take care of yourself and ask for more support. Think about how you feel and the things you do when you are feeling well.

When I am well, I...

Now think about how you feel and the things you do when you're not feeling well. What would be the first signs, or how would you know that you are not doing well?

When I am not well, I...

What Gives Me Hope/What Makes Me Want to Improve My Health and Wellness?/What is One Thing That is Important to Me and Is Worth Living For?

Early Warning Signs: Being self-aware can help you identify early signs that there is a change in your mental health. Examples of early warning signs may include being over-tired, having a hard time doing normal activities, feeling agitated, missing deadlines or being late, feeling sad without knowing why, and etc. What are your early warning signs?

I know I am not doing well when...

Sometimes situations can trigger you to not feel well or to feel worse. Examples of triggers include arguments with loved ones, feeling pressured to do things, being around certain people, engaging in certain activities, listening to a certain type of music, and etc. What are some of your triggers?

Client Name:

DOB:

MR#:

Give some examples of situations that may make you feel worse...

Activities: Finding activities that help you take control or focus your thoughts can be helpful in keeping your symptoms from getting worse. Examples include calling a friend, getting a hug, eating a piece of fruit, spending time with your pet, drawing, writing, taking deep breathes, exercising, being outside, and etc. What are some things you do that make you feel better?

These activities help me to feel more in control and can help prevent a crisis:

There are some activities that may not be helpful when you are not feeling well. What are some activities that you would not want to do or for others to attempt?

What is not helpful when I am not feeling well:

Who is not helpful when I am not feeling well:

Things I Can Do to Make My Environment Safe

Overdose Prevention Plan

Things that put me at risk of overdose

Common risks include use of opioid/benzodiazepine medications, combined use of alcohol/opioids/benzodiazepines, use of illicit drugs (including non-opioids), methods such as injecting or using more than one substance at a time, loss of tolerance including early recovery, and health factors such as illness

Client Name:

DOB:

MR#:

Actions I can take to reduce my risk of overdose *(may include knowing how to obtain Narcan, keeping Narcan in a safe and accessible place, knowing signs of overdose)*

People I'm around that have/should have access to Narcan

People I can turn to to prevent overdose

Things I do regularly to stay well and reduce my risk of overdose *(e.g. activities that promote health and safety such as attendance at 12-step meetings, avoidance of risks, engagement in self-care)*

My reasons for wanting to prevent overdose are:

Other OD Prevention Information

Support System: If you know you are stressed and at risk of entering a crisis, calling someone who knows you and whom you trust can help.

Client Name:

DOB:

MR#:

These are people I trust and can call when I need support:

Name: _____ Phone Number: _____

Name: _____ Phone Number: _____

Name: _____ Phone Number: _____

There may be times that I need to ask for professional help. I can contact:

Name: _____ Phone Number: _____

Name: _____ Phone Number: _____

Name: _____ Phone Number: _____

24/7 access to help:

Mobile Response Team Phone Number: 866-517-7766

Chautauqua Helpline/Information Phone Number: 211

National Suicide Hotline Phone Number: 800-273-8255

Crisis Text Text Home to 741741

Name: _____ Phone Number: _____

Other Things I Can Do if I Need Help

Client Signature: _____ Date: _____

Parent/Caregiver/Significant Other Signature: _____ Date: _____

Staff signature, title: _____ Date: _____

Client Name:

DOB:

MR#:

**Los servicios de poison control
son gratuitos, confidenciales,
y se ofrecen en español.**



**No importa la edad que tenga –
todos pueden sufrir un envenenamiento.**

■ Si su hijo ingiere o respira algún producto doméstico, los expertos de Poison Control están a su alcance con una simple llamada telefónica.

■ Si el abuelo ha tomado una dosis de medicina inadecuada o un medicamento no indicado, Poison Control le puede ayudar.

■ Si trabaja con sustancias químicas, Poison Control puede aconsejarle sobre la prevención y el tratamiento de los evenenamientos que se pueden sufrir.

POISON
Help
1-800-222-1222
poison.org

**Llame a Poison Control en caso de envenenamiento,
o con cualquier pregunta.**

Poison Control Help is Free, Expert and Confidential.



**We help people of all ages —
in all types of situations**

- When children get into household products, Poison Control is just one call or click away.
- Poison Control helps seniors and people of all ages when they take too much or the wrong medicine.
- Poison Control gives advice about preventing and treating chemical exposures on the job.

POISON
Help 
1-800-222-1222
poison.org

To get help in a poison emergency:

- Call Poison Control at 1-800-222-1222
- Log on to poison.org
- Use the web**POISONCONTROL**® app

For poison prevention tips, visit poison.org

Know the Signs. *Save a Life.*

Opioid Overdose Basics

Prescription opioids (like hydrocodone, oxycodone, and morphine) and illicit opioids (like heroin and illegally made fentanyl) are powerful drugs that have a risk of a potentially fatal overdose. Anyone who uses opioids can experience an overdose, but certain factors may increase risk including but not limited to:



- Combining opioids with alcohol or certain other drugs
- Taking high daily dosages of prescription opioids
- Taking more opioids than prescribed
- Taking illicit or illegal opioids, like heroin or illicitly-manufactured fentanyl, that could possibly contain unknown or harmful substances
- Certain medical conditions, such as sleep apnea, or reduced kidney or liver function
- Age greater than 65 years old

Death from an opioid overdose happens when too much of the drug overwhelms the brain and interrupts the body's natural drive to breathe.

Learn more about opioids to protect yourself and your loved ones from opioid abuse, addiction, and overdose: www.cdc.gov/drugoverdose



**U.S. Department of
Health and Human Services**
Centers for Disease
Control and Prevention

PREVENTING AN OPIOID OVERDOSE

Signs and Symptoms of an Opioid Overdose

During an overdose, breathing can be dangerously slowed or stopped, causing brain damage or death. It's important to recognize the signs and act fast. Signs include:

- Small, constricted “pinpoint pupils”
- Falling asleep or loss of consciousness
- Slow, shallow breathing
- Choking or gurgling sounds
- Limp body
- Pale, blue, or cold skin

What To Do If You Think Someone Is Overdosing

It may be hard to tell if a person is high or experiencing an overdose. If you aren't sure, it's best to treat it like an overdose— you could save a life.

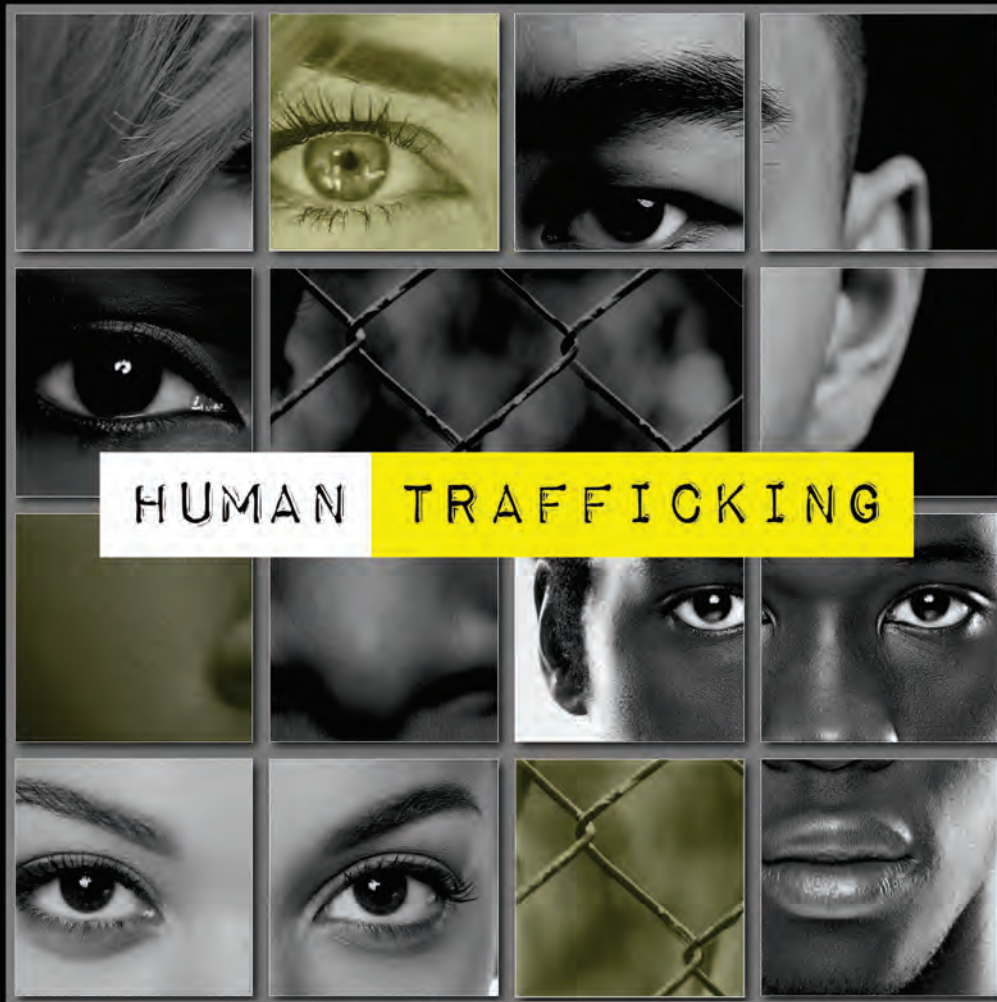
- ① Call 911 immediately.
- ② Administer naloxone, if available.
- ③ Try to keep the person awake and breathing.
- ④ Lay the person on their side to prevent choking.
- ⑤ Stay with him or her until emergency workers arrive.



Ask your doctor about naloxone - a safe medication that can quickly stop an opioid overdose. It can be injected into the muscle or sprayed into the nose to rapidly block the effects of the opioid on the body.



**U.S. Department of
Health and Human Services**
Centers for Disease
Control and Prevention



If you or someone you know is being forced to engage in an activity and cannot leave,

whether it is prostitution, housework, farm work, factory work, retail work, restaurant work, or any other activity, call the National Human Trafficking Resource Center at **888-373-7888** or text **INFO** or **HELP** to **233-733** to access help and services. Victims of slavery and human trafficking are protected under United States and Florida law.

Si usted o alguien que conoce está siendo obligado a participar en una actividad y no puede dejarla,

ya sea prostitución, tareas domésticas, labores agrícolas, labores en una fábrica, labores en un comercio minorista, labores en un restaurante o cualquier otra actividad, comuníquese con el Centro Nacional de Recursos contra la Trata de Personas (National Human Trafficking Resource Center) llamando al **888-373-7888** o envíe un mensaje de texto con la palabra **INFO** o **HELP (AYUDA)** al **233-733** para acceder a asistencia y servicios. Las víctimas de la esclavitud y de la trata de personas están protegidas por la leyes de Florida y de los Estados Unidos.



For more information, visit the Florida Department of Health's website at

<http://www.floridahealth.gov/programs-and-services/prevention/human-trafficking/index.html>

Para obtener más información, visite el sitio web del Departamento de Salud de Florida (Florida Department of Health) en

<http://www.floridahealth.gov/programs-and-services/prevention/human-trafficking/index.html>

COVID-19 AND YOUR MENTAL HEALTH

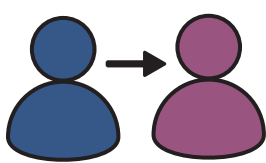
While we are familiar with viruses like the common cold and the flu, the coronavirus (COVID-19) is new and presents a situation that none of us could have imagined a few short months ago. The fact that it is extremely contagious has resulted in business closures, social distancing, and quarantine measures which have disrupted our daily lives. It is more important now than ever to pay attention to mental health during this time of isolation and uncertainty.

YOUR CONCERNS ARE VALID

There are many reasons that you might be concerned or worried about COVID-19. Some of the most common are:



Getting sick



Passing the virus onto others, especially those that are high-risk



Adjusting to a new reality for an uncertain amount of time



Taking care of and supporting your family



Concern about the health of your friends and family



Financial stress



Not being able connect with friends and family the way you're used to



Shortages of certain common supplies

REALIZE WHAT YOU CAN CONTROL

One of the most frustrating things about COVID-19 is that so much about the virus and the limitations on where you can go are out of your control. However, there are things that you can control, and focusing on those things can provide you with some comfort. Some of the things you can control include:

YOUR MIND AND BODY



- Keep a healthy diet
- Exercise at home
- Get enough sleep
- Do not smoke or drink alcohol excessively
- Take care of your mental health
- Maintain self-care and personal hygiene

YOUR IMMEDIATE ENVIRONMENT



- Your house, your bedroom, your closet, your kitchen – now is the time to clean and get organized
- Make responsible choices about when to leave the house and only go out if necessary
- Limit the number of people you come into contact with
- Work from home if you are able to

WHAT YOU CONSUME



- Don't overdo your news and information intake
- Get your information from reliable sources like the CDC or WHO
- Watch TV, movies, and videos that make you feel good

HOW YOU PREPARE



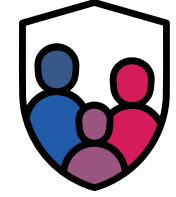
- Keep 2-4 weeks of food on hand
- Avoid overstocking on supplies that are in high demand so other people can have enough of the essentials too
- If you take medication, get refills and keep a month's supply at home if possible

HOW YOU PROTECT YOURSELF



- Regularly wash your hands for 20 seconds with soap and water or use a hand sanitizer with at least 60% alcohol
- Avoid touching your eyes, nose and mouth
- Avoid greeting people by shaking hands, kissing or hugging
- Keep 6 feet of distance between you and anyone who is coughing or sneezing

HOW YOU PROTECT OTHERS



- Stay home if you are sick aside from getting medical care
- Cover your coughs and sneezes
- Clean and disinfect frequently touched surfaces

SIGNS OF ANXIETY

It is normal to be worried and stressed during times of crisis. While worry is a part of anxiety, people with anxiety tend to experience more exaggerated feelings of worry and tension. Some common symptoms include:



Uncontrollable worry or dread



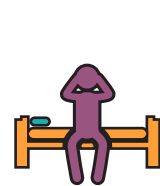
Stomach and digestion problems



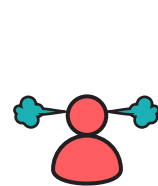
Trouble with concentration, memory, or thinking clearly



Increased heart rate



Changes in energy and difficulty sleeping



Irritability and/or restlessness

In extreme cases of anxiety, people may experience a panic attack. Panic attacks are often mistaken for heart attacks at first, but usually go away when people are able to talk to someone else to calm their fears and practice deep breathing.

MANAGING ANXIETY

There are small things that everyone can do while practicing social distancing or self-quarantine to help reduce the amount of anxiety they are experiencing.

Ask someone to be your support buddy. Call, text, or video chat as needed.

Exercise at home

Use resources like online support groups or the Crisis Text Line (Text MHA to 741741)

Set boundaries with your phone

Use a mindfulness or meditation app

Set a timer for every hour to get up and stretch or take a walk

Create a new routine

Take 10 deep breaths when you feel stressed

WHEN ANXIETY WON'T LET UP

If you're taking steps to manage worry and anxiety during the COVID-19 crisis but they don't seem to be helping, there are additional resources you can take advantage of.

Mental Health Screening

If you feel like you are struggling with your mental health, visit mhascreening.org to check your symptoms.

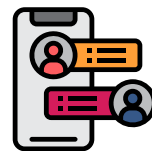


It's free, private, and anonymous. Once you have your results, MHA will give you information and resources to help you start to feel better.

Crisis Hotlines and Textlines

If you're experiencing emotional distress related to COVID-19, crisis counselors are available 24/7, 365 days a year.

Call 1-800-985-5990 or text "TalkWithUs" to 66746.



If you are in crisis or thinking about suicide, get connected to a local crisis center and get in touch with someone immediately.

Call 1-800-273-8255 (TALK) or text "MHA" to 741741.

Find more information and resources about COVID-19 and mental health at mhanational.org/covid19.



[/mentalhealthamerica](https://www.facebook.com/mentalhealthamerica)
[@mentalhealtham](https://twitter.com/mentalhealtham)
[@mentalhealthamerica](https://www.instagram.com/mentalhealthamerica)
[/mentalhealtham](https://www.pinterest.com/mentalhealtham)
[/mentalhealthamerica](https://www.youtube.com/mentalhealthamerica)
www.mhanational.org

Linkage is provided by PHASE III recruitment coordinators and case managers throughout Escambia County with an emphasis on self-sufficiency.



ANTHONY NETTLES
Recruitment coordinator
Extension 109



ELDRICK ROBINSON
Case management coordinator
Extension 104



COSTERMECKER EPPS
Outpatient counselor
Extension 111



MARIA THOMPSON
Assistant programs manager/
Case manager
Extension 102



EZALLA WILKINS
Recruitment coordinator
Extension 106



LEIGH BELL
Data coordinator
Extension 101



CINDY C. McLAUGHLIN
Special programs manager
Extension 103

Funded by



Lakeview Center



PHASE III Program

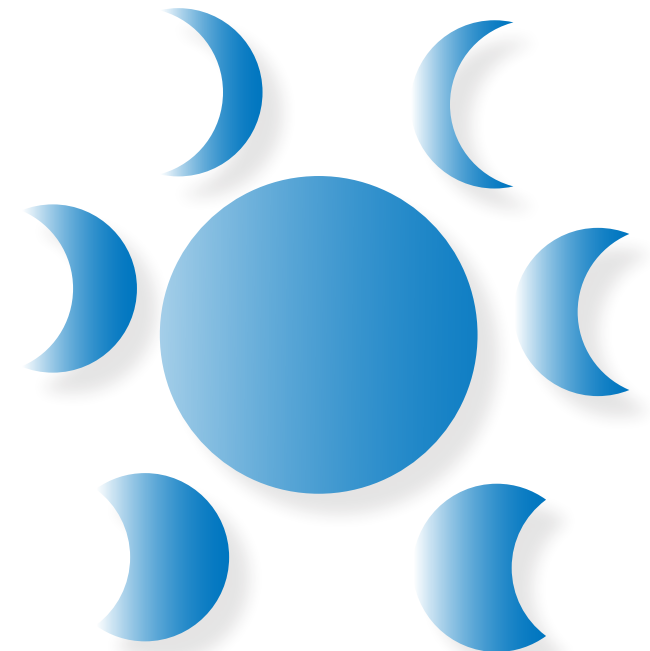
6425 Pensacola Blvd.
Building 1, Suite 5
Pensacola, FL 32505

Phone: 850.494.7171
Fax: 850.494.7174

LAKEVIEW CENTER

PHASE III PROGRAM

Personalized HIV &
Addiction Services
Expansion



PERSONALIZED HIV & ADDICTION SERVICES EXPANSION

TREATMENT AND PROGRAMS

The PHASE III (P3) (Personalized HIV & Addiction Services Expansion) Program provides services to eligible residents of Escambia, Santa Rosa, Okaloosa and Walton counties in Florida. The program helps people gain access to a full range of Lakeview Center services to include residential, outpatient and intensive outpatient substance abuse treatment programs. The team directly provides recruitment, outpatient counseling, case management and linkage to help ensure a smooth process in coordinating support services. Eligibility criteria is as follows:

- Minority adult (18 years old or older)
- Adult intravenous drug user



GUIDANCE AND ENCOURAGEMENT

Treatment follow-up, also referred to as aftercare, provides support to help people sustain long-term recovery. Focused on individual needs, PHASE III case management staff help people gain access to valuable services and programs such as:

- Parenting and life skills courses
- Secondary education programs
- Vocational training
- Job placement services
- Public assistance programs

PLANNING AND SUSTAINING

PHASE III participants are encouraged to take charge of their futures and decisions through planning and support. A weekly support group is provided to people who are in treatment or have completed a treatment program.

Specialized support and linkage to social services are available to HIV-positive persons to include primary medical care and specialized case management. In addition, the PHASE team provides:

- Community outreach
- Rapid HIV testing and counseling
- Education for HIV, STD and Hepatitis prevention





AS A NATIONAL HEALTH SERVICE CORPS SITE, WE PROMISE TO



Serve all patients



Offer discounted fees for patients who qualify



Not deny services based on a person's:

- | | | |
|---------|-------------------|----------------------|
| ■ Race | ■ Age | ■ Gender identity |
| ■ Color | ■ National Origin | ■ Sexual orientation |
| ■ Sex | ■ Disability | ■ Inability to pay |
| | ■ Religion | |



Accept insurance, including:

- Medicaid
- Medicare
- Children's Health Insurance Program (CHIP)

This facility is a member of the National Health Service Corps: [NHSC.hrsa.gov](https://nhsc.hrsa.gov).

This applies to the following locations: 1221 West Lakeview Avenue, Pensacola, Florida and 3686 US Highway 331 S, Defuniak Springs, Florida



COMO CENTRO DEL CUERPO NACIONAL DE SERVICIOS DE SALUD, NOS COMPROMETEMOS A LO SIGUIENTE:



Atender a todos los pacientes.



Ofrecer tarifas con descuento a los pacientes que reúnen los requisitos.



Nunca negarle servicios a una persona por los siguientes motivos:

- | | | |
|---------|----------------|-----------------------|
| ■ raza | ■ edad | ■ identidad de género |
| ■ color | ■ nacionalidad | ■ orientación sexual |
| ■ sexo | ■ discapacidad | ■ incapacidad de pago |
| | ■ religión | |



Aceptar los seguros, entre ellos:

- Medicaid
- Medicare
- Programa de Seguro de Salud para Niños (CHIP)

Este centro es miembro del Cuerpo Nacional de Servicios de Salud, [NHSC.hrsa.gov](https://www.nhsc.hrsa.gov).

Esto se aplica a estas ubicaciones: 1221 West Lakeview Avenue, Pensacola, Florida & 3686 US Highway 331 S, Defuniak Springs, Florida

TELEHEALTH ORIENTATION

What is telehealth?

Telehealth is not a clinical service itself, but rather a mode of service used to connect people receiving services located in one location with providers in a different location. It is providing services through the use of technology and is in many ways the same as when you receive services in the office. Telehealth is an evidenced-based practice and research shows that it is an effective method of service delivery.

Benefits of Telehealth

- Increased access to services
- No more commuting hassles and eliminates transportation concerns
- No more waiting rooms, you can receive the same quality services but in your own home
- It can be flexible to those who have time constraints (work or home schedules)
- Individuals with physical, medical, or transportation issues can access services

Risks/Cons of Telehealth

- Not everyone receiving services may be a good candidate for telehealth services (uncomfortable with use of technology; prefer face-to-face interactions; not able to navigate on-line services, do not have access to needed equipment)
- Possible technical difficulties (computer issues, loss of internet, poor video connection)
- Breach of confidentiality if proper precautions are not taken

What else do I need to know?

- You will be given an access code to log into the system
- We NEVER record your session or interactions between you and your service provider. We ask that you do not record your session
- You will need access to equipment that can provide a high quality video feed
- In order to be respectful of each other's time appointments will be scheduled at agreed upon times

Confidentiality/Privacy

- Lakeview uses a secure platform to provide teleservices that is HIPAA compliant and is able to maintain your privacy
- Make sure that when you are participating in telehealth that you are in a private setting so that the discussion may not be heard by others outside of the room where the service is provided
- Your provider will ensure that they are in a private setting and will immediately notify you if someone else is in the room with them.

What happens if we are disconnected?

- Your provider will attempt to reconnect with you
- If reconnection is not possible, they will contact you on your phone. Please make sure your provider is aware of any changes in your preferred contact number and your address.

When will telehealth services end?

- When you feel that you have met your treatment goals
- If you are not able to benefit from this type of service delivery
- If you decide that you are not comfortable with this mode of service delivery

What will happen if I have a crisis?

- If your provider is concerned about your safety or welfare, they may contact emergency service personnel to check on you.