

Fremont Counseling Service

Client Handbook FOR KIDS

748 Main St., Lander, WY 82520
(307) 332-2231

TTY Hearing Impaired: 1-800-877-9975
24 Hour Emergency: (307) 332-4233

1110 Major Ave., Riverton, WY 82501
(307) 856-6587

TTY Hearing Impaired: 1-800-877-9975
24 Hour Emergency: (307) 856-7489

CALL 911 FOR ANY EMERGENCY!



Quality.
Service.
Progress.
Recovery.

Since 1959.

How we keep your information private

We write down things about how you are doing in services and keep it in a place designated only for you on our computer system. Each time you come to see us we write more things down. You are welcome to read what we have written about you, you just need to ask.

Sharing your information with your parent/guardian's (or your) permission

Fremont Counseling Service keeps your information private. It is illegal for us to share your information with anyone - except with your parent/guardian - without your parent/guardian's permission. In some cases, we might even need permission from you to share your information.

Sharing information WITHOUT your parent/guardian's (or your) permission

If you tell us that you or someone you know is being hurt or neglected by anyone else we are required by law to share that with the police. We do this to make sure that you are safe and healthy.

Keeping a list

If we share your information with anyone, we put that on a list. If you want to see who we share your information with, please ask.

Questions or Problems

If you have questions or think we have shared your information in the wrong way, please let us know. **You have the right to file a complaint with Fremont Counseling Service and/or the Secretary of the U.S. Department of Health and Human Services about how we have shared your information.**

If you have any questions regarding how we share your information, please contact:

Scott C. Hayes
Executive Director
748 Main St., Lander, WY 82520
(307) 332-2231
shayes@fremontcounseling.com

The complete Fremont Counseling Service Notice of Privacy Practices is available upon request and on the FCS website: www.fremontcounseling.com/about

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WELCOME

Welcome to Fremont Counseling Service (FCS). You are making the first step in getting help to becoming a happier and healthier YOU! In this handbook you will find the answers to questions you may have about FCS and what we do.

WHY ARE WE HERE?

Fremont Counseling Service is here to provide the best service to you and your family/guardians!

WHO IS THE BOSS OF US?

We have one boss here all the time. His name is Scott Hayes. Scott's boss, and the boss of FCS, is a group of people called a Board of Directors.

The Board of Directors meets on the third (3rd) Wednesday of every month. If you want to come to a Board meeting, you can. Just ask Melia Rohrbacher for more information.

Melia's phone number is 332-2231.

You can email her at: mrohr@fremontcounseling.com

WHAT DO WE DO HERE?

We do lots of different things to help you get healthy. Some of those things are:

1. Meeting with a counselor by yourself and with your family/guardian
2. Counselors have helpers, called case managers. They can help you with lots of things. If you need a case manager, your counselor will let you know.
3. If your doctor or counselor thinks that medicine will help you feel better, you can see our medical staff to talk about medicine and any good or bad things that might happen if you (and your family/guardians) decide to try them.
4. Fun and educational groups that can help you build skills and teach you things you can do to get along better with friends, classmates, siblings, parents, and teachers.
5. If there is something that you need that we can't help you with, we will find someone who can help you and will let your parent/guardians know who that person is and how they can reach them.

PRIORITY FOR SERVICES

We will help whoever comes in our offices to see us or anyone that calls us and asks for our help. If you want our help, we will help you.

WHO'S THE CAPTAIN OF YOUR TEAM?

There may be more than one person that you work with or get help from at FCS - this group of people is called your treatment team. The captain of your team is your Counselor. You and your counselor will work together to make a plan for how long and how often you will see us and what you (and/or your family/guardians) wants you to work on when you're here.

WHO ARE THE CO-CAPTAINS OF YOUR TEAM?

Your counselor is your team captain, but you and your family/guardians are co-captains of your team! Your counselor will help you understand your plan to get happy and healthy (called a treatment plan) and will walk with you the entire way of your journey with us. You and your family/guardians have the right to tell your counselor what you think will and won't work for you. Working with us is all about getting YOU feeling better and we can't do that without knowing what YOU think - so don't be shy about telling us what's on your mind!

WHAT'S THE PLAN, STAN?

1. Your parent or guardian has to give us their permission to work with you. We won't be able to help you until they say that it is OK.
2. You and your parents/guardians will come to our office, fill out some paperwork and we will set aside a special place just for your information in our computer system. Keeping your information top secret is important to us - only the people that need to see your information will be able to see it.
3. You will meet with a counselor and they will ask you some easy and some hard questions. It is always important to tell the truth and be honest. Some questions your parents/guardians can answer and some you can answer. Sometimes the counselor will want to talk to you by yourself and then talk to your parents/guardians by themselves. We will want to know what you are good at, what you need help with, and what you think we can do to help you.

If your counselor thinks that you are in any danger, at any time, they will do what they need to do to make sure you that you remain safe.

4. Once your counselor gets to know you, you and your family/guardian will make you your very own plan to get happy and healthy! This is your treatment plan and will include things that your counselor thinks will help you feel better - such as talking about certain things or maybe learning and practicing new things. You, your family/guardian, and your counselor will talk about how things are going in your treatment plan at least every 3 months.
5. Every time you meet with someone here, they will write down what you did while you were with them and how you were feeling in a note (called a progress note) that stays private in our computer system.
6. That's about it! Pretty easy, huh?

WHAT IF YOU NEED SOMETHING THAT WE CAN'T HELP YOU WITH?

If you need something that we can't help you with, your counselor will let you know of other places that can help you and we'll make sure your family/guardians know who to talk to there about getting help for you.

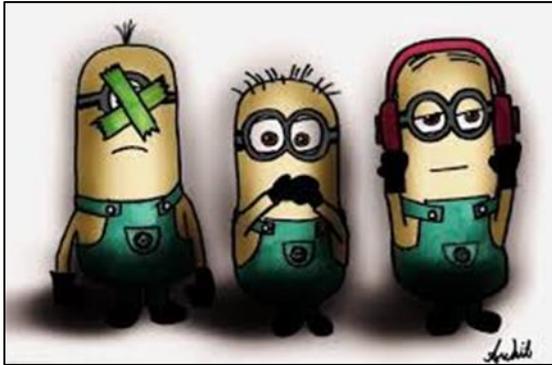
WHAT DO YOU THINK?

From time to time, you will be asked to answer questions to see how well you are doing and what you like or don't like about your treatment plan. You may also be asked to let us know what we can do to make your visits better.

YOU HAVE THE RIGHT TO LOOK AT YOUR TOP SECRET INFORMATION

All of the people we help have the right to access their treatment information. Your parents/guardians have the right to see your information, too. If you or your parents/guardians, want to see what is in your top secret record, please ask your counselor. We are required to keep your information on file for at least 7 years after you stop seeing us or until you turn 25, whichever comes last. However, it's locked up nice and safe in a dark room with lots of other top secret files so it is very safe and protected!

CONFIDENTIALITY (PROTECTION OF YOUR TOP SECRET INFORMATION)



The most important FCS rule:

**What we SEE here, SAY here,
or HEAR here - STAYS here!**

It is against the law for us to share your top secret information unless we have permission from your parent/guardian OR a judge has told us we can OR you're have a medical emergency and your top secret will help your doctors treat you.

If you threaten to hurt yourself or someone else or if you threaten to commit (or tell us that you have committed) a crime on FCS property or against FCS staff we will tell your parent/guardian or the police. It is against the law for us not to tell.

We are required - BY LAW - to tell someone if you tell us that you, or even someone you know, is being abused or neglected. For your safety, we will not keep that private.

STAND UP FOR YOUR RIGHTS!!

1. You have the right to a professional relationship with your counselor and with anyone else who provides services to you at FCS.
If any relationship that you have with our staff makes you feel uncomfortable, please let any other staff member know.
2. You have the right to be treated kindly and considerately. We will be nice to you and will not abuse or bully you.
3. You have the right to ask questions and tell us what you're thinking on everything that you do at FCS.
4. You have the right to know the name and the qualifications of all of the people that work with you.
5. You have the right to make your own choices and to say no to anything that you do not want to do.

6. You have the right to meet with your counselor and other staff in private.
7. You have the right to know the rules of FCS.
8. You have the right to know that we may be required to share how you are doing with someone that asked us to work with you.
9. You have the right to complain about our services or the way you were treated here. If you complain, we will not get mad at you and will do better and keep on trying to help you.

WHAT'S THE CATCH?

1. Take part in the services that you agreed to in your treatment plan and do your best work and give your best effort.
2. Be honest and always tell the truth even when it might hurt to do so.
3. Ask questions if you aren't sure about something.
4. Participate in services clean and sober - free of the influence of drugs or alcohol.
5. Follow our rules about drugs, alcohol, and tobacco (they are not allowed on our property).
6. Be considerate of others.
7. Treat staff and other clients with dignity and respect - you will not:
 - a. Get physical or aggressive with staff or anyone else.
 - b. Call other people names, make threats, or intimidate others.
 - c. Break any rules that have been made.
8. Treat our offices and stuff with respect and understand that if you damage or destroy any of our stuff that you will have to pay for it.
9. Accept responsibility for what you do - don't blame others for what you did.
10. Keep your appointments. If you know you are going to miss an appointment, please have your parent/guardian call and let us know.

RULES FOR PARTICIPATING IN GROUP ACTIVITIES

Certain behaviors may result in you not being able to participate in group activities.

The following behaviors will result in you being asked to leave group:

- Physical aggression towards staff or other group members
- Verbal threats and/or intimidation of staff or other group members
- Coming to group under the influence of alcohol or drugs
- Possessing alcohol, drugs, or tobacco in FCS facilities or during FCS activities
- Violation of other group members' confidentiality (telling about someone else's top secret information)

If you asked to leave group, we will notify your parent/guardian and will let them, and you, know what you need to do to come back to group again. If you have any questions, please ask your counselor.

HOW DO I FILE A COMPLAINT?

If you are unhappy about how you have been treated and would like to make a complaint about it, please have your parent/guardian contact FCS and we will give them the information that they need to help you do that. You can also fill out the form at the end of this book and turn that in to your counselor or anyone else that works at FCS.

Contact Information for Other Places that Can Help You File a Complaint:

If you are really upset about how you were treated, you or your parent/guardian have the right to contact the following agencies for assistance at any time.

DEPARTMENT OF HEALTH, BEHAVIORAL HEALTH DIVISION

6101 N Yellowstone Road, Qwest Building, Suite 220
Cheyenne, WY 82002
(800) 535-4006
(307) 777-6494
Fax: (307) 777-5849

PROTECTION AND ADVOCACY SYSTEM (P & A)

320 West 25th Street, 2nd Floor
Cheyenne, WY 82001

- Mental Health Program (PAIMI):
1-800-654-7972 or (307) 635-7817
- Protection & Advocacy of Individual Rights (PAIR):
1-800-632-3491 or (307) 632-3497
- Protection & Advocacy for Dev. Disabilities (PADD):
1-800-632-3491 or (307) 632-3496

PROTECTION AND ADVOCACY SYSTEM (P & A)

P.O. Box 58
Lander, WY 82520
(307) 335-6907

350 City View Drive, Suite 207A
Evanston, WY 82930
(307) 789-8631

WYOMING GUARDIANSHIP CORPORATION

Mental Health Ombudsman Program
P.O. Box 2778
Cheyenne, WY 82003
1-888-857-1942 or (307) 632-5519

MENTAL HEALTH PROFESSIONS LICENSING BOARD

2001 Capitol Ave, Room 104
Cheyenne WY 82002
Phone: (307) 777-7788
Fax: (307) 777-3508

CONFIDENTIALITY/PRIVACY COMPLAINTS

OFFICE OF CIVIL RIGHTS
U.S. Dept. of Health and Human Services
200 Independence Ave., S.W.
Room 509F, HHH Building
Washington, D.C. 20201

PRIVACY OFFICIAL
Fremont Counseling Service
748 Main St.
Lander, WY 82520
(307) 332-2231

NO WEAPONS, DRUGS, ALCOHOL, or TOBACCO ALLOWED!

If you come onto our property (including our vehicles) with a weapon of any kind, illegal drugs, alcohol, or tobacco, we will ask you to give them to us. Depending on what it is, we may have to call the police. No matter what it is, we will always tell your parent/guardian.

The only exception to this would be medications that your parent/guardian has given to staff for you to take while you are under our supervision.

WE WANT TO HELP YOU STAY SAFE!

- First aid kits are located in identified locations in our offices and vehicles.
- If you ride in our vehicles you **MUST** wear your seatbelt. If you need a car seat or booster seat, you **MUST** sit in it. If you refuse to use a seatbelt or sit in a car/booster seat, we cannot give you rides.
- Please make sure that you wash your hands after you go to the bathroom, cover your mouth when you cough or sneeze, and stay home when you are sick.

HOW DO I GET OUT OF HERE?

Maps to the nearest exit are posted in each office and room at FCS. If there is an emergency, someone will help you find your way out of the building.

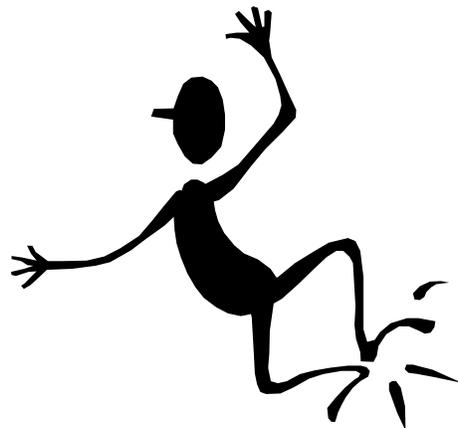
NO RESTRAINING ALLOWED!

Restraining is when someone holds you still when you don't want to be held. The only time we are allowed to hold you is in an emergency. If there is an emergency, we can hold you to prevent you from hurting yourself or someone else. Once you are calm or safe, then we will let you go.

PAYMENT FOR SERVICES

Your parent/guardian is responsible for paying for the services that you receive here.

**WE ARE HERE TO HELP YOU!
WE BELIEVE IN YOU AND KNOW THAT
YOU CAN DO AMAZING THINGS!**



Fremont Counseling Service

Mental Health and Recovery Services Serving Fremont County

An Equal Opportunity Provider

748 Main St., Lander, WY 82520 ~ (307) 332-2231, Fax (307) 332-9338
1110 Major Ave., Riverton, WY 82501~ (307) 856-6587, Fax (307) 856-2668
TTY Hearing Impaired - 1-800-877-9975

COMPLAINT / GRIEVANCE FORM

This form may be completed anonymously. If you give us your name and contact information, you will receive a response in regard to this issue within thirty (30) working days of receipt of this form by the Executive Director.

Name _____ Date _____

Address _____

Phone Number: _____

FCS Employee(s) against whom complaint is being filed: _____

If additional space is required for any of the following sections, please attach blank pages to this form.

Complaint/grievance (please explain specific action(s) and date(s) the incident took place):

.....

How would you like to see the complaint/grievance resolved?

.....

Signature _____ Date _____

Complaint received by: _____ Date: _____

Action(s) taken and date. If additional space is needed, please attach blank pages to this form.

.....

.....

.....

.....

Executive Director or Designee Signature _____ Date _____