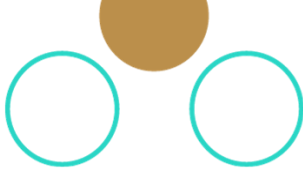


BEHAVIORAL HEALTH CLIENT HANDBOOK

Effective Date: 10/30/2023



WELCOME MESSAGE

I am delighted to extend a warm welcome to each and every one of you as you embark on a journey with Start of a Better Tomorrow. At our agency, we firmly believe that hope, healing, and transformation are not just words; they are the pillars upon which we build the future.

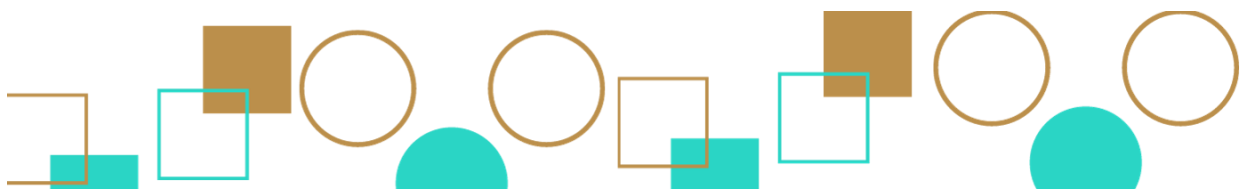
At Start of a Better Tomorrow, we strive to create a safe, inclusive, and judgment-free environment where you can express yourself freely and work towards personal growth and recovery. Your journey is our mission, and your success is our greatest reward.

This client handbook is designed to be a valuable resource for you during your time with us. It contains information about our services, resources, and the support available to you. Please take the time to familiarize yourself with its contents, and don't hesitate to reach out to our dedicated staff if you have any questions



Together, we can build a better tomorrow, one step at a time. Your strength inspires us, and your resilience reminds us of the incredible power of the human spirit.

Thank you for choosing Start of a Better Tomorrow as your partner on this journey. We are honored to serve you and look forward to being a part of your story of hope, healing, and



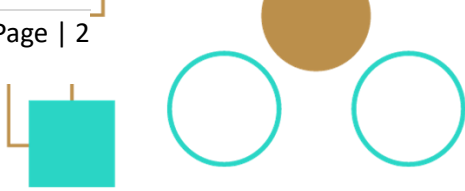
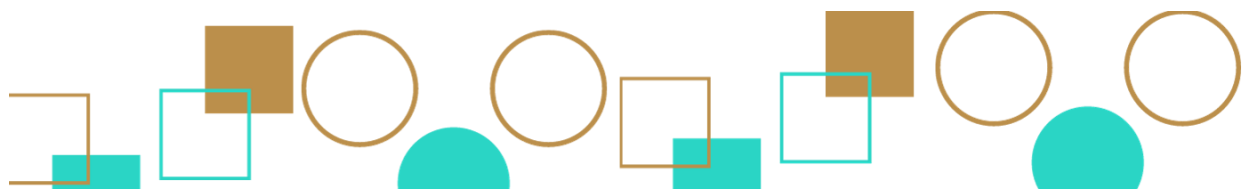


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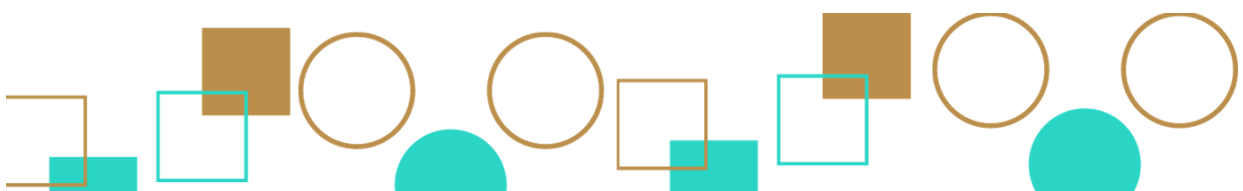
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I. AGENCY INTRODUCTION

Foundations of Our Treatment Philosophy

At Start of a Better Tomorrow, our treatment philosophy is rooted in the belief that a wealth of reliable, evidence-based treatment approaches can effectively address and alleviate the various challenges individuals face when they come to our agency seeking assistance. To uphold these principles, we require our staff to undergo comprehensive training and receive supervision in approaches specific to their area of service.



Comprehensive Assessment and Care

Our commitment is to ensure that all our services commence with a thorough evaluation of the presented issues. This assessment helps us determine the most suitable level and range of care. In cases where it is evident that some or all the identified problems fall outside our expertise or capability, we make it a priority to transparently communicate this to our clients and facilitate referrals to alternative providers.

Clearly Defined Treatment Goals

We firmly believe that the initial assessment should clearly outline the treatment's intended outcomes, which should be measurable and well-defined for the client. Typically, these outcomes prioritize improvements in safety, functioning, and behavior. Even in cases where treatment is mandated externally, such as by the court, our philosophy remains client centered. We view ourselves as advocates for our clients, delivering services only with their consent and sharing information with external entities only when legally required.

Client-Centered Planning and Communication

Client involvement in treatment planning is paramount. We believe that clients should actively participate in goal development and have their voices heard throughout the planning and communication processes.

The Role of the Therapeutic Relationship

We recognize the essential role of the therapeutic relationship in mental health treatment, particularly its impact on a client's immediate home environment. While maintaining professionalism, we foster a relational approach that emphasizes trust and interpersonal security. We understand that misunderstandings can arise in any relationship, so we have stringent confidentiality measures in place.



Clients are informed of their rights and have a clear recourse mechanism should they ever feel their rights are violated.

Equitable Access and Minimal Intrusion

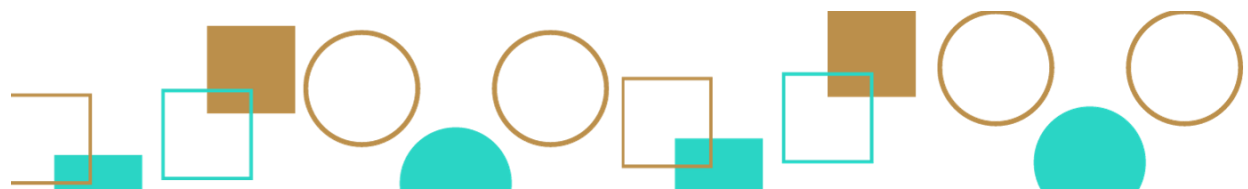
We are committed to providing our services to all individuals in our designated region without discrimination. We aim to keep our services as minimally intrusive as possible, always within the least restrictive setting. Accurate record-keeping and the lawful protection and disposal of records are integral to our practices.

Client and Community Feedback

We highly value feedback from clients and our community, actively seeking, utilizing, and responding to input from various sources and venues. We collect and analyze data related to treatment processes and outcomes as a means of continuously overseeing and enhancing our services.

About Start of a Better Tomorrow

Start Of a Better Tomorrow is a behavioral health agency serving children and adults based in Toledo, Ohio. Our mission is to help individuals create A Better Tomorrow. We provide case management services with a compassionate touch, offering support, education, and mentorship to our clients. Our range of services includes individual counseling, group therapy sessions, school-based services, and more. With our extensive experience, we deliver effective outpatient care tailored to the unique needs of each client, addressing mental health disorders, substance abuse, and emotional and behavioral challenges. We offer a safe and neutral environment for individuals, families, and couples on their journey toward improved mental health and well-being.



II: CLIENT POLICIES & PROCEDURES



Client Rights Policy

Purpose

Our paramount commitment at the Start of a Better Tomorrow is to safeguard and uphold the rights of individuals seeking or receiving mental health services. This policy establishes clear rights for clients and outlines the procedures for addressing grievances, whether initiated by the client themselves or by a guardian, next-of-kin, or special representative acting on their behalf. The overarching objective is to ensure that clients are shielded from abuse, financial exploitation, humiliation, and neglect. Additionally, this policy ensures that clients face no repercussions for exercising their rights or filing a grievance.

Definitions

- **Client:** An individual seeking or receiving mental health services from a qualified professional within our agency.
- **Client Advocate:** The individual designated by Start of a Better Tomorrow with the responsibility of ensuring compliance with the Client Rights and Grievance Procedure.
- **Grievance:** A written complaint initiated either verbally or in writing, by the client or any other party on behalf of the client, pertaining to the denial or abuse of the client's rights.
- **Mental Health Services:** Encompasses the services, programs, or activities defined in Rule 5122:2-1-02 of the Administrative Code. These services include both direct client services and community services, as specified in Rule 5122:2-1-02(D)(1)-(15).

Client Rights

- The right to be treated with kindness, consideration, and respect for personal dignity, autonomy, and privacy.
- The right to receive services in the least restrictive setting possible, as defined in the treatment plan.
- The right to be informed about one's condition, planned or ongoing services, treatment, or therapies, as well as alternatives for obtaining an evaluation by an independent professional.
- The right to consent to or refuse any service, treatment, or therapy following a comprehensive explanation of the expected consequences.
- The right to a current, written treatment plan addressing mental and physical health, social and economic needs, specifying the provision of appropriate and adequate services, either directly or indirectly.
- The right to actively participate in the development and periodic review of the treatment plan.

- The right to be free from unnecessary or excessive medication.
- The right to be free from unnecessary restraint or seclusion.
- The right to participate in any suitable and available service, irrespective of refusal of other services, treatment, or therapies, or previous relapse from treatment, except in cases with a valid and specific necessity that precludes or mandates participation in other services. This necessity will be explained to the client and documented in the treatment plan.
- The right to be informed of and refuse unusual or hazardous treatment procedures.
- The right to be informed of and refuse observation techniques such as one-way mirrors, tape-recording, television, movies, or photographs.
- The right to request and consult with independent treatment specialists or legal counsel at one's own expense.
- The right to the confidentiality of communications and personally identifying data, within the limits and requirements for disclosure imposed by various certifying sources, state or federal statutes, unless the release of information is explicitly authorized by the client, a parent or legal guardian of a minor client, or a court-appointed guardian of an adult client.
- The right to access one's psychiatric, medical, or other treatment records, except when specific information is restricted due to clear treatment reasons as outlined in the service plan. These reasons must be explained to the client and authorized individuals. The restriction must be reviewed annually to remain valid. Any person authorized by the client has unrestricted access to all information. Clients will receive written information about the agency's policies and procedures for reviewing or obtaining copies of their personal records.
- The right to be informed in advance of the reasons for service termination and to be involved in planning for the consequences of such termination.
- The right to receive an explanation for the denial of services.
- The right not to face discrimination in service delivery based on various factors, including religion, race, color, creed, sex, national origin, age, lifestyle, sexual orientation, physical or mental handicap, developmental disability, or inability to pay.
- The right to be fully informed of all these rights.
- The right to exercise all rights without facing any form of reprisal, ensuring continued, unimpeded access to services.
- The right to receive oral and written instructions for filing a grievance.

Client Grievance Policy

At the Start of a Better Tomorrow, we are fully committed to ensuring that all program participants have the ability to file grievances regarding the services they receive while in our program. We further pledge our unwavering support for the appointed Client Advocate to take all necessary actions to ensure compliance with the following policy:

- Every client will receive a copy of the Client Rights Grievance procedure upon intake, and a copy of the policy will be prominently displayed in all buildings operated by Start of a Better Tomorrow. A staff member will explain the procedure, and clients will sign a form to confirm their understanding of and receipt of the Client Grievance Procedure. For clients receiving services beyond one year, the Client rights policy will be reviewed annually by a staff member.

- If a program participant has a grievance, they will receive a formal grievance form that documents the nature of the complaint, individuals involved, and the date(s) of the occurrences. This form can be submitted verbally or in writing, and it will be signed and dated by the participant before being submitted to the Client Advocate. In cases where the Client Advocate is unavailable for more than one week, a qualified agency staff member will be designated to assist in their absence.
- During a crisis or emergency, the Client Advocate will inform the client of their immediate relevant rights regarding consent to or refusal of offered treatment and the consequences thereof. In these situations, the full explanation of the Client's rights policy may be delayed until a subsequent meeting.
- The Client Advocate will help in filing the grievance, conduct an investigation on behalf of the grievant, and represent the grievant at all levels of the grievance hearing, if requested by the grievant.
- Upon receiving a grievance, the Client Advocate will collect pertinent information and document it on the Client Rights Grievance Log. The Client Advocate will serve as the representative for the grievant. If the grievance is resolved at this stage, a written statement of the results will be provided to the client, concluding the procedure. The Client Advocate will respond to the grievance within five (5) working days.
- The Client Advocate will present the option to initiate a complaint with external entities if a satisfactory resolution cannot be achieved at the Board level. These external entities may include the Ohio Department of Mental Health & Addiction Services, Ohio Legal Rights Services, the U.S. Department of Health and Human Services, and relevant professional licensing or regulatory associations. Upon the grievant written request, the Client Advocate will provide the relevant address, telephone number, and copies of submitted grievances and resolutions to these agencies.
- Clients or recipients of mental health services specified as "Community Services" (such as information and referral, consultation services, mental health education services, and training) have the right to request a copy and explanation of the Client rights policy.
- All staff members at Start of a Better Tomorrow, including administrative and support staff, will receive training and become familiar with specific Client rights and grievance policies and procedures.
- If a grievance is filed against the Client Advocate, the client will be guided through the entire grievance procedure by the CEO or a designated representative. All written documents concerning the grievance will remain confidential at the administrative level, and the resolution of the grievance will only be shared with the Client Advocate with the client's permission.

Client Advocate Contact Information

- Amantria D.N. Scott
- Clinical Therapist I
- 419-973-9533
- amantria@soabt.org

Client Advocate Availability

The Client Advocate can be reached Monday through Friday using the provided contact information. If the Client Advocate is unavailable, they or their designee will return calls within one business day.

Additional Resources

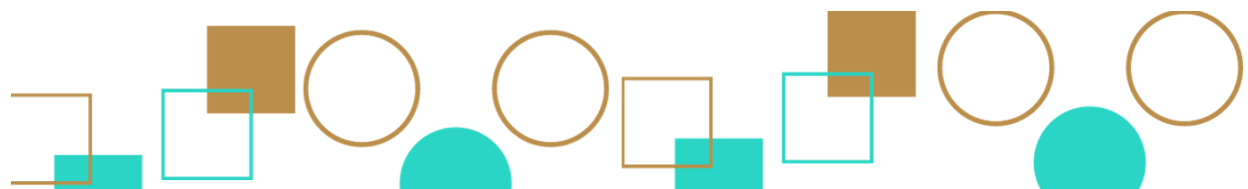
- U.S. Department of Human Services, Office of Civil Rights, Washington, D.C. (202) 727-5940
- Disability Rights Ohio, 50 W. Broad St., Suite 1400, Columbus, OH 43215 (800) 282-9181
- Ohio Department of Mental Health & Addiction Services, 30 E. Broad St., Columbus, OH 43215 (614) 466-2596

Record Keeping and Compliance

Our agency maintains comprehensive records of grievances received, their subjects, resolutions, and ensures their availability for review by the Ohio Department of Mental Health & Addiction Services upon request. We also conduct an annual summary of our records, including the number and types of grievances, resolution statuses, and an analysis of trends, areas needing improvement, and proposed actions.

Non-Discrimination

At all times, our grievance process operates in accordance with Title VI. We are committed to ensuring that no person is excluded from participation in, denied benefits from, or subjected to discrimination under any program or activity for which the applicant receives federal financial assistance, on the grounds of RACE, COLOR, RELIGION, SEX, AGE, NATIONAL ORIGIN, or HANDICAP.



HIPAA Compliance Statement

In our unwavering commitment to adhere to the regulations outlined in the Health Insurance Portability and Accountability Act of 1996, which encompasses the Privacy Rule, ARA, HITECH, and the Final Omnibus Rule collectively known as HIPAA, we want to emphasize that all communications are treated as strictly confidential. These communications can only be divulged with your explicit consent or when mandated by federal law. Start of a Better Tomorrow will never disclose any information unless the client (or their parent/legal guardian or an authorized representative) has granted proper permission, provided consent, or authorized the release, or unless the release is explicitly allowed by the law. Situations warranting legal disclosure may include allegations or suspicions of abuse or neglect, a threat of harm to oneself or others, a court-issued order, or circumstances that require reporting to OMHAS.



Confidentiality of alcohol and other drug client records (42 CFR Part 2)

Confidential information will only be used or disclosed with your written permission, as indicated in a "Consent for Release of Confidential Information." You have the right to revoke this authorization at any time. If you do so, we will not make any further uses or disclosures of your health information based on the previous authorization, except when we have already taken actions relying on your previously authorized uses and disclosures.

The following is a summary of Federal Confidentiality Laws and Regulations for clients assessed and/or treated for alcohol and/or drug issues at Better Start of Tomorrow:

In accordance with 42 CFR Part 2, the confidentiality of alcohol and other drug client records is subject to the following conditions:

- Program staff shall not disclose, outside of the program, that a client is receiving services or reveal any information identifying a client as a recipient of alcohol or drug services unless the client provides written consent for the release of information, disclosure is mandated by a court order, or the disclosure is necessary for medical emergency, research, audit, or program evaluation purposes by qualified personnel.
- Federal laws and regulations do not protect any threats to commit a crime or information about a crime committed by a client, whether on program premises or against any program personnel.
- Federal laws and regulations do not protect information related to suspected child abuse or neglect.



- For a comprehensive discussion of the potential uses of "Protected Health Information," please refer to the Notice of Privacy Practices, which is provided at the time of Consent for Treatment and is available on the agency's website at soabt.org.

Notice of Ethical Practices

At the Start of a Better Tomorrow, we are deeply committed to maintaining the highest ethical standards in all aspects of our operations, including administration, business practices, marketing, direct service delivery, and fiscal management. We have established clear policies to ensure the integrity of our organization and to create a culture of transparency and accountability.

Employee Code of Ethics

As employees of Start of a Better Tomorrow, we adhere to the following Code of Ethics:

- **Non-Discrimination:** We pledge not to discriminate against or deny professional services to anyone based on factors such as race, color, creed, age, sex, religion, nationality, or sexual orientation.
- **Conflict of Interest:** We will not use our professional or contractual relationships to advance our personal interests. Our foremost commitment is to act in the best interests of those we serve.
- **Client's Best Interests:** We hold a genuine interest in the well-being of all individuals we serve. Our dedication is to help clients help themselves, always maintaining appropriate boundaries.
- **Confidentiality:** We respect the privacy of all individuals we serve and handle all information obtained during professional service with utmost confidentiality, both in storage and disposal of client records.
- **Professionalism and Confidentiality:** We maintain a professional attitude that upholds confidentiality towards clients, colleagues, applicants, and the organization itself.
- **Post-Termination Confidentiality:** Upon termination, we uphold client and co-worker confidentiality and treat any information acquired about the organization with the same level of confidentiality.
- **Respect for Colleagues:** We respect the rights and viewpoints of our colleagues and treat them with fairness, courtesy, and good faith.
- **Avoidance of Exploitation:** We never exploit the trust of the public or fellow employees. We are vigilant in avoiding relationships that could compromise our professional judgment or be perceived as a conflict of interest.
- **Harassment and Discrimination:** We do not engage in or tolerate any form of harassment or discrimination within the workplace.
- **Competence and Training:** We do not permit fellow employees to present themselves as competent beyond their training and level of experience.
- **Confidentiality of Colleagues:** We uphold the confidences of our colleagues and respect their privacy.
- **Succession Planning:** When transitioning in or out of a professional role, we act with consideration for the interests, character, and reputation of our colleagues.
- **Respect and Cooperation:** We extend respect and cooperation to colleagues from various professions, fostering a collaborative environment.



- **Responsibility for Clients:** We do not assume professional responsibility for the clients of a colleague without appropriate consultation with that colleague.
- **Reporting Ethical Violations:** If we become aware of a colleague's ethical violation, we address it directly with the colleague. If this approach fails, we report the activity to our supervisor.
- **Honest Representation:** We accurately represent our education, training, experience, and competencies related to our profession.
- **Correction of Misrepresentations:** We promptly correct any misleading or inaccurate information and representations made by others about our qualifications or services.
- **Supervisory Honesty:** If serving as a supervisor, we ensure that the qualifications of the individuals we supervise are honestly represented.
- **Public Statements:** We adhere to Start of a Better Tomorrow's policies related to public statements, ensuring our communications align with our organization's values and principles.
- **Commitment to Quality:** We are fully committed to providing the highest quality of service to those who seek our professional assistance.
- **Self-Assessment:** We continually assess our personal strengths, limitations, biases, and effectiveness, seeking opportunities for growth and improvement.
- **Professional Proficiency:** We strive to remain proficient in our professional practice and the performance of our professional duties.
- **Integrity in Document Witnessing:** We do not engage in the practice of witnessing documents for clients, maintaining the highest standards of professional integrity.
- **Limitations of Competence:** We refrain from advising on problems outside the bounds of our competence, seeking assistance when necessary.
- **Addressing Impairment:** We promptly seek assistance for any personal problems or impairments that may affect our professional performance.
- **Fundraising and Gratuities:** We do not engage in personal fundraising activities during company time, and we secure our personal property at all times. We do not accept money or gratuities from clients, although small gifts under \$5 may be accepted.

Organization Code of Ethics

As an organization, Start of a Better Tomorrow will:

- **Transparent Services:** We will not represent services to the public or referring sources that cannot be provided.
- **Fair Employment:** We will handle employees in a fair and consistent manner, fostering an environment of equal opportunity.
- **Sound Fiscal Management:** We will use accepted and standard practices of the accrual accounting method in reporting and maintaining fiscal records and budgets.
- **Honest Marketing:** We will not engage in deceptive practices when marketing our services.
- **Guiding Principle:** We will conduct our business and marketing strategies guided by the principle of "Doing unto others as you would have them do unto you," promoting ethical and respectful conduct.



- At the Start of a Better Tomorrow, we are dedicated to upholding these ethical principles and values in all our endeavors. Violation of this Code of Ethics may result in appropriate actions, including dismissal or other necessary measures, to ensure our ethical standards.
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Notice of Privacy Practices

Start of a Better Tomorrow is committed to safeguarding and respecting the privacy of your medical information. This Notice of Privacy Practices outlines how we utilize and disclose your protected health information, as well as your associated rights. Please review this document carefully.

If you have any questions or concerns about the contents of this notice or wish to address any issues related to it, please contact our Compliance Officer:



Compliance Officer

Cherell Harris, Owner

Phone: 567-249-5511

Email: cherell@soabt.org

Start of a Better Tomorrow reserves the right to modify the privacy practices detailed in this notice to comply with the law. Any changes will apply to all protected health information within our custody. We will make the updated provisions available upon request and post them at each service location.

How Start of a Better Tomorrow May Use or Disclose Your Health Information for Treatment, Payment, and Health Care Operations

- **Treatment:** We will utilize your health information to provide, coordinate, or manage your treatment. This includes recording information from staff members involved in your treatment, which will be shared among Start of a Better Tomorrow team members directly engaged in your care. We may also use your health information to contact you for appointment reminders if you opt to receive them.
- **Payment:** Your health information may be used for billing purposes. A bill may be sent to you or a third-party payer, which may include information identifying you, your diagnosis, and services provided.



- **Health Care Operations:** Start of a Better Tomorrow staff not directly involved in your treatment may use your health record to assess care and outcomes for quality improvement purposes. This information helps us enhance the quality and effectiveness of healthcare and services we offer.

How Start of a Better Tomorrow May Use or Disclose Your Health Information Without Your Written Authorization

While Start of a Better Tomorrow is dedicated to maintaining the confidentiality and security of your health information, there are instances when we must release protected health information without your written consent. Please note that clients receiving substance abuse services may have additional protections under 42 CFR Part II. The following examples do not address these additional protections:

- **As Required by Law:** We may be compelled to disclose your protected health information for law enforcement purposes as mandated by law. For instance, we may disclose this information as part of a child abuse report or in response to a valid court order.
- **Public Health:** Start of a Better Tomorrow may disclose your health information to local, state, or federal public health agencies as required by law to aid in disease prevention, injury prevention, or disability control.
- **Business Associates:** We contract certain services through business associates, such as auditors, attorneys, and subcontractors. These associates may receive your health information to perform specific tasks on our behalf while adhering to the same information privacy and security standards as Start of a Better Tomorrow.
- **Research:** In specific circumstances, and after meeting federal and state requirements, we may disclose your protected health information to support medical research. This process is subject to protocols established by an institutional review board to protect your privacy.
- **Coroners or Medical Examiners:** We are obligated to release your health information to coroners or medical examiners to determine a cause of death.
- **Workers Compensation:** Your protected health information may be disclosed as necessary to comply with laws related to workers' compensation or similar programs established by law.
- **Health Oversight Activities:** We will disclose your health information, as needed, to health agencies authorized by federal and state laws to conduct audits, investigations, licensure reviews, and other activities related to START OF A BETTER TOMORROW oversight by authorized government agencies.
- **Victims of Abuse, Neglect, or Violence:** We may disclose your protected health information, to the extent necessary, to report abuse, neglect, or violence as required by law.
- **Law Enforcement:** We may disclose your protected health information to law enforcement officers or officials when required by law. This could occur if a client commits or is suspected of committing a crime on Start of a Better Tomorrow premises. Additionally, we may release information to avert a serious threat to your or others' health and safety.
- **Judicial and Administrative Proceedings:** We may be compelled by court order to disclose your protected health information in response to a valid court order without your permission, consent, or authorization.

When Start of a Better Tomorrow Is Required to Obtain an Authorization to Use or Disclose Your Health Information

We will not use or disclose your health information without your written authorization, except in the circumstances previously outlined in this document. Psychotherapy notes, marketing, or the sale of your protected health information specifically require your written authorization. If you Start of a Better Tomorrow or its agents to release your information, you may revoke this authorization in writing at any time. Upon revocation, we will cease using or disclosing the information, except for previously authorized actions. Note that we cannot restrict information previously released before receiving your revocation.

Your Health Information Rights & Records Request

You have the right to inspect your health record and receive a copy of your protected health information. You may request this information in electronic form or format, and we will reasonably accommodate this request. Our standard practice is to produce a PDF document saved on a CD. However, this right does not extend to psychotherapy notes, which are not part of our designated record set and are for the personal use of a mental health professional.



Records Request Contact Information

- Start of a Better Tomorrow
- Attention: Medical Records
- 701 Phillips Ave
- Toledo, OH 43612

Request a Correction: You may request corrections to incorrect or incomplete health information. If we find an error in your health record, you have the right to request that it be amended in writing. While we are not obligated to change your health information, if your request is denied, we will provide you with information about the denial process, including how to disagree with it.

Request Restrictions: You can request restrictions on how your health information is used and disclosed. While we are not required to agree to all requests, we must accommodate restrictions on disclosing information to health plans if specific conditions are met:

- The disclosure is to a health plan.
- The disclosure relates to payment or healthcare operations.
- The disclosures are not required by law.
- The disclosure pertains to a healthcare service paid for in full by you or your authorized representative before the procedure.

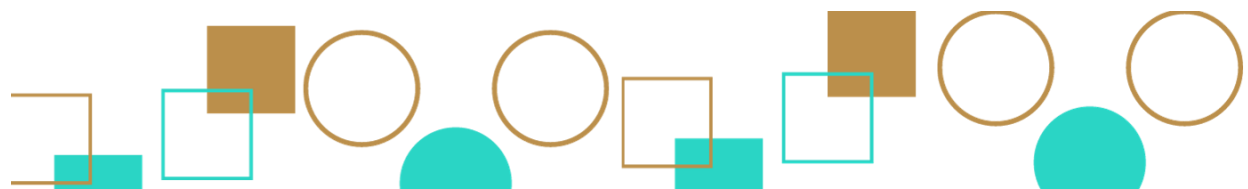
Receive Confidential Communications: You have the right to receive confidential communications of protected health information through alternative means or locations. If the request is reasonable, we must accommodate it. Our standard is determined by industry standards as reasonable.

Receive an Accounting of Disclosures: You can request a list of disclosures of your health information made in compliance with federal and state law. Start of a Better Tomorrow has 60 days to comply with your request, with a potential 30-day extension if agreed upon. We may not charge for the accounting of disclosures more than once per year.

Paper Version of Privacy Notice: You may request a paper version of this Privacy Notice, even if you initially agreed to receive it electronically. You can obtain a paper copy at any Start of a Better Tomorrow service location or our corporate office.

Notification of Breach: Start of a Better Tomorrow is required by law to notify you following a breach of unsecured protected health information.

Revocation of Authorization: You have the right to revoke your authorization to use or disclose health information except to the extent that action has already been taken.





Our Responsibilities

Start of a Better Tomorrow is obliged to:

- Maintain the privacy of your health information.
- Provide you with this notice explaining our legal duties and privacy practices concerning your information.
- Adhere to the terms of this notice.
- Notify you if we are unable to comply with a requested restriction.
- Accommodate reasonable requests regarding the communication of your health information.
- Obtain your written express authorization for disclosures beyond treatment, payment, or healthcare operations.
- We reserve the right to change our practices at any time, with the new provisions applying to all protected health information in our custody. You may request an updated copy of our information use policies at any time. Current copies of this privacy notice will always be posted conspicuously in all our service locations.

We will not use or disclose your protected health information without your authorization except as described in this notice or as otherwise allowed or required by law.

Financial Obligations & Fees

As a courtesy to our patients to verify your mental health benefits with your insurance carrier. To do so, we must obtain a copy of your insurance card and obtain the name, address, and birth date of the subscriber. The information that we receive is not a guarantee of payment. We recommend that you reference your mental health benefits policy or consult your insurance carrier directly with questions regarding benefits and participation.

Medicaid Coverage:

- You have confirmed Medicaid coverage.
- Medicaid clients are not required to pay co-pays.

If Medicaid coverage lapses for any reason, a fee agreement will be necessary. Required documents include:

- Proof of household income (wages, child support, disability, social security).
- Applicable insurance documentation.

Insurance Protocols:

- We aim to help you optimize your insurance benefits.
- Ensure you provide comprehensive insurance information, including designating primary and secondary coverage when engaging our services.
- We'll process and submit your insurance claims if we are recognized as a provider in your plan.
- The insurance contract is between you and your insurer.
- If payment isn't received within 60 days after we've processed your claim, the balance is due, or you can discuss payment alternatives with our office.



Appointments with Minors:

- The parent(s) or guardian accompanying a child to therapy, or psychiatric consultations is financially responsible.
- For insurance billing purposes, we consider 18-year-olds still attending high school as minors.

Patient Commitment & Financial Agreement:

- If at any point the Medicaid Coverage lapses, the service charge is \$75 per individual session. This amount is payable at the time of service unless discussed otherwise with our financial team.
- You'll be accountable for fees not covered by insurance, including deductibles, co-pays, and costs post maximum benefit attainment. Fees from ceased coverage also fall under your responsibility.
- Insurance claims may need specific details for processing. By signing, you permit the necessary information release.
- Accounts unpaid for 90 days and not directly insured to Start of a Better Tomorrow could be escalated to collections.
-

III. PROGRAM INFORMATION

Admission Process

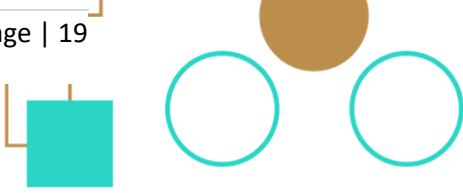
You may have already completed your intake, a meeting when information is gathered so that we can establish you as a patient. Our goal is to provide the most effective care plan based on your individual strengths, needs, abilities, and preferences.

It's important for you to understand that assessing your health, progress towards your goals, your recovery, and your needs is an ongoing process. We encourage you to let us know if something has changed in your life as you continue through treatment since it may require a change in our recommendations. Women need to let their provider know if they are pregnant or breast feeding. It may also be helpful to collect additional information – with your permission or at your request – from family members or other agencies with which you are involved.

Location & Hours of Operations

Corporate Office
701 Philips Ave, Toledo, OH 43612
Email: info@soabt.org
Phone: 567-249-5511

Services are delivered Monday through Friday as well as evenings and weekends as arranged. Normal office hours are Monday through Friday 9:00 a.m. to 7:00 p.m.



Start of a Better Tomorrow also observes all federal holidays and as a result will be closed on:

- New Year's Day
- Martin Luther King's Birthday
- Washington's Birthday
- Memorial Day
- Juneteenth National Independence Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans' Day
- Thanksgiving Day
- Christmas Day

Start of a Better Tomorrow provides ongoing training for its staff to better serve you. As a result, there may be days throughout the year when we may be closed because of in-service days. Appointments will not be scheduled on these days, and we will post a notice of any anticipated in-service days.

After Hours Information

If there is an EMERGENCY, call 9-1-1 or go to the nearest Hospital with an Emergency Room. For non-emergency after-hour care 567-249-551.1

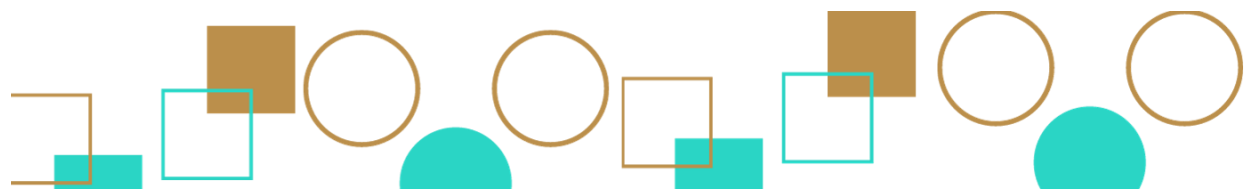
If there is an urgent need to contact your therapist or during the hours that we are closed, you may call XXX for assistance. If this is not an urgent need, you may also leave a message at our office, and we will get back to you on the next business day.

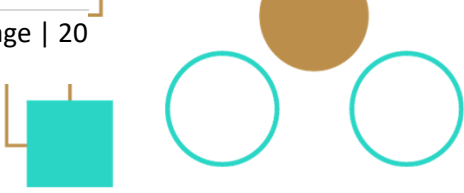
Missed Appointments

- Missing or canceling three consecutive appointments without a 24-hour notice or three times within a calendar year will prompt a review by your treatment team regarding service continuation.
- Reapplications after discharge require reevaluation, including assessing treatment commitment.
- Acts of aggression, missing scheduled sessions, or substance misuse during substance-focused treatments may lead to service discontinuation at Start of a Better Tomorrow.

Outpatient Services

Our outpatient services encompass a wide range of essential areas, including Diagnostic Services, Case Management Services, Counseling, Day Treatment, and Psychotherapy Services.





Admission Criteria

Our outpatient services are available to children, adolescents, and adults who are experiencing various emotional, psychological, behavioral, developmental, and social challenges that hinder them from realizing their full potential. To be eligible for our services, clients must meet the diagnostic criteria outlined in the DSM-5. For individuals with a developmental disability diagnosis, an additional mental health diagnosis is required.

Diagnostic Services

This service is designed to provide comprehensive assessments and testing, along with the formulation of appropriate recommendations.

Case Management Program

Our Case Management Program is staffed by dedicated professionals who specialize in case coordination. This program involves assisting clients in the development of treatment plans, collaboratively working on achievable goals, and facilitating connections to other available and suitable community resources.

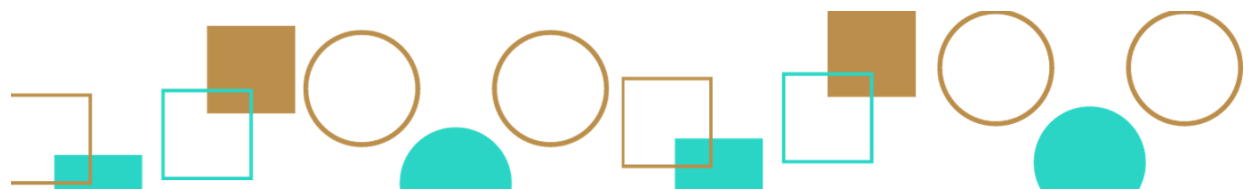


Psychotherapy Services

Individual Psychotherapy, a crucial component of our services, is delivered by our highly trained and licensed clinical staff. These sessions are conducted in private, confidential settings and are tailored to meet the unique needs of each client. Our psychotherapy services may also include in-home counseling and specialized group counseling when deemed beneficial for the individual's therapeutic journey.

Day Treatment Services

In addition to our comprehensive outpatient offerings, we also provide Day Treatment Services to cater to the specific needs of clients requiring a more intensive level of care and support. This program is ideal for individuals who require structured daily interventions to address their emotional, psychological, behavioral, developmental, and social challenges.





Integrated Care Plan

An Integrated Care Plan (ICP) is a document that guides services and identifies which services the person receives. It is a mutual effort between the ISBH provider, and the person served that identifies wishes, desires and goals and includes the assessment results. The ICP is developed to identify obstacles or mental health symptoms that stand in the way of the person's optimal functioning and the attainment of their goals.

The ICP shall be developed within the first four sessions or within 30 days of the person's initial assessment. Each staff member providing services shall participate in the ICP development with the consent of the person served. If appropriate, other mental health providers and social supports shall be invited to participate in ICP development. For minors receiving services, the ICP shall reflect attention to the needs of children including, but not limited to development, family, school and social-recreational issues and interagency coordination. For persons with multiple service needs, the ICP shall reflect consideration of the entire range of issues related to the person's life circumstances that directly affect the person's ability to respond to treatment.

The ICP is a dynamic and changing document that is based upon ongoing assessment of the person's functioning and needs. It may be updated at any time and will be formally reviewed every 90 days unless the client is participating in Day Treatment or Intensive Outpatient Services. ICP for participants in those programs will have updated ICPs every 30 days. Annual ICPs are completed for people receiving Behavioral Medicine services.

Discharge and Transition Planning

All services offered are designed to be time-limited, with discharge occurring once the goals outlined in the Individualized Care Plan (ICP) are achieved, and the client can sustain their progress and recovery. Ideally, the decision to conclude services is mutual, with both the client and ISBH provider agreeing on the termination of services. This "closure" happens when it is determined that the client's symptoms have improved, and the client possesses the necessary support and knowledge to maintain their well-being without professional care. Alternatively, there may be instances when the client, legal guardian, or representative requests the discontinuation of services, and they have the right to do so at any time.

Throughout the course of ISBH services, the client may identify additional needs that require further assistance and support. These additional requirements will be incorporated into a revised ICP. ISBH is committed to collaborating with the client to provide, refer, and connect them with the appropriate care as needed. Internal referrals for counseling or psychiatric services can be initiated by the ISBH provider



upon request, using the provided clinical record form. The ISBH provider will notify the relevant staff that the referral form has been completed to facilitate further services for the client.

Upon discharge, the ISBH provider will work closely with the client to address any concerns related to the "continuity of care." A discharge summary will be prepared, reflecting the client's progress and strengths. This summary may include referrals, identified resources and supports, and recommendations for ongoing activities to sustain recovery.

In cases where clients drop out or withdraw from ISBH services without prior notification, efforts will be made, when appropriate, to follow up with them to ensure their well-being and address any unmet needs.

Roles, Responsibilities, & Expectations

At the onset of their journey with us, clients engage in a vital conversation where we establish mutual expectations, laying down essential guidelines for visits in various settings, including the client's home, community, and our office. These expectations encompass but are not restricted to the following:

- **Active Participation:** Clients are expected to actively engage in their treatment process.
- **Confidentiality:** Clients should maintain the confidentiality of their sessions and avoid discussing sensitive matters with others outside the therapeutic context.
- **Honesty:** Throughout their treatment, clients are encouraged to be honest and forthright in their interactions.
- **Refrain from Substance Use:** Clients are expected to abstain from smoking cigarettes, using drugs, or consuming alcohol during their sessions.
- **Minimize Distractions:** To maintain a focused therapeutic environment, clients should limit the presence of visitors and distractions during each session.
- **Technology Etiquette:** The use of cell phones, TVs, or radios during sessions should be avoided to maximize the therapeutic impact.
- **Pet Safety:** Prior to staff arrival at the client's home, any pets should be placed in a secure area to ensure their safety.
- **Communication of Safety Concerns:** Clients should promptly inform their therapist or TBS (Therapeutic Behavioral Services) of any unsafe conditions, such as recent violence or infestations. If necessary, sessions may be rescheduled or relocated to a community setting.
- **Firearm Safety:** Firearms should be securely stored during sessions.
- **Provide a Comfortable Space:** Clients are responsible for ensuring that the therapist or TBS has a clean and suitable place to sit during the session.
- **Appropriate Dress Code:** All household members should be dressed appropriately during the session.
- **Punctuality:** Timeliness for appointments is essential to make the most of the allotted session time.
- **Cancellation Policy:** Clients must provide at least 48 hours' notice when canceling an appointment; otherwise, it will be considered a no-show. Two no-show appointments within a 90-day period may lead to case closure and a referral to seek services elsewhere.



Role of Family, Support Team, and Providers

A Start of a Better Tomorrow promotes the active involvement of families in their loved ones' treatment and support. With the patient's consent, we strongly encourage family participation to enhance the overall therapeutic experience.

IV. HEALTH AND SAFETY

Important and Emergency Numbers

Emergency Services

Emergency: 911

Non-Emergency Police: (419) 245-3340

Health and Crisis Hotlines

National Suicide Prevention Lifeline: 1-800-273-TALK (1-800-273-8255)

Domestic Violence Hotline: 1-800-799-SAFE (1-800-799-7233)

Human Trafficking Hotline: 1-888-373-7888

Ohio Crisis Text Line: Text "4HOPE" to 741741

Rape Crisis Intervention: (419) 705-0619

Child Safety and Family Services

Lucas County Children Services: (419) 213-3200

Child Abuse Hotline: 1-855-642-4453

Kids Safety Belts Program: (419) 213-5155

Substance Abuse and Mental Health Services

Ohio Substance Abuse and Mental Health Helpline: 1-877-275-6364

Tobacco Cessation Helpline: 1-800-QUIT-NOW (1-800-784-8669)

Emergency Shelter and Housing Services

Emergency Homeless Shelter (Family House): (419) 242-5505

YWCA Domestic Violence Shelter: (419) 241-7386

Toledo Lucas County Homelessness Hotline: 2-1-1

Legal and Advocacy Services

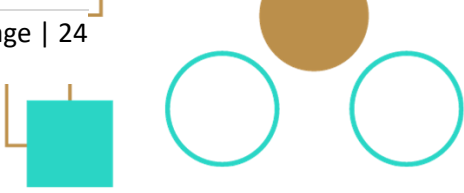
Legal Aid of Western Ohio: (419) 724-0030

Ohio Crime Victim Justice Center: 1-888-288-2873

Medical Services and Poison Control

Lucas County Health Department: (419) 213-4100

Poison Control Center: 1-800-222-1222



Utilities and Housing Assistance

Emergency Energy Assistance (HEAP): (419) 242-7411
Lucas County Department of Job & Family Services: (419) 213-8800

Veterans Services

Lucas County Veterans Service Commission: (419) 213-6090
National Veterans Crisis Line: 1-800-273-8255 (Press 1)

National Hotlines

National Child Abuse Hotline: 1-800-4-A-CHILD (1-800-422-4453)

National Runaway Safeline: 1-800-RUNAWAY (1-800-786-2929)
National Domestic Violence Hotline: 1-800-799-SAFE (1-800-799-7233)
National Human Trafficking Hotline: 1-888-373-7888
National Sexual Assault Hotline: 1-800-656-HOPE (1-800-656-4673)
National Parent Helpline: 1-855-427-2736

Transportation Services

Toledo Area Regional Transit Authority (TARTA): (419) 243-RIDE (419-243-7433)
Medicaid Transportation Helpline: 1-800-324-8680

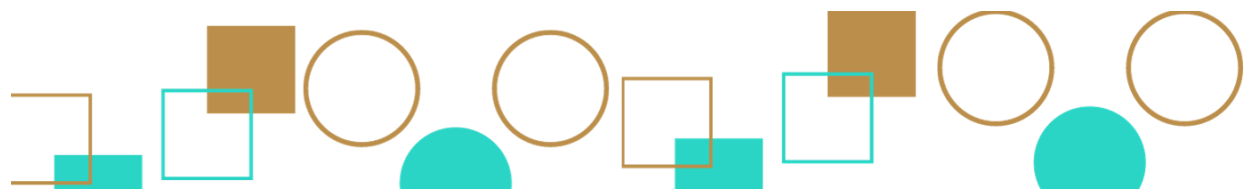
Client Safety

At Start of a Better Tomorrow, ensuring the safety and well-being of our clients is our paramount concern. We have established comprehensive measures to create a secure environment for everyone we serve.



Emergency Procedures

Safety is a top priority in all our facilities. We have installed multiple well-lit exit signs throughout our buildings, and you will find fire extinguishers conveniently located in hallways. Additionally, first aid kits are readily available in case of emergencies. During any emergency or drill, we kindly request that you follow the directions provided by our staff members. If you have any questions or require assistance, please don't hesitate to approach our front desk or call our office.





Tobacco-Free Environment

Start of a Better Tomorrow's is committed to maintaining a tobacco-free work environment for the safety and well-being of all employees and clients. Smoking or tobacco use is strictly prohibited inside our offices and agency vehicles. Designated smoking areas are provided on our premises to accommodate those who wish to smoke.

Substance Use Policy

Our policy regarding substance use, both licit and illicit, is stringent. Clients and employees are strictly prohibited from sharing any prescription or non-prescription medications, as well as illegal drugs, with other clients or staff members. Clients may not receive services while under the influence of mood-altering substances. If a violation of this policy is discovered, the individual responsible, whether a client or staff member, may be asked to leave the premises. A report will be filed with either the counselor or supervisor, depending on the violator's status. If the person refuses to leave upon request, law enforcement may be called to assist. Violations of this policy may lead to involuntary termination for staff and involuntary discharge for clients.

Violations and Re-Admittance

Clients who violate our substance use policy will be asked to leave the program immediately and may face involuntary termination. In cases involving illegal substances, clients or staff members may be reported to the appropriate law enforcement authorities. Re-admittance to the program will be considered when it is believed that client safety and treatment are no longer compromised.

Aggressive Client Policy

Our aggressive client policy emphasizes that any clients who threaten, harass, verbally abuse, or become physically aggressive toward other clients or staff members may be involuntarily discharged from our program to maintain a safe environment for all.

Weapon Control Policy

To ensure the safety of our clients and staff, no individual, unless they are a law enforcement officer or court official, shall knowingly possess, control, or bring a deadly weapon or dangerous ordinance onto the premises of Start of a Better Tomorrow or while traveling with staff or other clients within the agency. In the event that a person, whether a client or staff member, is found to have a weapon on the premises, they will be asked to remove the weapon to their vehicle or leave the premises immediately. Refusal to comply may result in law enforcement intervention. Staff members suspected of violating this policy may be placed on immediate administrative leave and may face termination from the agency.

Non-Punitive Approach

It is the firm policy of Start of a Better Tomorrow not to employ negative sanctions towards clients, except in cases related to the cancel/no-show policy and safety concerns. We believe in maintaining a supportive and non-punitive environment while prioritizing safety and well-being.

At Start of a Better Tomorrow our commitment to client safety is unwavering, and we continuously strive to provide a secure and respectful atmosphere for all those in our care.

Disease Control and Prevention Resources

Tuberculosis: General Information

What is TB?

Tuberculosis (TB) is a disease caused by germs that are spread from person to person through the air. TB usually affects the lungs, but it can also affect other parts of the body, such as the brain, the kidneys, or the spine. A person with TB can die if they do not get treatment.

What are the Symptoms of TB?

The general symptoms of TB disease include feelings of sickness or weakness, weight loss, fever, and night sweats. The symptoms of TB disease of the lungs also include coughing, chest pain, and the coughing up of blood. Symptoms of TB disease in other parts of the body depend on the area affected.

How is TB Spread?

TB germs are put into the air when a person with TB disease of the lungs or throat coughs, sneezes, speaks, or sings. These germs can stay in the air for several hours, depending on the environment. Persons who breathe in the air containing these TB germs can become infected; this is called latent TB infection.

What is the Difference Between Latent TB Infection and TB Disease?

People with latent TB infection have TB germs in their bodies, but they are not sick because the germs are not active. These people do not have symptoms of TB disease, and they cannot spread the germs to others. However, they may develop TB disease in the future. They are often prescribed treatment to prevent them from developing TB disease.

People with TB disease are sick from TB germs that are active, meaning that they are multiplying and destroying tissue in their body. They usually have

symptoms of TB disease. People with TB disease of the lungs or throat are capable of spreading germs to others. They are prescribed drugs that can treat TB disease.

What Should I Do if I Have Spent Time with Someone with Latent TB Infection?

A person with latent TB infection cannot spread germs to other people. You do not need to be tested if you have spent time with someone with latent TB infection. However, if you have spent time with someone with TB disease or someone with symptoms of TB, you should be tested.

What Should I Do if I Have Been Exposed to Someone with TB Disease?

People with TB disease are most likely to spread the germs to people they spend time with every day, such as family members or coworkers. If you have been around someone who has TB disease, you should go to your doctor or your local health department for tests.

How Do You Get Tested for TB?

There are tests that can be used to help detect TB infection: a skin test or TB blood tests. The Mantoux tuberculin skin test is performed by injecting a small amount of fluid (called tuberculin) into the skin in the lower part of the arm. A person given the tuberculin skin test must return within 48 to 72 hours to have a trained health care worker look for a reaction on the arm. The TB blood tests measures how the patient's immune system reacts to the germs that cause TB.

(Page 1 of 2)

National Center for HIV/AIDS, Viral Hepatitis, STD, and TB Prevention
Division of Tuberculosis Elimination



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What Does a Positive Test for TB Infection Mean?

A positive test for TB infection only tells that a person has been infected with TB germs. It does not tell whether or not the person has progressed to TB disease. Other tests, such as a chest x-ray and a sample of sputum, are needed to see whether the person has TB disease.

What Is Bacille Calmette–Guèrin (BCG)?

BCG is a vaccine for TB disease. BCG is used in many countries, but it is not generally recommended in the United States. BCG vaccination does not completely prevent people from getting TB. It may also cause a false positive tuberculin skin test. However, persons who have been vaccinated with BCG can be given a tuberculin skin test or TB blood test.

Why is Latent TB Infection Treated?

If you have latent TB infection but not TB disease, your doctor may want you to take a drug to kill the TB germs and prevent you from developing TB disease. The decision about taking treatment for latent infection will be based on your chances of developing TB disease. Some people are more likely than others to develop TB disease once they have TB infection. This includes people with HIV infection, people who were recently exposed to someone with TB disease, and people with certain medical conditions.

How is TB Disease Treated?

TB disease can be treated by taking several drugs for 6 to 12 months. It is very important that people who have TB disease finish the medicine, and take the drugs exactly as prescribed. If they stop taking the drugs too soon, they can become sick again; if they do not take the drugs correctly, the germs that are still alive may become resistant to those drugs. TB that is resistant to drugs is harder and more expensive to treat. In some situations, staff of the local health department meet regularly with patients who have TB to watch them take their medications. This is called directly observed therapy (DOT). DOT helps the patient complete treatment in the least amount of time.

Additional Information

CDC. Questions and Answers About TB
<http://www.cdc.gov/tb/publications/faqs/default.htm>

<http://www.cdc.gov/tb>

Hepatitis B: General Information

What is hepatitis?

"Hepatitis" means inflammation of the liver. The liver is a vital organ that processes nutrients, filters the blood, and fights infections. When the liver is inflamed or damaged, its function can be affected. Heavy alcohol use, toxins, some medications, and certain medical conditions can cause hepatitis. However, hepatitis is most often caused by a virus. In the United States, the most common types of viral hepatitis are Hepatitis A, Hepatitis B, and Hepatitis C.



The only way to know if you have Hepatitis B is to get tested.

What is Hepatitis B?

Hepatitis B can be a serious liver disease that results from infection with the Hepatitis B virus. **Acute Hepatitis B** refers to a short-term infection that occurs within the first 6 months after someone is infected with the virus. The infection can range in severity from a mild illness with few or no symptoms to a serious condition requiring hospitalization. Some people, especially adults, are able to clear, or get rid of, the virus without treatment. People who clear the virus become immune and cannot get infected with the Hepatitis B virus again.

Chronic Hepatitis B refers to a lifelong infection with the Hepatitis B virus. The likelihood that a person develops a chronic infection depends on the age at which someone becomes infected. Up to 90% of infants infected with the Hepatitis B virus will develop a chronic infection. In contrast, about 5% of adults will develop chronic Hepatitis B. Over time, chronic Hepatitis B can cause serious health problems, including liver damage, cirrhosis, liver cancer, and even death.

How is Hepatitis B spread?

The Hepatitis B virus is spread when blood, semen, or other body fluids from an infected person enters the body of someone who is not infected. The virus can be spread through:

- **Sex with an infected person.** Among adults, Hepatitis B is often spread through sexual contact.
- **Injection drug use.** Sharing needles, syringes, and any other equipment to inject drugs with someone infected with Hepatitis B can spread the virus.
- **Outbreaks.** While uncommon, poor infection control has resulted in outbreaks of Hepatitis B in healthcare settings.
- **Birth.** Hepatitis B can be passed from an infected mother to her baby at birth. Worldwide, most people with Hepatitis B were infected with the virus as an infant.

Hepatitis B is **not** spread through breastfeeding, sharing eating utensils, hugging, kissing, holding hands, coughing, or sneezing. Unlike some forms of hepatitis, Hepatitis B is also not spread by contaminated food or water.

What are the symptoms of Hepatitis B?

Many people with Hepatitis B do not have symptoms and do not know they are infected. If symptoms occur, they can include: fever, feeling tired, not wanting to eat, upset stomach, throwing up, dark urine, grey-colored stool, joint pain, and yellow skin and eyes.

When do symptoms occur?

If symptoms occur with an acute infection, they usually appear within 3 months of exposure and can last up to 6 months. If symptoms occur with chronic Hepatitis B, they can take years to develop and can be a sign of advanced liver disease.

Continued on next page



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

How would you know if you have Hepatitis B?

The only way to know if you have Hepatitis B is to get tested. Blood tests can determine if a person has been infected and cleared the virus, is currently infected, or has never been infected.

Who should get tested for Hepatitis B and why?

CDC develops recommendations for testing based upon a variety of different factors. Here is a list of people who should get tested. The results will help determine the next best steps for vaccination or medical care.

All pregnant women are routinely tested for Hepatitis B. If a woman has Hepatitis B, timely vaccination can help prevent the spread of the virus to her baby.

Household and sexual contacts of people with Hepatitis B are at risk for getting Hepatitis B. Those who have never had Hepatitis B can benefit from vaccination.

People born in certain parts of the world that have increased rates of Hepatitis B. Testing helps identify those who are infected so that they can receive timely medical care.

People with certain medical conditions should be tested, and get vaccinated if needed. This includes people with HIV infection, people who receive chemotherapy and people on hemodialysis.

People who inject drugs are at increased risk for Hepatitis B but testing can tell if someone is infected or could benefit from vaccination to prevent getting infected with the virus.

Men who have sex with men have higher rates of Hepatitis B. Testing can identify unknown infections or let a person know that they can benefit from vaccination.

How is Hepatitis B treated?

For those with acute Hepatitis B, doctors usually recommend rest, adequate nutrition, fluids, and close medical monitoring. Some people may need to be hospitalized. People living with chronic Hepatitis B should be evaluated for liver problems and monitored on a regular basis. Treatments are available that can slow down or prevent the effects of liver disease.

Can Hepatitis B be prevented?

Yes. The best way to prevent Hepatitis B is by getting vaccinated. The Hepatitis B vaccine is typically given as a series of 3 shots over a period of 6 months. The entire series is needed for long-term protection.

Who should get vaccinated against Hepatitis B?

All infants are routinely vaccinated for Hepatitis B at birth, which has led to dramatic declines of new Hepatitis B cases in the US and many parts of the world. The vaccine is also recommended for people living with someone infected with Hepatitis B, travelers to certain countries, and healthcare and public safety workers exposed to blood. People with high-risk sexual behaviors, men who have sex with men, people who inject drugs, and people who have certain medical conditions, including diabetes, should talk to their doctor about getting vaccinated.

For more information

Talk to your doctor, call your health department, or visit www.cdc.gov/hepatitis.

Hepatitis C: General Information

What is hepatitis?

Hepatitis means inflammation of the liver. The liver is a vital organ that processes nutrients, filters the blood, and fights infections. When the liver is inflamed or damaged, its function can be affected. Heavy alcohol use, toxins, some medications, and certain medical conditions can cause hepatitis.

Hepatitis is most often caused by a virus. In the United States, the most common types of viral hepatitis are hepatitis A, hepatitis B, and hepatitis C. Although all types of viral hepatitis can cause similar symptoms, they are spread in different ways, have different treatments, and some are more serious than others.

All adults, pregnant women, and people with risk factors should get tested for hepatitis C.

Hepatitis C

Hepatitis C is a liver disease caused by the hepatitis C virus. When someone is first infected with the hepatitis C virus, they can have a very mild illness with few or no symptoms or a serious condition requiring hospitalization. For reasons that are not known, less than half of people who get hepatitis C are able to clear, or get rid of, the virus without treatment in the first 6 months after infection.

Most people who get infected will develop a chronic, or lifelong, infection. Left untreated, chronic hepatitis C can cause serious health problems including liver disease, liver failure, liver cancer, and even death.



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

How is hepatitis C spread?

The hepatitis C virus is usually spread when someone comes into contact with blood from an infected person. This can happen through:

- ➔ **Sharing drug-injection equipment.** Today, most people become infected with hepatitis C by sharing needles, syringes, or any other equipment used to prepare and inject drugs.
- ➔ **Birth.** Approximately 6% of infants born to infected mothers will get hepatitis C.
- ➔ **Healthcare exposures.** Although uncommon, people can become infected when healthcare professionals do not follow the proper steps needed to prevent the spread of bloodborne infections.
- ➔ **Sex with an infected person.** While uncommon, hepatitis C can spread during sex, though it has been reported more often among men who have sex with men.
- ➔ **Unregulated tattoos or body piercings.** Hepatitis C can spread when getting tattoos or body piercings in unlicensed facilities, informal settings, or with non-sterile instruments.
- ➔ **Sharing personal items.** People can get infected from sharing glucose monitors, razors, nail clippers, toothbrushes, and other items that may have come into contact with infected blood, even in amounts too small to see.
- ➔ **Blood transfusions and organ transplants.** Before widespread screening of the blood supply in 1992, hepatitis C was also spread through blood transfusions and organ transplants.

Symptoms

Many people with hepatitis C do not have symptoms and do not know they are infected. If symptoms occur, they can include: yellow skin or eyes, not wanting to eat, upset stomach, throwing up, stomach pain, fever, dark urine, light-colored stool, joint pain, and feeling tired. If symptoms occur with a new infection, they usually appear within 2 to 12 weeks, but can take up to 6 months to develop.

People with chronic hepatitis C can live for years without symptoms or feeling sick. When symptoms appear with chronic hepatitis C, they often are a sign of advanced liver disease.

People can live with hepatitis C without symptoms or feeling sick.

Getting tested is the only way to know if you have hepatitis C.

A blood test called a hepatitis C antibody test can tell if you have been infected with the hepatitis C virus—either recently or in the past. If you have a positive antibody test, another blood test is needed to tell if you are still infected or if you were infected in the past and cleared the virus on your own.

CDC recommends you get tested for hepatitis C if you:

- Are 18 years of age and older
- Are pregnant (get tested during each pregnancy)
- Currently inject drugs (get tested regularly)
- Have ever injected drugs, even if it was just once or many years ago
- Have HIV
- Have abnormal liver tests or liver disease
- Are on hemodialysis
- Received donated blood or organs before July 1992
- Received clotting factor concentrates before 1987
- Have been exposed to blood from a person who has hepatitis C
- Were born to a mother with hepatitis C

Hepatitis C can be cured.

Getting tested for hepatitis C is important to find out if you are infected and get lifesaving treatment. Treatments are available that can cure most people with hepatitis C in 8 to 12 weeks.



Hepatitis C can be prevented.

Although there is no vaccine to prevent hepatitis C, there are ways to reduce the risk of becoming infected.

- Avoid sharing or reusing needles, syringes or any other equipment used to prepare and inject drugs, steroids, hormones, or other substances.
- Do not use personal items that may have come into contact with an infected person's blood, even in amounts too small to see, such as glucose monitors, razors, nail clippers, or toothbrushes.
- Do not get tattoos or body piercings from an unlicensed facility or in an informal setting.



www.cdc.gov/hepatitis

April 2020

HIV/AIDs: General Information

What is HIV?

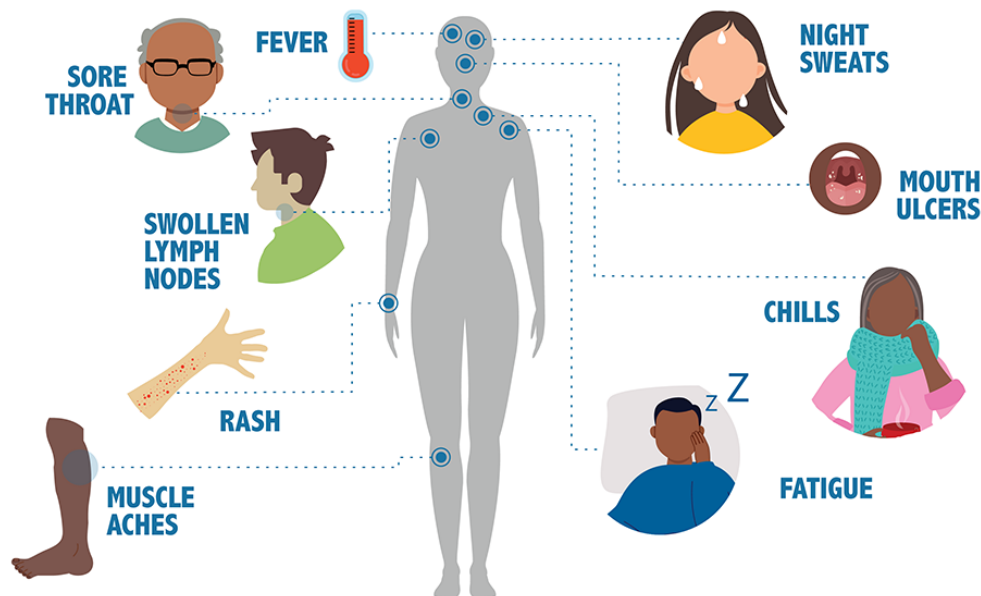
- HIV (human immunodeficiency virus) is a virus that attacks the body's immune system. If HIV is not treated, it can lead to AIDS (acquired immunodeficiency syndrome).
- There is currently no effective cure. Once people get HIV, they have it for life.
- But with proper medical care, HIV can be controlled. People with HIV who get effective HIV treatment can live long, healthy lives and protect their partners.

Where did HIV come from?

- HIV infection in humans came from a type of chimpanzee in Central Africa. Studies show that HIV may have jumped from chimpanzees to humans as far back as the late 1800s.
- The chimpanzee version of the virus is called simian immunodeficiency virus. It was probably passed to humans when humans hunted these chimpanzees for meat and came in contact with their infected blood.
- Over decades, HIV slowly spread across Africa and later into other parts of the world. The virus has existed in the United States since at least the mid to late 1970s.

Are there symptoms?

- For many, yes. Most people have flu-like symptoms within 2 to 4 weeks after infection. Symptoms may last for a few days or several weeks.
- Having these symptoms alone doesn't mean you have HIV. Other illnesses can cause similar symptoms.
- Some people have no symptoms at all. The only way to know if you have HIV is to get tested.

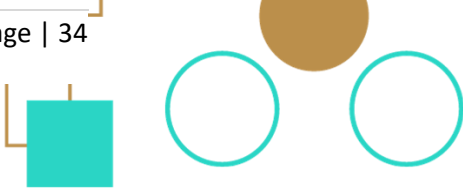


What are the stages of HIV?

When people with HIV don't get treatment, they typically progress through three stages. But HIV treatment can slow or prevent progression of the disease. With advances in HIV treatment, progression to Stage 3 (AIDS) is less common today than in the early years of HIV.

1	2	3
ACUTE HIV	CHRONIC HIV	AIDS
flu-like symptoms that occur days to weeks after contracting HIV	also known as the latent or asymptomatic stage; can last for several years	occurs when CD4 cell count falls below 200 cells/mm ³ ; makes a person vulnerable to opportunistic infections and AIDS-defining conditions

Source: <https://www.cdc.gov/hiv/basics/whatishiv.html>



V. CLIENT HANDBOOK ACKNOWLEDGMENT

I, [Client or Parent/Guardian Full Name], acknowledge that I have received and reviewed a copy of the Client Handbook from Start of a Better Tomorrow, an agency in compliance with the Ohio Department of Medicaid and Ohio Department of Mental Health and Addiction Services. I understand that this handbook contains important information regarding the agency's policies, procedures, and guidelines.

I attest that I have read and understood the contents of the Client Handbook, which includes the following sections:

I. Agency Introduction

- Foundations of Our Treatment Philosophy
- Comprehensive Assessment and Care
- Clearly Defined Treatment Goals
- Client-Centered Planning and Communication
- The Role of the Therapeutic Relationship
- Equitable Access and Minimal Intrusion
- Client and Community Feedback
- About Start of a Better Tomorrow

II. Client Policies & Procedures

- Client Rights Policy
- Client Grievance Policy
- HIPAA Compliance Statement
- Confidentiality of alcohol and other drug client records (42 CFR Part 2)
- Notice of Ethical Practices
- Notice of Privacy Practices
- Your Health Information Rights & Records Request
- Financial Obligations & Fees

III. Program Information

- Location & Hours of Operations
- After Hours Information
- Missed Appointments
- Outpatient Services
- Integrated Care Plan
- Discharge and Transition Planning
- Roles, Responsibilities, & Expectations

IV. Health and Safety

- Important and Emergency Numbers
- Client Safety
- Disease Control and Prevention Resources: Tuberculosis, Hepatitis B, Hepatitis C, and HIV/AIDS
- General Information

I am aware that it is my responsibility to abide by the policies and guidelines outlined in this handbook throughout my engagement with Start of a Better Tomorrow. If I have any questions or require clarification regarding any aspect of the handbook, I will reach out to the agency for further information.

Client's Full Name: _____

Client's (or Parent/Guardian) Signature: _____

Date: _____

