

CONSUMER HANDBOOK



THE CARROUSEL THERAPY CENTER CORPORATION CONSUMER HANDBOOK HAS INFORMATION ON:

- Definitions
- Be Engage
- Consumer Rights and Responsibilities
- CARROUSEL THERAPY CENTER Rights and Responsibilities
- Confidentiality and Release of or Request for Information
- Notice of Privacy Practices
- How to Plan and Receive Services
- Grievance Procedure
- Quality Improvement and Clients Satisfaction
- Important phone numbers

The Acknowledgement of Receipt of CARROUSEL THERAPY CENTER Consumer Handbook form is to be filed in the consumer's record to document receipt of the above information.

DEFINITIONS

Consumer is the person receiving services.

Appointment is the time that CARROUSEL THERAPY CENTER has set aside to provide services to you.

Confidentiality is the personal information that needs to be kept private, not discussed, or shared with others in any way.

Informed consent means that you or your legal guardian will know exactly what you are agreeing to do.

Implied consent is the consent that is implied either by the words or the behavior of the client or by the circumstances under which service is given. For example, where a client arranges an appointment, attends that appointment, and participates in service, consent can generally be implied.

Confidential information includes drug, alcohol, and/or mental health information about you.

Service Plan and Treatment Plan is the activities and tasks that you, your family and the CARROUSEL THERAPY CENTER worker agree must be done to reach your goals.

BE ENGAGE

CARROUSEL THERAPY CENTER has committed staff and resources to help you achieve the goals that you set for you and/or your family. Your desire to reach the goals you have set is the key to success. Be honest about what you want to do and the things that prevent success. This is a time to fully use the helpful CARROUSEL THERAPY CENTER to make the changes in your life.

You must avoid actions that are not good for your health or the health of others. Things like drugs, alcohol and violence are not good for your health or those around you. At CARROUSEL THERAPY CENTER we care about you, as well as our staff.

CONSUMER RIGHTS & RESPONSIBILITIES

At CARROUSEL THERAPY CENTER, you are protected by certain rights and have responsibilities that support the services you receive. Individuals receiving service at CARROUSEL THERAPY CENTER encourages individuals to participate fully and to have complete access to its services, employment, governance structures and volunteer opportunities. It shall make every effort to see that its structure, policies, and systems reflect all aspects of the total community and to promote equal access to all. To this end, CARROUSEL THERAPY CENTER strives to ensure that: have both rights and responsibilities. Clients and participants will be educated about their rights and responsibilities in a variety of ways, posters in service locations, in written handbook, by staff through the intake and assessment process.

YOUR RIGHTS...

- Receive high-quality service.
- Be treated with respect and courtesy.
- Have your information kept private and confidential except as described in CARROUSEL THERAPY CENTER Handbook.
- Be listened to and have staff work with you to plan to address your concerns and needs.
- Receive service in offices that are safe, clean, and accessible.
- Get information and support to help you make decisions to improve your situation.
- Be served without discrimination.
- Discuss your service with staff to identify if it is working for you and express any questions or complaints that you may have.
- Request a change of staff member if there is another staff person available who can address your issues and your request is reasonable -- you should know that discriminatory requests will not be considered.

YOUR RESPONSIBILITY...

- Is mandatory to wear a Mask to enter the CARROUSEL THERAPY CENTER Building
- Treat the staff and others at CARROUSEL THERAPY CENTER with courtesy and respect.
- Let CARROUSEL THERAPY CENTER know in advance if you cannot meet for an appointment.
- Be honest in giving information that is requested by CARROUSEL THERAPY CENTER.
- Comply with all CARROUSEL THERAPY CENTER rules, policies, and requests.

- Work towards Service Plan goals.

Please read and discuss these Consumer Rights and Responsibilities with a CARROUSEL THERAPY CENTER worker and take this time to ask questions. When you are satisfied that you understand your rights and responsibilities, please sign the receipt form offered by the CARROUSEL THERAPY CENTER worker to indicate you have received the CARROUSEL THERAPY CENTER Consumer Handbook.

CARROUSEL THERAPY CENTER RIGHTS & RESPONSIBILITIES

- CARROUSEL THERAPY CENTER has the right to serve you according to staff and program availability, and to set up a waiting list when people needing services are more than program capacity.
- CARROUSEL THERAPY CENTER may provide you with information about other agencies that provide similar services if our programs are full.
- CARROUSEL THERAPY CENTER has the right to deny services, whether short or long term, to anyone who threatens the health or well-being of others or who does not meet his/her obligations to CARROUSEL THERAPY CENTER.
- CARROUSEL THERAPY CENTER will offer high quality services and schedule appointments and activities that are helpful to you. Our services will be as easy to get to and convenient as possible.
- CARROUSEL THERAPY CENTER is responsible for protecting your privacy/confidentiality except when required by law if abuse and/or neglect are suspected.
- CARROUSEL THERAPY CENTER is responsible for obtaining your ideas and help in setting up and carrying out your treatment plan.
- CARROUSEL THERAPY CENTER is responsible for hiring qualified staff.
- CARROUSEL THERAPY CENTER is provided in safe and clean buildings.
- CARROUSEL THERAPY CENTER staff is required by law to report suspicion of child abuse or elder abuse.
- If CARROUSEL THERAPY CENTER staff considers someone receiving services as an immediate danger to their selves or others, the staff member procedure is:
 - Consult with program supervisor and/or mental health professional.
 - Notify the individual who is believed to be in immediate danger or their family; or notify the consumer's family that the consumer may be a danger to himself/herself.
 - Notify the appropriate law enforcement personnel unless, in the judgment of the staff member and their supervisor, the situation has been resolved without such notification.
 - Disclosed information needed to resolve the dangerous situation.
 - Document the situation as an incident.

The Privacy Officer for CARROUSEL THERAPY CENTER is Dalis M. Rivera who can be contacted (407) 910-2941 X 171.

If you believe that your privacy rights have been violated, or if you are dissatisfied with our privacy practices, you may file a complaint either with us or with the federal government. CARROUSEL THERAPY CENTER will not take any action against you or change our treatment of you if you file a complaint.

To file a written complaint, you may bring your complaint to a CARROUSEL THERAPY CENTER office, or you may mail it to the following address: Dalis M. Rivera, 3201 Budinger Avenue Saint Cloud, FL 34769.

To file a complaint with the federal government, you may send your complaint to the following address: Office for Civil Rights Department of Health and Human Services Atlanta Federal Center 61 Forsyth Street SW, Ste 3B70 Atlanta, Ga. 30303-8909 Telephone: (404) 562-7886 FAX: (404) 562-7881 TDD: (404) 331-2867

For more information on the privacy of minors' information, to obtain forms or general information, contact our Privacy Officer, Dalis M. Rivera at (407) 910-2941 X 171.

For questions or concerns regarding Safety or Quality of Services, please contact The Joint Commission at (630) 792-5000. <http://www.jointcommission.org>

CONFIDENTIALITY & RELEASE OF OR REQUEST FOR INFORMATION

CARROUSEL THERAPY CENTER follows laws and regulations regarding privacy and protection of information.

Informed consent means that you or your legal guardian will know exactly what you are agreeing to do.

Confidential information includes drug, alcohol, and/or mental health information about you.

If CARROUSEL THERAPY CENTER needs confidential information from another agency or provider, a CARROUSEL THERAPY CENTER staff member will:

- Review with you and/or your legal guardian why the information is needed, and you or your legal guardian will be asked to sign the "Consent to Release/Request Information" indicating that you agree to have the necessary information released.

CARROUSEL THERAPY CENTER cannot get your confidential information without the Consent to Release/Request Information form which includes:

- Name of the source being requested for information; the information that is being requested; CARROUSEL THERAPY CENTER as the agency requesting the information; the date the request form is valid; and the date of signature.

HOW TO PLAN & RECEIVE SERVICES

You are eligible for services based on your needs and you may receive services from the agency based on availability. CARROUSEL THERAPY CENTER will seek staff to match your needs. If you stop receiving services and later return, we will try to assign the same staff to your case. CARROUSEL THERAPY CENTER will go over any changes in your Service plan with you and/or your parent or guardian. If you or your parent/guardian is not able to participate in Service planning, you will be told in advance about the benefits, risks, and alternatives to planned service to be administered by CARROUSEL THERAPY CENTER.

You have the right to review the information collected during your treatment time with CARROUSEL THERAPY CENTER and can do so by making a formal request of CARROUSEL THERAPY CENTER staff.

SERVICE USER & COMMUNITY COMPLAINT PROCESS

CARROUSEL THERAPY CENTER wants to work with you to find solutions to problems when they happen. We seek solutions that both you and the agency find satisfactory.

You, your family, your guardian, or primary caretaker has the right to appeal if you are not satisfied with the service or decisions made by a CARROUSEL THERAPY CENTER worker. The worker will make every effort to resolve your problem. In the event that a solution is not found, you or your representative may file a written complaint. The written complaint should contain the following information:

- Name of the staff person
- Date of the complaint, if applicable
- Nature of the complaint
- Desired outcome

The written grievance should be given to the worker's Program Supervisor. The Supervisor will try to find a solution that is acceptable to you.

If a solution is not found, the Program Supervisor will send the complaint to the Executive Director for final decision.

The decision of the Executive Director is final and shall be in writing.

If the services you receive are being paid by a government contract, the funder will be notified of the filing of a complaint. They will also be notified of the outcome.

Implementation of this procedure does not prevent CARROUSEL THERAPY CENTER from taking any necessary action to protect an individual from physical or mental harm, neglect or abuse.

NOTICE OF CARROUSEL THERAPY CENTER PRIVACY PRACTICES

This notice describes how medical information about you may be used and disclosed, and how you can get access to this information. This information may be about services or health care given to you or payment for that care. It may be about your past, present, or future medical condition or services. CARROUSEL THERAPY CENTER is required by law to give you this Notice of Privacy Practices explaining our legal duties about your medical information. CARROUSEL THERAPY CENTER is only allowed to use and share medical information in the way that CARROUSEL THERAPY CENTER describes in this Notice. If CARROUSEL THERAPY CENTER changes this notice, we will have copies for you at your request. Contact your CARROUSEL THERAPY CENTER targeted case manager if you have questions or need any of the forms listed in this information.

CARROUSEL THERAPY CENTER may use and share your medical information in a few situations:

- To give or coordinate your health care and related services by talking with other health care givers.
- To obtain payment from your insurers, collection agencies, and consumer reporting agencies either for services that you received or before you receive certain services to know whether the insurance plan will pay for a service.
- Evaluating the skills and performance of care givers taking care of you; Training programs for student care givers; Cooperating with licensing authorities and government agencies; Reviewing the quality of your care; Managing the care of people who have similar problems; Planning for CARROUSEL THERAPY CENTER future operations; Resolving CARROUSEL THERAPY CENTER grievances; Reviewing CARROUSEL THERAPY CENTER activities and using information in the event of CARROUSEL THERAPY

CENTER system changes; Working with lawyers, accountants, and other care givers who help us comply with this notice and other laws.

- CARROUSEL THERAPY CENTER may share your medical information with a relative, close friend or a person you identify if that person is involved in your care and the information is about your care. If the consumer is a minor, CARROUSEL THERAPY CENTER may share medical information about the minor with a parent, guardian, or other person responsible for the minor except in some situations.
- You may ask us at any time not to share your medical information with persons involved in your care. CARROUSEL THERAPY CENTER will agree to your request and not share the information except in certain limited situations (such as emergencies) or if you are a minor. If you are a minor, CARROUSEL THERAPY CENTER may or may not be able to agree to the request.
- To report known or suspected child abuse or neglect to the Department of Children and Families.
- When permitted by law, CARROUSEL THERAPY CENTER may use or share your medical information without your permission for various activities that are recognized as "national priorities" such as:
 - If CARROUSEL THERAPY CENTER believes it is necessary to prevent or lessen a serious threat to health or safety.
 - Certain government functions- For certain government functions, including but not limited to military & veterans' activities, national security and intelligence activities, and correctional institutions in some situations.
- CARROUSEL THERAPY CENTER will not use or share your medical information without you or your parent or guardian's signed permission on a correct form. Other than the uses and sharing listed above. You may later cancel your permission by writing us a letter canceling your permission.

YOU HAVE RIGHTS ABOUT YOUR MEDICAL INFORMATION

You have the right to have a paper copy of our Notice of CARROUSEL THERAPY CENTER Privacy Practices at any time. You have the right to see and have a copy of your medical information that CARROUSEL THERAPY CENTER keeps in certain groups of records. To see or receive a copy of your medical information, you must make a written request or fill out the Records Request Form. Clients wishing to review their records should contact the CARROUSEL THERAPY CENTER service provider, relevant program manager or Privacy Officer.

Within 30 days of any such request, an appointment will be made for the client to review his/her personal information in a confidential manner on CARROUSEL THERAPY CENTER premises, in the presence of a CARROUSEL THERAPY CENTER employee, unless CARROUSEL THERAPY CENTER is entitled to refuse the request, in which case written notice will be given. Clients may bring a support person to this appointment if they wish. Up to 60 days may be required in the case of complex searches for records. In exceptional circumstances (e.g., a client is unable to come to the CARROUSEL THERAPY CENTER office due to health issues), a copy of the record may be sent to the individual with consent.

CARROUSEL THERAPY CENTER is required to retain client personal information that is the subject of a request for access for as long as necessary to allow the client to exhaust any recourse under The Health Insurance Portability and Accountability Act of 1996 (HIPAA) that he or she may have with respect to the request. This may require CARROUSEL THERAPY CENTER to maintain the record for longer than the typical client record retention period.

Clients who wish an explanation of their records may contact their CARROUSEL THERAPY CENTER provider, the relevant program

manager or the CARROUSEL THERAPY CENTER Privacy Officer.

Clients will not be permitted to access third party records without the consent of the third party. In such cases, the CARROUSEL THERAPY CENTER provider will direct the client to obtain the requested information directly from the third party.

Clients wishing to correct information in their file shall provide the correction in writing to CARROUSEL THERAPY CENTER. The written correction will be included in the client's record, and within three weeks of receipt, CARROUSEL THERAPY CENTER will notify the client of its response to the correction.

YOU MAY FILE A COMPLAINT ABOUT OUR PRIVACY PRACTICES

The Privacy Officer for CARROUSEL THERAPY CENTER is Dalis M. Rivera who can be contacted (407) 910-2941 X 171.

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ACKNOWLEDGEMENT OF RECEIPT

You will be asked to sign a form which will be filed in your record and contains the following information:

I have received the CARROUSEL THERAPY CENTER Consumer Handbook. I was given time to ask questions and I understand the answers that were given to me.

CARROUSEL THERAPY CENTER RECOMMENDATIONS FOR EMERGENCIES AFTER HOURS

If you feel the threat of hurting yourself and/ or others or you feel your child will hurt themselves and/ or others and you sense immediate danger, please call 911 immediately.

If your child is threatening to hurt you or themselves and you do not sense immediate danger, please transport the child immediately to your local emergency room or Community Mental Health Center for immediate assessment.

Quality Improvement and Clients Satisfaction

We are always going to provide quality services for our clients. We want to know if our clients are happy. You can provide comments or suggestions about our services and how can we improve those.

IMPORTANT PHONE NUMBERS

Recommendations for Emergencies after Hours Services:

OSCEOLA COUNTY - Park Place.....	(407) 846-0023
ORANGE COUNTY - Lakeside Alternatives (Aspire Health Partners).....	(407) 875-3700
SEMINOLE COUNTY - Seminole Behavioral Mental Health.....	(407) 321-4357
NATIONAL SUICIDE PREVENTION LIFELINE.....	1 (800) 273-8255
REPORT ABUSE.....	1 (800) 96-ABUSE (22873)
FLORIDA ADVOCATE.....	(954) 713-3071
DCF SUBSTANCE ABUSE AND MENTAL HEALTH.....	(407) 317-7010