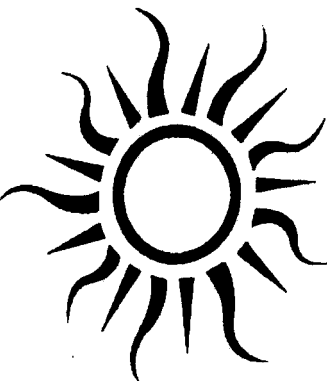


**CHILD & ADOLESCENT
MENTAL HEALTH
SERVICES**



**Community Mental
Health of Middle Georgia
Consumer Handbook**

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Our Motto

We are dedicated to providing quality innovative behavioral healthcare in a therapeutic environment to those we serve. This means we will do everything we can to help you with your problems and we want you to be comfortable and happy with the help we give you.

Who We Serve

We help kids and teenagers ages 3 to 18 who live in one of the following counties: Bleckley, Dodge, Johnson, Laurens, Montgomery, Pulaski, Telfair, Treutlen, Wheeler, or Wilcox. Kids who have serious behavior or emotional problems are most important to us and are given first chance at services.

Cultural Diversity

The CMHC of Middle Georgia employs a culturally diverse work force. Culturally sensitive practices are developed and maintained to help reduce barriers to effective treatment. The cultural appropriateness of services is an important factor in the accessibility of services to our consumers. The staff's knowledge of various cultures and the development of skills and attitudes are essential in providing services that are consistent with consumers' needs.

Confidentiality

Things that you tell your counselor are not talked about with others unless we are given permission to talk with other people. Sometimes we have to talk with people at school to help them know how to help you. Sometimes if DFCS or DJJ (probation) is involved, we have to talk with them so they know how to help you. We do not talk with any of these people unless your parent or guardian has signed a paper telling us it is OK to talk with these people.

Fees

If your parent or guardian has insurance, we will collect money for the help we give you. We have a plan worked out so that your parents will be able to afford your help.

Programs

When you first come in to talk with us about things that are happening in your life, we look at programs that will best help you make things better at school or at home. The programs to choose from are:

Psychiatric Services

This is where you and your parent or guardian talks with the doctor. The doctor may know of medicine you can take that may help you.

Therapy

This is where you and your parent or guardian talks with a counselor in an office. The counselor can give you suggestions of changes to make so that you are happier and get along better with others. It is safe to tell your counselor all things that make you sad, angry, or hurt. This person needs you to tell them so he/she can make things better for you so that you won't be sad or angry so much.

Community Support Individual - CSI

This person will come to your home and/or school to help you better understand what the teachers or your parents want you to do. This person will also help your teacher or parent to better understand you. He/she will give everyone suggestions of things to change so that your life is happier and better.

Group/CSI

This is a program that will teach you how to talk to other kids and adults. It will teach you how to tell others when you are angry in a nice way so that you do not get into trouble. It will help you better understand what your teachers and parents want you to do.

Anger Management Group

This is a program for kids and teenagers who get in trouble a lot for being angry. Sometimes they argue with a lot of people, kids, and grown ups. Sometimes they fight with others. This group will teach kids and teenagers how to let others know how they feel without fighting or arguing.

Substance Abuse Outpatient Program

This is a program for kids and teenagers who take pills or drugs that are not healthy for them. This program helps kids and teenagers learn how to manage their feelings without having to take drugs that can make them very sick or even make them die.

Treatment Planning

Once you are enrolled into one of the programs above, your case manager will talk with you about what goals you wish to achieve and what to do to reach those goals. Treatment outcome is measured by what you tell your case manager, doctor, and nurse. This information is written in your medical record.

Your Responsibility as a Consumer

Getting better is going to rely greatly upon you and your parents to keep appointments and following through with recommendations from the doctor and your case manager. Your parents should call if they need to re-schedule or make a new appointment. Always be honest with the doctor and your case manager and take your medications as prescribed. If you feel that your rights have been denied, your parents can contact the number below in the "Summary of Client's Rights".

Our Responsibility to You

We should always keep appointments with you, be honest, let you know your rights, and tell you about your medication and diagnosis. We will provide care to you without neglect, physical abuse or verbal abuse. We also have to follow up with the referral sources if you are made to come here by someone else regardless of your treatment outcome.

Summary of Clients' Rights

There are rules made up by the government in a paper called Rules and Regulations in Chapter 290-4-9 that make sure you are treated well while coming into our program. This paper is very long and you can have a copy if you want one. Listed below are important rules about how people are to treat you while in our programs:

Your rights include:

- The right to be given the help you need.
- The right to be given help that treats you good and make sure you are healthy and safe because you are an important person.
- The right to have the grown ups listen to you in planning this help.
- Your parents or guardian can stop this help from our program unless a doctor thinks that stopping would not be safe for you.
- You have the right to get help from our program even though your family may not have enough money to pay.
- Your parents have the right to look at your records at Community Mental Health unless a doctor thinks this is not in your best interest.

- The right to use all the rights you have because you are a citizen of Georgia and the United States.
- The right **NOT** to have restraints put on you or be put in time out unless you are so upset or angry we have to keep you from hurting yourself or someone else.
- The right to be spoken to and treated in a polite way.
- The right to talk to your family in private, make phone calls, and keep personal things and money if you are in a residential program.
- The right to fill out a piece of paper and turn it in if you have not been treated fairly.
- The right to have the address and phone number of ORS, the program that gives a license to operate. To get this information your parents can call 478-272-1190 and ask for the Chairman of the Consumer Affairs Committee. Your parents can also go to Building 1 at 2121-A Bellevue Road in Dublin to talk to someone in person.

Determining Your Satisfaction

We want you and your parents to be happy or satisfied with the services that we provide to you. From time to time we ask you and your parents to complete a satisfaction survey. We use your answers to improve the quality of our care provided to those we provide services.

Locations

Community Mental Health Center
C&A Program, Building 4
2121-A Bellevue Road
Dublin, Georgia 31021
478-275-6850

Dublin C&A Group/CSI
110 Russell Drive
Dublin, Georgia 31021
478-275-5175

Telfair C&A Group/CSI
4 Collins Street
McRae, GA 31055
229-868-3022

Eastman Mental Health Center
621 Plaza Avenue
Eastman, Georgia 31023
478-448-1040