

CROSSROADS, INC.

PSYCHIATRIC REHABILITATION PROGRAM

Program Orientation/Program Policies

PERSONS SERVED HANDBOOK

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GENERAL ORIENTATION INFORMATION

Welcome to Crossroads, Inc. Crossroads, Inc. offer a range of psychiatric rehabilitation services (PRP) to minors and adults individually and in structured groups. PRP services are provided by a direct-service staff, known as rehabilitation coordinators, working under the supervision of a licensed or appropriately certified rehabilitation specialist who will oversee the development of your Person-Centered Plan (Individualized Rehabilitation Plan) “IRP.”

You have been referred to the program by the licensed mental health professional that provides clinical mental health treatment to you and has identified a need for personalized rehabilitation services that Crossroads, Inc. can provide. Our service matrix includes rehabilitation and recovery activities and support services that will be structured to facilitate development, improvement or restoration of skills such as:

- Self-care skills
- Social skills
- Independent living skills
- Activities that support your cultural interests
- Crisis resolution
- Anger management
- Maintaining personal living space, and more.
- Educational Support and Studies
- Recreational Services
- Literacy
- Alternative Educational Services

Support services that you may receive include:

- Health promotion and training
- Promotion of individual wellness and illness self-management
- On-call emergency response
- Maintaining linkages with other facilities if you are hospitalized or detained.
- Housing and Temporary Shelters
- Food Banks
- Crisis/Trauma Services
- Disability Services
- Financial Help
- Employment Services
- Healthcare
- Entitlement Programs
- Transportation
- Drug and Alcohol Resources

NOTE: He/She may begin services after the initial screening assessment to determine eligibility of services based on the recommendation from the Licensed Mental Health Professional.

OUR MISSION

Crossroads Inc. mission is to facilitate the successful participation and integration of a culturally diverse population and lead collaborative efforts that solve our community's challenges with mental illness and empower individuals to thrive and excel.

OUR VISION

All individuals will receive personalized services to effectively address environmental, economic, and social issues to improve their overall quality of life. The program will allow individuals to have easier and increased access to healthcare services and supports, and community resources.

DESCRIPTION OF SERVICES

Crossroads, Inc. Psychiatric Rehabilitation Program provide treatment to the multi-problematic children and adolescents ages 8-17; and adults from 18-65+ who suffer from various psychiatric and behavioral disorders.

The population of this facility will consist of the mentally ill with mal-adaptive behaviors, persons served who are resistant to treatment, those who are non-compliant with medication; and those who experience repeated episodes of psychiatric crisis. These persons served will require rehabilitative services, which will require innovative programming to meet and identify each person needs.

Our program provides a complete array of services, which will be vital in meeting the specific needs of the persons served. As Psychiatric Rehabilitation Program, Crossroads, Inc. will provide the person served with the opportunity not only to recover, but services which will increase the person's served capabilities to perform the various activities associated with activities of daily living.

At Crossroads, Inc., persons served will receive a total and complete health care program. Persons served will be able to recover mentally as well as physically. This total health care program will provide persons served with mental health counseling and persons served will receive assistance in identifying and utilizing support systems and community resources outside of the facility.

Consequently, Crossroads, Inc. provide a coherent method of treatment and services by infusing close observation, assessment, and health education in a supportive health care community. This facility will provide cooperative activities, which will be implemented to increase the person's served functional awareness and abilities.

The focus of Crossroads, Inc. is to promote wellness; physically and mentally. Persons served who participate in this program will be able to function at the highest level of independence that is possible for the person served to achieve.

PROGRAM HOURS OF OPERATION

On-site program services and administrative office operations will be in Baltimore County at [ADDRESS], Owings Mills, Maryland 21133. Administrative office hours will

be 12 noon - 6:00 p.m. Monday-Friday. On-site program service delivery hours are normal business hours and may include evenings from 6:00 P.m. — 8:00 p.m. and weekends. These hours are subject to review and revision based on the needs of the persons served that we would serve. Off-site service locations may include your home, libraries, parks, recreational programs, place of employment, and shelter program; based on your assessed need and the service plan. The hours for delivery of off-site services will vary in accordance with your personal care needs to include evenings and weekends.

ON-CALL PROCEDURE

Designated direct service staff and an on-call manager will be available by phone 24 hours per day, 7 days a week. The site is located within minutes of local transit systems and is fully accessible to individuals with physical limitations.

PERSONS SERVED RIGHTS

Your rights as a person participating in program services at Crossroads, Inc. include the Following:

- 1 **FREEDOM FROM DISCRIMINATION:** No persons served shall be discriminated against because of race, religion, national origin, mental or physical disability, sex, age, or any other reason. Each person served shall enjoy the right to equal treatment, access to services and programs, and due process in all regards.
- 2 **CONFIDENTIALITY:** Each person served has the right to confidentiality regarding all personal information; confidential information may become available only to those persons directly involved in the person's served rehabilitation and/or treatment. Written permission must be obtained from the persons served before any written material is released from his/her record.
- 3 **SERVICES/TREATMENT:** Each person served has the right to participate in and have equal access to all services/treatment for which s/he qualifies and receive said services/treatment according to State of Maryland regulations. Each person served additionally has the right to be told in language s/he can understand:
 - a. The content and objectives of treatment or rehabilitation.
 - b. The name, title and role of the staff members who are directly responsible for carrying out the person's served treatment or rehabilitation; and
 - c. Where applicable, the nature and significant possible negative effects of treatment or rehabilitation,
- 4 **RESPECT:** Each person served has the right to:
 - a. Receive services/treatment in a safe, clean and comfortable environment.
 - b. Receive rehabilitation services or mental health treatment which meet his/her needs.
 - c. Receive rehabilitation and/or treatment in accordance with his/her treatment plan/goals.
 - d. Have a current, written rehabilitation and/or treatment plan based on his/her assessed need.
 - e. Participate the development of the rehabilitation and/or treatment plan.

- f. Be informed of his/her progress and condition.
 - g. Refuse participation in physically or mentally intrusive research.
 - h. Be told the name, title, and role of all staff directly responsible for his/her care and treatment.
 - i. Be fully apprised of all fees involved in rehabilitation and/or treatment services.
- 5 **FREEDOM FROM ABUSE:** Each person served has the right to be protected from harm and to be free from mental, physical and sexual abuse either at the facility, or wherever services are provided. All allegations of persons served abuse by a staff member of the program must be reported to the local law enforcement agency or to the program director who must report them to the local law enforcement agency.
 - 6 **OTHER SERVICES:** When requested, or if indicated, each person served has the right to be told of other treatments, services, or providers of mental health services.
 - 7 **ACCESS TO RECORDS:** Each person served has the right to access his/her treatment or rehabilitation records and the right, with written permission, for his/her attorney to have access to these records. If a person's served therapist, or the mental health professional directing a person's served rehabilitation, believes that it would be harmful to the persons served to read his/her record, the persons served has the right to a written summary of those sections of the record that the mental health professional believes to be harmful.
 - 8 **RIGHT TO REFUSE:** Each person served has the right to refuse medication, or to refuse to participate in physically intrusive research.
 - 9 **ADMISSION/DISCHARGE POLICIES:** Each person served has the right, prior to initiation of services, to an explanation of admission and discharge policies (in terms and language s/he can understand). In addition, each person served has the right to a discharge/aftercare plan.
 - 10 **COMPLAINT/GRIEVANCE:** Each person served has the right to file a complaint if s/he is not satisfied with the services received from this program and to file a grievance to appeal right — denial of services.

YOUR RESPONSIBILITIES AS A PROGRAM PARTICIPANT

Crossroads, Inc. programs are voluntary. As such, you are expected to conduct yourself responsibly during program hours and activities. The guidelines listed below are rules to ensure the safety and well-being of persons served and program staff and to promote effective service delivery.

- 1 Everyone, persons served and staff, are to be treated with respect by others, and to offer respect to others at all times. This means no profanity, no physical or verbal intimidation or abuse, and no verbal or sexual harassment.
- 2 Furniture, supplies, equipment, and belongings of Crossroads, Inc. or persons served and staff of the program are also to be treated with respect. Individuals who deliberately cause damage to property may be asked to pay the cost of replacement or repair.
- 3 Eating or drinking is permitted in designated areas only.
- 4 There is no smoking at all Crossroads, Inc. facilities.
- 5 Violence or threats to commit violence are not permitted. No weapons, including guns, knives, clubs, etc., are permitted. Charges may be filed against any individual who assaults another.

- 6 Alcohol or illegal drugs of any kind are not permitted at Crossroads, Inc. A person served determined to be under the influence of alcohol or illegal drugs will be asked to leave the premises.
- 7 A person served is expected to comply with his/her plan of treatment and/or rehabilitation.
- 8 Persons served are expected to be on time for appointments for rehabilitation services. If you are unable to attend a scheduled activity, call your rehabilitation coordinator.
- 9 If you need assistance at anytime, ask for it.

COMPLAINT PROCEDURE

If you have a complaint concerning the program or a staff member you can:

1. Speak immediately to that staff member to resolve the complaint.
2. Speak to your case manager and ask for his/her assistance in resolving the complaint.
3. If you want to make a complaint:
4. You or your parent (if a minor), legal guardian or primary caregiver, may register a complaint verbally or in writing with the program director or the rehabilitation specialist at any time during normal business hours.
5. If concerns are not adequately resolved the case will be referred to the Compliance Officer, or a designee, with a written report detailing efforts to resolve the complaint.
6. The Compliance Officer or designee will meet with you and all aforementioned parties in an effort to achieve a resolution of the concerns.
7. Crossroads, Inc. will document the substance of the complaint and the actions taken, including a review by the local mental health (CSA) director, or designee, if that is your choice or when the complaint otherwise requires CSA review before making a final determination.
8. Crossroads, Inc. will give you, your parent/guardian (if you are a minor) written notification of the program's determination.
9. If the program's determination conflicts with a CSA opinion, the Administration may review the complaint as indicated.

GRIEVANCES

Crossroads, Inc. may assist you, upon your request, to file a grievance regarding a denial of services, according to the procedures outlined in the state regulations (COMAR 10.09.70.08 – Grievance Procedure and Appeal Right – Denial of Services). Our assistance will include helping you to communicate your grievance verbally, by-email/electronically, or in writing. If the Crossroads, Inc. program staff assist you, or if you are being assisted otherwise by an advocate that you have selected to represent your grievance shall be your grievance must be properly filed, and may be appealed, at each of the different “Levels” established within the regulation within 10 business days after being denied at any and at each level as necessary. As needed, Crossroads, Inc. can present information to support your position, ask questions about the basis of the denial of services and assist you in a final appeal, if needed, to the State Office of Administrative Hearings. Crossroads, Inc. also may file a grievance, independently, on your behalf if our program staff feels your denial of service is inappropriate. Crossroads, Inc. shall review its' grievance policies and procedures periodically as part of the quality management process.

HOW TO PROVIDE INPUT TO THE AGENCY ON SERVICES PROVIDED?

Crossroads, Inc. will engage you in the planning, implementation and evaluation of programs and services through the following methods:

1. Crossroads, Inc. will implement regular satisfaction surveys on a monthly/quarterly basis.
2. Crossroads, Inc. will solicit input with respect to the reasons for seeking services or supports, the desired activities and goals that your wishes to achieve during the intake and screening process, assessment or reassessment in contact phone calls to the participant or prospective client.
3. Crossroads, Inc. will invite you to participate in planning meetings to address issues impacting you; community stakeholder comments via electronic email communication and other means of data collection. Documents may be signed by you and any other attendees to validate participation, accuracy and relevancy of responses.
4. Crossroads, Inc. will engage you, family members and community stakeholders in community forums and public hearings to also obtain their input prior to and after the drafting of proposed plans.
5. Crossroads, Inc. will engage the medical staff to identify other programmatic needs of yours based upon any current (approved) medical research.

CONFIDENTIALITY

Crossroads, Inc. maintains a paper chart of your records. Hard copy records are kept locked in file cabinets on site and only authorized staff have access to them. Electronic records are accessible only to staff with properly recognized security codes.

Upon admission and yearly after that, you will be asked to sign routine releases of information. These releases allow for ongoing communication between Crossroads, Inc. staff and other pertinent agencies that are involved in providing services to you. No information is released without your written consent, or if you are a minor the written consent of your parent or guardian, with the following exceptions:

1. An order from a court of proper jurisdiction.
2. Emergency situations in which you are unable to offer pertinent information.
3. Psychiatric emergency situations where it is felt that you are a danger to yourself or others.

You, or if you are a minor your parent or guardian, will be asked to designate an emergency contact person (in the case of a minor three emergency contacts) and sign a release allowing Crossroads, Inc. to make the indicated contacts. Crossroads, Inc. will also document a preferred hospital and health care provider in case of emergency and your consent (or the consent of your parent or guardian if you are a minor) for emergency treatment.

On some occasions, photographs may be taken of persons served on trips or outings or during special activities. Videotaping may also occur. These photographs may be displayed on site. You, or in the case of a minor, your parent or guardian, will be asked to give written consent to allow

yourself to be photographed or taped. You may also withdraw your consent at-will.

ACCESS TO RECORDS

You can request a review of your own records. Your rehabilitation coordinator can arrange for a record review. The date, time and reason for accessing the chart will be documented in the record. If the rehabilitation coordinator or the program director determines that a direct review of record would not be in your best interest; a written summary will be provided to you. If you are a minor, your parent or guardian may also review records regarding your services. Staff cannot remove or change anything in the chart. If you feel something in your record is wrong, tell your rehabilitation coordinator. You can request a copy of your record. However, if you receive a copy of your record, you will become responsible for keeping it safe relative to your confidentiality rights.

CONSENT FOR TREATMENT/SERVICES

In the State of Maryland, a minor who is 16 years old or older has the same capacity as an adult to consent to *consultation, diagnosis, and treatment of a mental or emotional disorder* by a physician, psychologist, or a clinic [Md. Code Ann., Health-Gen. II § 20-104(a)]. The capacity of a minor to consent to consultation, diagnosis, and treatment of a mental or emotional disorder by a physician, psychologist, or a clinic does not include the capacity to refuse consultation, diagnosis, or treatment for a mental or emotional disorder for which a parent, guardian, or custodian of the minor has given consent.

Additionally, confidentiality and/or informing obligation of the health care provider shall inform the minor's parent or guardian; without the consent of or over the express objection of a minor, the health care provider may, but need not, give a parent, guardian, or custodian of the minor or the spouse of the parent information about treatment needed by the minor or provided to the minor [Md. Code Ann., Health-Gen. II § 20-102(f)]

ADVANCE DIRECTIVES

Maryland law gives the right to anyone 16 years of age and over to be involved in decisions about their mental health treatment. However, a parent or guardian of a person under the age of 18 years may authorize treatment, even over the objection of the minor. The law also notes that at times, some persons are unable to make treatment decisions. Maryland law states that you have the right to make decisions in advance, including mental health treatment decisions, through a process called advance directive. An advance directive can be used to state your treatment choice or can be used to name a health care agent; that is someone that will make health care decisions for you.

If you have an active advance directive your rehabilitation coordinator must include a copy of the document in your program medical record. Your rehabilitation coordinator will help you complete an advanced directive upon request

BEHAVIORAL EXPECTATIONS IN THE PROGRAM

Each person and/or their guardian, caregiver, or representatives by signing and accepting this handbook agree not to display the following actions:

- **Verbal actions:** use of obscenities, use of curse words, shouting, screaming, name calling, racial or derogatory remarks, and sexual/suggestive remarks.
- **Physical actions:** actual or perceived violent/threatening behavior, throwing of objects, hitting staff, yanking out needles, blood spray, spitting, abuse of drugs and/or alcohol, pinching, slapping, touching staff inappropriately, stalking.
- **Threats:** Written or verbal. Display of or threat to use a weapon.
- **Interference with facility operations:** unauthorized visitors; manipulation of dialysis machines; slanderous and/or libelous statements regarding staff, the operation of the facility, or other patients in the facility; destruction of equipment; trespassing into unauthorized areas.

REPORTING AND FOLLOW-UP OF A MANDATED REPORTER

Crossroads, Inc. employees, staff, persons served, family/friends, and stakeholders in Maryland is obligated under the law to report suspected child abuse and neglect. A category of youth serving professionals has additional requirements. Reporting does not require proof that abuse, or neglect has occurred. Incidents are to be reported as quickly as possible and waiting for or looking for proof may put a child at risk of great harm and impede an investigation.

Individuals (including health practitioners, police officers, educators, and human service workers) in the practice of their employment, occupation, or profession who have reason to believe a child has been subjected to abuse or neglect shall make a report as soon as possible to local departments of social services or law enforcement as set forth in Maryland Family Law 5-704. All other persons in Maryland who have reason to believe a child has been subjected to abuse or neglect shall also notify their local department of social services or law enforcement agency (Maryland Family Law

5-705). Individuals who have reason to believe that a parent or caregiver allows a child to be in the regular presence of a registered sex offender that poses substantial risk of sexual abuse to a child may also report (Maryland Family Law 5-704.1).

- Mandated reporters must submit a written report to the local department of social services
- within 48 hours. Form DHR/SSA 180 can be found on the Maryland DHR home page or at www.bcaci.org. You should keep a copy of your written report and the date and time you made the verbal report.
- You may be required to provide information and potentially testify in future civil or criminal proceedings. Criminal charges are filed against some perpetrators. While identities of reporters can be confidential and anonymous, supporting judicial systems helps bring justice to victims of abuse.
- Information and investigations are kept confidential pursuant to Maryland law. While it may not appear anything is happening after a report is made, your report of abuse sets an important series of events in motion.

PERSON CENTERED PLAN DEVELOPMENT

Person-Centered Planning assists in identifying what is important for the persons served whereas assessments identify what is important for the persons served. Support plans that include what is important to the persons served have a far better chance of success than supports plans that just

include what is important for the persons served. In the development of the plan, the persons served will have an opportunity to share their skills, needs, abilities, and preferences.

1. **Strength** – a person’s strength “may include assets, resources, and natural positives.” They may be innate characteristics that enable the person to accomplish personal goals.
2. **Needs** – a person’s individualized needs “may include liabilities, weaknesses,” essentials for living a productive and healthy life, and assistance to achieve and maintain recovery.
3. **Abilities** – a person’s abilities or interests “may include skills, aptitudes, capabilities, talents, and competencies.” Abilities may fall under strengths; however, these may also be learned – things they are good at and like doing.
4. **Preferences** – a person’s preference as related to treatment are choices that may affect or enhance the person’s treatment episode. Preferences are conditional, meaning that the program has the right to accept or decline as appropriate and beneficial to the person. This element is the least understood and is left blank most frequently.

Based on these principals, you will determine your goals and the type of services you need in your recovery process. You will also agree to what interventions are to be used for a positive outcome.

TRANSITION CRITERIA

Crossroads, Inc. include consideration and development of a transition plan. This is the concept of completion of services should be initiated at the initial assessment with persons served, providing information on services that will best assist the person to resolve areas of concern and projecting expected length of treatment. Treatment should involve the person being aware of benefits to treatment and risks of termination of services. When indicated, transition planning is initiated with the adult and parent/legal guardian served at the earliest possible point in the individual planning and service delivery to assure a smooth transition from services. Transition from services can occur for a number of reasons, to include planned discharge, move to a different level

DISCHARGE PROCEDURES

Crossroads, Inc. include consideration and development of a discharge plan. Your rehabilitation coordinator will arrange a meeting for you, and if you are a minor for your parent or guardian, all members of your team, including other agencies to develop a discharge plan. This plan will address such things as school placement, medication, therapy and medical appointments, income and entitlements, follow-up support services, case management services needed, substance abuse supports, etc. You will be asked to sign the plan and a copy will be given to you.

CRISIS RESPONSE PLAN (Access to After Hours Services)

Crossroads, Inc. Psychiatric Rehabilitation Program requires that all persons served are safe from

harm towards themselves or towards other persons. If unsafe behaviors are demonstrated while at the facility, in the community or reported by staff, family members, caretaker, authorities, etc., Crossroads, Inc. will make an initial decision as to the immediate response.

Depending on this response, a more in-depth evaluation may be indicated at a later date. The initial decision will determine the type and severity level of the crisis: (i.e., suicidality/self harm, aggression, intent to hurt others, high risk behaviors, etc.) and need for a specific response (more restrictive placement, i.e., Residential Treatment or Inpatient, Acute Care, de-escalation counseling, medication changes, county or municipal crisis response teams). Unmanageable and dangerous behaviors will require that client’s participation in program **immediately** be suspended until appropriate evaluation and disposition is complete.

In the event that a crisis should occur follow steps to ensure the safety you or your child and others.

Emotional/ Psychiatric Emergencies	Feelings of hopelessness, worthlessness and suicidal/homicidal ideations.	Call- 911
	Physically and/or verbally aggressive behavior towards others.	Call Baltimore. County Response System: 410-931-2214
	In danger of harming him/herself, others, or extreme destruction of property.	Call Sheppard Pratt Health System: (410) 938-3000 Johns Hopkins: (410) 955-5000
		Contact Crossroads, Inc. on-call person after program hours. TBD

CRISIS INTERVENTIONS MEDICAL & PSYCHIATRIC EMERGENCIES

In any emergency that involves deliberate harm or threats to harm yourself or others, or in the event of an onset of sudden illness that may be life-threatening, onsite program staff will activate the program’s emergency action plan that includes:

1. SUDDEN ILLNESS OR INJURY

- a. The staff will check the immediate environment for safety;
- b. If the scene is unsafe the staff will call 911 and direct others in the immediate vicinity to a safe location;
- c. If the scene is safe the staff will 911 and provide first aid and CPR, as needed.

2. EMOTIONAL/PSYCHIATRIC EMERGENCIES

- a. The staff will call 911, and if the option is available
- b. The staff will call the appropriate mental health crisis response team;
- c. While waiting for help to arrive the staff will endeavor to keep you and everyone on-site
- d. safe from harm by moving others to a safe location and by monitoring you closely to keep you safe as well.
- e. The staff will implement crisis intervention (including suicide prevention) protocols, as needed.

PROFESSIONAL CONDUCT

Crossroads, Inc. is committed to providing quality care and treatment to individuals who may have difficulty controlling their behavior. Protecting the safety and rights of all program persons served is one of our most important responsibilities. Behaviors that could cause you to be terminated from the program include:

1. Repeatedly acting in ways that compromise the safety, health or rights of program persons served, staff or members of the community, including behaviors that constitute a danger to your own health or safety. Examples of such behavior include, but are not limited to:
 - a. Violence toward self or others.
 - b. Carrying a weapon, or items for use as a weapon, onto Crossroads, Inc. premises.
 - c. Sexually inappropriate behaviors.
 - d. Malicious property damage.
2. Use of alcohol, illegal drugs, or other harmful or dangerous substances.
3. Absence without leave from program services for a period determined by the treatment and/or service delivery team to constitute an inability or unwillingness to participate in your plan of treatment or rehabilitation.
4. Unwillingness to agree to contracts regarding safety issues.

FEE POLICIES

No individual will be denied service based on an inability to pay. Crossroads, Inc. shall charge for services according to the ability to pay schedule published by Maryland's Public Mental Health System (Most recent revision). Crossroads, Inc. will charge fees for psychiatric rehabilitation services (PRP). Medical Assistance (Medicaid) may cover the cost of these services. PRP services are not authorized by Health Maintenance Organizations (HMOs). HMO enrollees are advised to contact their HMO behavioral health provider Optum Maryland for a referral for authorized services.

HEALTH AND SAFETY POLICIES

Use of Seclusion and Restraints

Crossroads, Inc. do not practice the use of Seclusion and Restraints. Crossroads, Inc. staff are training in managing aggressive behaviors through verbal de-escalation. Shall a persons served become physically aggressive and cannot be calmed down by verbal de-escalation., 911 will be called.

Use of Tobacco Products

A tobacco-free environment helps create a safe and healthy workplace. Smoking and secondhand smoke are known to cause serious lung diseases, heart disease and cancer. Crossroads, Inc. recognize the hazards caused by tobacco use and exposure to secondhand tobacco smoke. Our policy to provide a tobacco-free environment for all employees and visitors was established to keep a safe and healthy workplace environment.

No use of tobacco products including cigarettes, e-cigarettes and “spit tobacco” will be allowed within the facilities of Crossroads, Inc. at any time. Smoking or tobacco use shall be permitted only in designated smoking areas located at least 25 feet outside the building entrance, operable windows, and ventilation systems of enclosed areas to prevent tobacco smoke from entering those areas. All materials used for smoking in designated smoking areas, including cigarette butts and matches, will be extinguished, and disposed of in appropriate containers.

Illegal Substances and Prescription Medication

The unauthorized possession uses or abuse of drugs or alcohol in the workplace poses an unacceptable risk to the safe, healthful, and efficient performance of our job responsibilities and endangers the company’s employees, customers, property, equipment and reputation. Crossroads, Inc. is committed to a Drug-Free Workplace and Prohibited Substances with regard to the unauthorized use and possession of prohibited substances. This is to: ensure a safe environment for employees and customers; protect agency and employee property; increase productivity, efficiency and quality of service; and enhance operational security. This is including the unauthorized use of the following drug groups:

1. “Legal Drug”: includes prescribed drugs and over-the-counter drugs that have been legally obtained and are being used solely for the purpose for which they were prescribed or manufactured.
2. “Illegal Drugs”: any drug that is not legally obtainable, which may be legally obtainable but has not been legally obtained or is being used in a manner or for a purpose other than as prescribed.
3. “Intoxicant”: a substance that leads to marked impairment of physical and mental control.

Any person who receives services at Crossroads, Inc. who violate this policy services will be subject to termination and would be characterized as termination for cause. Any visitors will be prohibited from any property owned, leased or controlled by Crossroads, Inc.

Weapons

Crossroads, Inc. restricts employee, staff, persons served, or any other visitors, at any time while on any property owned, leased, or controlled by Crossroads, Inc., including anywhere that Crossroads, Inc. business is conducted, such as customer locations, client locations, trade shows, schools, company event venues, and so forth, possess or use any weapon.

Weapons include, but are not limited to, guns, knives, or swords with blades over four inches in length, explosives, and any chemical whose purpose is to cause harm to another person.

Regardless of whether an employee, staff, persons served, or any other visitors possesses a concealed weapon permit or is allowed by law to possess a weapon, weapons are prohibited on any Crossroads, Inc. property. They are also banned in any location in which the employee, staff, persons served, or any other visitors represents the agency for business purposes, including those listed above.

Possession of a weapon can be authorized by the Crossroads, Inc. CEO to allow security personnel or trained personnel to have a weapon on Crossroads, Inc. property when this possession is determined necessary to secure the safety and security of agency's employees. Only the CEO, or his designee, may authorize the carrying of or use of a weapon.

Any person who receives services at Crossroads, Inc. who violate this policy services will be subject to termination and would be characterized as termination for cause. Any visitors will be prohibited from any property owned, leased, or controlled by Crossroads, Inc.

Persons served Restriction and Regaining Rights and Privileges

All persons receiving services from Crossroads, Inc. shall retain all rights, benefits and privileges guaranteed by Federal, State, and local law, except those specifically lost through the due process of law. These include, but are not limited to illegal possession of a firearm or weapon; violence and/or threats of intended harm toward others; use of alcohol and/or illicit drugs on agency premises and theft of organizational property

Persons served who present as an immediate danger to self and others may resume treatment with Crossroads, Inc. upon a planned discharge from Crossroads, Inc. psychiatric rehabilitation program. Persons served who have lost rights/privileges through due process of law can resume services with Crossroads, Inc. upon request of a special staffing to determine appropriateness for continued services. The evaluation of any restrictions placed on the rights or privileges of persons served will occur as part of the Clinical Program Director's monthly meetings.

Emergency Management

If you are participating in programs at a Crossroads, Inc. facility, emergency evacuation routes are posted at several locations to assist you in finding the quickest way out of the building in an emergency. Staff will orient you to the procedures. Emergency site-evacuation drills shall be conducted at least once every three (3) months.

In the event of an emergency that requires sheltering-in-place the program staff will direct you to a designated safe location within the building, as needed. Sheltering-in place may be required in circumstances that present a risk of harm if you were to leave the building, such as severe weather emergency.

Medical/Psychiatric Emergencies

Designated Program Personnel Are Trained to Implement the Crossroads, Inc. Emergency Plan, which includes protocols for responding to a medical and/or psychiatric emergency. There is a staff member trained in first aid and CPR on-site during business hours.

Somatic Status

Upon your enrollment into the program any health problems you may have will be documented in your medical record. A program staffer will also document relevant medical treatment, including medications and any apparent need for somatic care follow-up. If you need medical care and do not have a primary care provider, the program will refer you for evaluation and treatment with your consent.

ACKNOWLEDGE RECEIPT OF PERSONS SERVED HANDBOOK

I, THE UNDERSIGNED PERSONS SERVED AND/OR PARENT OR GUARDIAN, AS APPROPRIATE, hereby acknowledge receipt of the CROSSROADS, INC. Persons served was oriented to the program and received a Handbook that contains the following information:

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Signatures	
Persons served:	Date:
Parent/Guardian, if Applicable:	Date:
Program Representative:	Date: