



Crisis/MRSS/ MAT/SUD

2660/2680 Kull Rd
Lancaster, Ohio 43130

Intakes/Counseling/Psychiatry
Pickerington

12943 Stonecreek Drive North
Pickerington, Ohio 43147

Intakes/Counseling/
Psychiatry- Lancaster

2652 Kull Rd
Lancaster, Ohio 43130

Phone: 740.687.0350

Fax: 740-687-9391

www.newhorizonsmentalhealth.org

CLIENT HANDBOOK

Agency Mission is to improve the health and well- being of individuals, families and our community, through the provision of accessible, evidence-based, comprehensive mental health care, and the creation of effective community partnerships.

Funded, Licensed or Accredited by: United Way of Fairfield County, Fairfield County Alcohol, Drug Addiction and Mental Health Services, Commission on Accreditation of Rehabilitation Facilities
Ohio Department of Mental Health and Addiction Services



WELCOME TO NEW HORIZONS MENTAL HEALTH SERVICES

Welcome to New Horizons Mental Health Services, a private, non-profit community mental health center. We have provided services in Fairfield County since 1971 and over the years have served thousands of people of all ages and with all types of mental health and substance abuse issues.

We are pleased you have decided to work with us. Coming in for help is the first step in treatment! We believe your treatment experience will result in finding solutions to the problems you are experiencing. We will do everything in our power to help you reach your goals.

Our primary funder is the Fairfield County Alcohol, Drug Addiction and Mental Health (ADAMH) Board, which uses Federal, State and local levy dollars to fund a variety of mental health services that our community needs and wants. While we also receive funding from the United Way of Fairfield County, we depend on client fees, health insurance, Medicare and Medicaid payments and other sources to cover our costs.

PAYING FOR SERVICES

You will be asked to read and sign a separate fee agreement that outlines your payment responsibilities and/or any other fee payment resources available to you. Please read this document carefully, and feel free to discuss your fee with your clinician or our billing office.

SPECIAL TREATMENT CONDITIONS

Client conduct: It is important for you to know that if your actions, behaviors or conversations are indicators of potential risk of harm to yourself or to others; the staff of New Horizons will initiate an assessment to determine the appropriate and necessary actions to be taken to protect you and/or others from doing harm or violence. This assessment could include notification of your intended target(s) of violence or harm, appropriate law enforcement and emergency medical services if that is what is required to provide safety for yourself and your intended target(s). The

minimal amount of your Protected Health Information will be disclosed to perform the necessary actions in preserving safety.

Our abuse and neglect-reporting requirement: Under State law, all health and human service professionals (including our staff) have a mandatory reporting requirement if they suspect abuse or neglect of minor children, individuals with developmental disabilities or the dependent, disabled elderly. A report is made to the appropriate authorities, consisting of the Child Protective Agency or Adult Protective Services or the Developmental Disability Board and law enforcement.

Animal abuse reporting requirement: State law mandates immediate reporting of suspected maltreatment of companion animals by social service professionals. This category primarily includes animals kept inside a residential setting, along with dogs and cats regardless of their location.

YOUR PARTICIPATION IN TREATMENT AND YOUR SATISFACTION

New Horizons Mental Health Services believes the treatment process is a partnership between you and your clinician(s). Throughout treatment you will be able to take an active role by talking with your clinician about your wants and needs at each session; it is important to us that we establish a good connection with you.

From the first session we will ask you to actively participate in the assessment and treatment of your identified treatment needs. Your assessment in the first session will help us determine the services to recommend and the next steps in treatment. Some services will use additional screenings and questionnaires to measure progress. New Horizons uses person-centered planning in the creation of your individual service plan (sometimes called a “treatment plan”) so that you are at the center of the goals you wish to achieve, how you wish to accomplish them, and reviewing your progress along the way. Your strengths, needs, abilities and preferences for treatment are identified. If you have more than one New Horizons assigned staff, your primary worker will coordinate your care.

This treatment plan can be changed and updated by you and your clinician at any time to meet your needs; your individual service plan is about your hopes and dreams, making choices in your life, building on your strengths, and staying safe and healthy. Your plan will work best if you tell us openly what is going on in your life and what you think might help. Keeping your appointments and telling us about any changes in your circumstances will help reach your goals more efficiently.

AGENCY SERVICES

Crisis Intervention: Often called ‘emergency services.’ Our New Horizons Crisis Clinicians are available at any time (24/7) at the agency or in the community, including your home, in all of Fairfield County. A situation is considered an emergency when a person is at immediate risk of harm to self or someone else. Our Crisis Service is available, in Fairfield County, 24 hours per day, seven days per week to you and to any community member who is experiencing an immediate and serious mental health crisis. Persons in crisis may call the special emergency services number (740) 687-8255. Persons in crisis may also go directly to the closest hospital emergency room. **If there are immediate life-threatening safety or medical concerns 911 should always be your first call.** If you think you may ever need to use this crisis intervention service, please ask your clinician any questions you have about how to seek this service.

Mental Health Assessment: This is referred to as “the intake.” This is an individual session or two with a therapist to determine if a current mental illness and or an alcohol or other drug problem exists. Your therapist will inform you of appropriate treatment recommendations. Your needs and desires are examined and together you create an initial treatment plan. Because an accurate diagnosis is so important to the success of your treatment, every new client and every re-admitted client starts with this assessment. The therapist may recommend other New Horizons services to you, or you may request other services yourself. The therapist may also suggest other services that you could benefit from outside of New Horizons.

Counseling/Psychotherapy (C/P): This is sometimes called “therapy”, “counseling” or “behavioral health.” Individual therapy involves only the client and the therapist, while in group therapy several clients participate in therapy at the same time. Clients can share experiences and

learn that others feel the same way and have some of the same experiences. Marital or couples therapy helps partners and spouses work together on relationships and mental health issues. Family therapy often involves several family members so that your family system can function better for each of the family members.

In all forms of therapy for mental health and/or alcohol or drug issues, the therapist works with you to identify and resolve issues and problems that are leading to your current life difficulties.

Psychiatric Service: This is psychiatric care; also known as Pharmacotherapy. This service begins with a specialized evaluation by a psychiatrist, who is a medical doctor or a CNP (a Nurse Practitioner), who is legally licensed to evaluate and prescribe medication. Should the psychiatrist recommend you take medication, and you agree you will be seen by the psychiatrist who will monitor the effectiveness of the medication. An agency nurse will assist you with medication management when necessary.

Clinical Community Support Services (CCS): This is also known as case management. We assign CCS Specialists to eligible children and adults who have been diagnosed with a severe and chronic mental health disorder. The purpose of CCS is to assist in recovery by helping you to learn daily living skills, to manage your illness, to seek assistance in other places, and to find employment or to initiate other meaningful life activities.

Supported Employment: This service is available to individuals who are receiving CCS services. We have employment specialists available to assist you in locating job opportunities. The employment specialist will work with you to identify your strengths, needs, abilities, preferences. They will take the time to get to know you, your work history and experience to help you find the best fit for a job. Personnel providing services have a working knowledge of job development opportunities, knowledge of issues around disclosure of disability and are familiar with employers and the application processes in the surrounding community. The agency also has a certified benefits planner on staff who can work with individuals in the program to explore the impact of income on benefits.

Service Delivery - Telehealth

Beginning in March 2020, New Horizons began to offer all of the above outlined services virtually, via telehealth, in addition to in-person visits. Telehealth services may be carried out through telephone or video, depending on insurance carrier. Discuss your individual options for service delivery with your provider.

Cell Phone & Texting Acknowledgement-Client

Your service provider may give you their work cell phone number to use to contact them. The purpose is to improve accessibility and ease of communication.

It is important you understand the limitations and expectations to using this phone number:

- This number is NOT for emergencies. Use 911 for any crisis or emergency.
- You will not be able to reach or be transferred to anyone at the New Horizon building locations through this number so if you need to reach someone besides the staff who gave you this number, call the main New Horizons number at 740.687.0835.
- If you call this number, and get voicemail be sure to leave a message - the staff will often be in other appointments and will not always be able to answer - as long as they are not off work, they will try to call you back within 24 hours if you leave a message.
- If it is outside the staff's working hours, they will not answer your call. You need to call for crisis intervention services if you have a crisis after hours.
- We will only text you for appointment scheduling and coordination if you consent to texts. Be that text messages are not secure, and we cannot guarantee the confidentiality of any information you share or send in a text.

TREATMENT BENEFITS AND RISKS

Risks of Refusing or Withdrawing from Treatment:

- Problems and issues can become progressively worse, at times to the point of interfering with your daily functioning
- Experiencing serious or negative legal consequences initiated by a judge, if you have been court-ordered for services

- Experiencing serious or negative consequences initiated by your employer if your job performance is unacceptable
- Experiencing limited or possibly no benefit from any treatment received if you decline opportunities for specialized assessments or interventions to assure New Horizons is offering appropriate treatment protocols for your specific situation and/or symptoms as they change, advance or escalate

Mental Health Assessment (Intake / Diagnostic Assessment):

The **benefits** of a mental health assessment could possibly include the following:

- The ability to identify the presence of type, severity, extensiveness and level of dysfunction due to the presence of emotional or behavioral problem areas.
- The ability to identify and refer to the most appropriate recommendations for treatment and services for the resolution and or stabilization of the problem areas.
- The verification of disability as it relates to potential entitlements

The **risks** of a mental health assessment could possibly include the following:

- The identification of a mental illness that was previously unknown.
- Increased anxiety or stress related problems such as a flash back due to the potential of 'reliving' traumatic event previously repressed or forgotten.
- The confidentiality and privacy of the assessment are explained in the Privacy Practices pamphlet. If you are involved in any legal proceedings or applying for any type of disability benefits it is important you discuss these limits of confidentiality and privacy prior to the assessment. There is a potential **risk** the assessment may provide information leading to negative actions. For example: the report is released and is used to disallow you for pending benefits, or it may lead to the denial of the reunification of your family by a Child Protective agency.

Therapy (Behavioral Health):

The **benefits** of counseling psychotherapy at New Horizons could possibly include the following. Not all treatment outcomes are the same based upon your individual needs.

- Effective parenting skills
- Depression and anxiety management
- Healthy relationships
- Family preservation
- Surviving and thriving with chronic disabilities
- Effective interpersonal communications
- Creative problem solving
- Decrease or eliminate negative psychiatric symptoms
- Improved physical health
- Improved quality of life
- Improved daily functioning
- Satisfactory resolution of the problems and issues presented when requesting the service

If you wish for another professional's opinion at any time, or wish to talk with another therapist, we will help you find a qualified person and will provide him or her with the information needed. If you could benefit from a treatment we cannot provide, we will help you to get it. You have the right to ask about other such treatments, their risks, and their benefits.

Based on what we learn about your problems, we may recommend a medical exam or the use of medication. If we do this, the reasons will be fully discussed with you, so that you can decide what is best. If another professional treats you, we will coordinate services with them and with your own medical doctor.

If for some reason you do not feel that treatment is beneficial, we might suggest you see another therapist or another professional in addition to us. As responsible and ethical clinicians, we cannot continue to treat you if our treatment is not working for you.

In therapy, major life decisions can be made including decisions involving separation within families, development of other types of relationships, changing employment settings and changing lifestyles. These decisions are a legitimate outcome of the therapy experience due to an individual's examination of many of his/her beliefs and values. In therapy we will be available to discuss your assumptions, problems, or possible negative side effects in our work together.

Some **risks** of therapy could possibly include the following:

- Symptoms may be intensified;
- The conflict may not be resolved;

- The emotional experience may be overwhelming or too intense to deal with at this time;
- The targeted behavior may not change;
- In spite of therapy, you still may not accept or forgive yourself;
- The interpersonal experience may not be successful or corrective;
- The therapeutic experience may activate or reactivate conflicts, thoughts, or emotions that may in turn lead to disruptive behavior;
- New and different symptoms may develop during therapy;
- Increased anxiety and concerns as you choose to face the problems and issues for which you want resolution;
- Exposure and identification of problems in your life that you have had no awareness;
- You may have difficulty in terminating therapy.

Clinical Community Support Services (Case Management):

The Community Psychiatric Supportive Treatment program provides an array of services with the following **benefits**:

- Delivered by trained, qualified mental health professionals,
- Provided in your home, or the office or in the community,
- Focuses on the individual's needs to live successfully in the community,
- Lead to improvement in relationships and functioning at school, work, home and family.
- Provide an increase in self-esteem,
- Promote a new level of independence as symptom and illness management skills are utilized on a daily basis.
- Facilitate stabilization and recovery from mental illness

The **risks** may include increased stress due to learning new coping strategies and behavior changes plus taking on new responsibilities, which may temporarily increase symptoms of the mental illness. Changes in the individual's behaviors may cause some strained relationships with an increase in assertiveness and independence, the power and control shifts from others back to the individual.

Mental Health Crisis Intervention Service:

The **benefits** could possibly include:

- The reduction, elimination or proper management of unwanted negative emotions;

- Assist in de-escalating a potentially explosive relational interaction;
- Provide an assessment to determine if more extensive, more frequent, or more intensive mental health interventions are recommended or needed;
- Provide consultation and explanation for an array of alternative behaviors, or thought processes to consider before decision making is finalized, leading to a more effective resolution of the crisis
- Upon the completion of a crisis assessment, specific suggestions and referrals are made based on your presenting crisis issue.

If you are considered to be so mentally ill and your symptoms and behaviors are such that you would be at imminent risk of causing harm to yourself or others, and you are unable to protect yourself, there is a **risk** you will be held under supervision by the order of a physician until you are safe and can be moved to a lesser restrictive environment that continues to be safe for you and others. You should talk to your therapist or case manager about Advanced Directives.

Psychiatry Service :

The **benefits and risks** of the Psychiatry Service are unique and will be explained by the psychiatrist. You should know the answer to the following questions should medications be recommended during your treatment:

1. What is the medication I am taking?
2. What are the potential risks associated with taking this medicine?
3. What is this medicine supposed to do for me? How is it supposed to help me?
4. How long should I take it?
5. What side effects can I expect?
6. What is the dosing schedule? What should I do if I miss a scheduled dose?
7. Are there any special instructions in taking this medication?
8. Are there any foods, other prescriptions, or over-the-counter medications I should avoid?
9. If I'm taking several medications are there potential interactions I should be aware of?
10. Is there a lower cost generic available for my medication? If necessary is financial assistance available to help me purchase this medicine?

It is critical that your psychiatric provider be informed of any changes in the medications you receive from any other physician currently providing treatment, any changes or new medical procedures that are being recommended, or you are seeing a new physician or specialist. Our goal is to maintain the coordination of care and the prevention of potentially harmful interactions of medications or medical procedures.

Making a list of specific questions or observations you may have initially and throughout the course of taking medication is recommended. A full discussion at your regularly scheduled appointments assists you and your provider to manage your symptoms and concerns in a planned and thorough manner. This should reduce the need for crisis type contacts, which tend to be anxiety producing as you wait to obtain a response from the psychiatrist. This also assists the provider to stay on schedule for the most part and reduce interruptions and delays for you and the other clients receiving this service. However, the nursing staff will be able to screen your crisis type inquiries during regular office hours should you require some type of intervention before your next psychiatric appointment.

Residential Subsidies:

Benefits of an adult care facility or a group home could include:

- Providing a living environment with other clients to decrease isolation and loneliness occurring as a result of symptom flare-ups from the mental illness;
- Provide 'time out' or 'respite' from a current living situation that is temporarily chaotic, unsupportive, or unstable which could lead to decompensation of mental stability;
- An apartment subsidy promotes independence in community living for those otherwise financially unable to afford rent.

Individuals who are severely mentally disabled are eligible to apply for various types of subsidies and loans related to housing. Specific criteria and contracts are reviewed for each of the subsidy programs to assure eligibility and appropriateness.

Some **risks** may include:

- Subsidies are based on annual allocations, and administered until funding is depleted;

- Subsidies are only temporary;
- Amount of money available may not be sufficient to meet the client need
- Adult care facilities are not owned or managed by the agency; ☒ Adult care facilities do not provide 24-hour supervision.

These homes are licensed either through the Ohio Department of Health or Mental Health and Addictions Services, subject to the rules and standards of the licensing agency. Subsidies are available to assist with rent through funding from our ADAMH board and the State Residential Subsidies (RSS) program and subject to criteria as required by the State Department of Mental Health and Addictions Services. Your case manager can assist you in determining your eligibility at the time of request. The risks and benefits are unique to each program and are reviewed at the time of referral.

ACCOMMODATIONS

Americans with Disabilities Act: New Horizons follows requirements of ADA and provides reasonable accommodations when requested to assure that everyone who needs and is eligible for services can access them.

Deaf or Hard of Hearing: New Horizons will assist in securing American Sign Language interpretation services for individuals who are deaf or hard of hearing at a level that permits them to interact effectively with the provider.

Mobility Impairment: All New Horizons buildings are handicapped accessible. If you require a particular kind of assistance, please notify us by calling before the next appointment.

Limited English Proficiency: New Horizons will assist in securing interpretation services for individuals who are limited in their ability to speak, read, write, or understand the English language at a level that permits them to interact effectively with the provider.

Service Animals: Service animals are permitted inside of any New Horizons facility. Pets of any kind are not permitted. Signs are posted on agency doors.

Cultural Diversity and Competency: Clinical staff is trained to meet the scope of practice licensure credentials or job description skills necessary to provide appropriate treatment. Specialized services are available for children, adolescents, young adults, and older adults, families, couples, persons with severe mental disabilities or severe emotional disturbances and persons with dual disorders of mental illness and substance abuse.

CLIENT RIGHTS

As a New Horizons client, you have the following rights:

1. The right to be treated with consideration and respect for personal dignity, autonomy and privacy;
2. The right to reasonable protection from physical, sexual or emotional abuse and inhumane treatment;
3. The right to receive services in the least restrictive, feasible environment;
4. The right to participate in any appropriate and available service that is consistent with an individual service plan (ISP), regardless of the refusal of any other service, unless that service is a necessity for clear treatment reasons and requires the person's participation;
5. The right to give informed consent to or to refuse any service, treatment or therapy, including medication absent an emergency;
6. The right to participate in the development, review and revision of one's own individualized treatment plan and receive a copy of it;
7. The right to freedom from unnecessary or excessive medication, and to be free from restraint or seclusion unless there is immediate risk of physical harm to self or others;
8. The right to be informed and the right to refuse any unusual or hazardous treatment procedures;
9. The right to be advised and the right to refuse observation by others and by techniques such as one-way vision mirrors, tape recorders, video recorders, television, movies, photographs or other audio and visual technology. This right does not prohibit an agency from using closed-circuit monitoring to observe seclusion rooms or common areas, which does not include bathrooms or sleeping areas;
10. The right to confidentiality of communications and personal identifying information within the limitations and requirements for disclosure of client information under state and federal laws and regulations;
11. The right to have access to one's own client record unless access to certain information is restricted for clear treatment reasons. If access is restricted, the treatment plan shall include the reason for the restriction, a goal to remove the restriction, and the treatment being offered to remove the restriction;

12. The right to be informed a reasonable amount of time in advance of the reason for terminating participation in a service, and to be provided a referral, unless the service is unavailable or not necessary;
13. The right to be informed of the reason for denial of a service;
14. The right not to be discriminated against for receiving services on the basis of race, ethnicity, age, color, religion, gender, national origin, sexual orientation, physical or mental handicap, developmental disability, genetic information, human immunodeficiency virus status, or in any manner prohibited by local, state or federal laws;
15. The right to know the cost of services;
16. The right to be verbally informed of all client rights, and to receive a written copy upon request;
17. The right to exercise one's own rights without reprisal, except that no right extends so far as to supersede health and safety considerations;
18. The right to file a grievance;
19. The right to have oral and written instructions concerning the procedure for filing a grievance, and to assistance in filing a grievance if requested;
20. The right to be informed of one's own condition; and,
21. The right to consult with an independent treatment specialist or legal counsel at one's own expense.

We ask you to rate your satisfaction with all our services by talking to your clinician(s) or support staff about any concerns or compliments you have, or by completing a Client Feedback Form at any time. These short survey forms are available in our lobby, or you may request a form from one of the support staff. At times during the year, we may ask you and every other client who visits us that day or week to complete a survey. We review the results of these surveys so we can do the best job possible in meeting your needs. Our hope is that you will be absolutely satisfied with everything we do with and for you.

CLIENT GRIEVANCE PROCEDURE

The Client's Rights procedure is posted in the lobby of all agency locations; copies are also available upon request. Anyone who has a grievance will have prompt access to the Client's Rights Officer. All agency staff are trained on and understand the Client's Rights and grievance procedures and have a responsibility to notify clients of their right to file a grievance, and the name and availability of the Client's Rights Officer. New Horizons maintains a strict policy against staff retaliation or barriers to services for clients who file a complaint or grievance. If you do not understand any part of the Client's Rights form or procedure, New Horizons staff have the responsibility to explain them to you.

Informal concerns: Any supervisor may address your concerns relating to any agency program and/or procedures. At any time during this informal process, you have the right to file a grievance if the concern alleges a violation of one of your rights. You are encouraged to meet and speak with the individual or the supervisor responsible for the person or service involving your concern. The staff member will provide assistance with contacting the supervisor and serve to facilitate the meeting, if you request.

An agency representative will be provided, should you request, to meet with the individual and supervisor in voicing your concern. This can be any support person you identify. If the process does not result in a successful resolution, you can choose to transfer to another clinician, service or agency. You may contact any authority outside the agency to assist you in resolving your concerns.

Grievances: If you allege one of your rights has been violated regarding past and/or present services at New Horizons you have the right to file a grievance and are given the name and hours of availability of the Agency's Clients Rights Officer. The Clients Rights Officer assists you or a person authorized by you if needed, in completing a Clients Rights Complaint Summary. The Chief Executive Officer will appoint an alternative agency representative if the Clients Rights Officer is the subject of the grievance.

If you are in emotional distress while also requesting to file a grievance, the clinician on-call, the Crisis Intervention staff, any Team Leader, supervisor or manager will be requested to support you, de-escalate the situation, and then facilitate a meeting with the Clients Rights Officer.

The Clients Rights Officer is available to accept a grievance during Agency business hours. The Clients Rights Officer will explain the grievance procedure from filing to final resolution and discuss the expected outcome of the grievance. When the Clients Rights Officer is not immediately available, an appointment is scheduled as soon as possible, typically within 24 hours. One of the back-up supervisors is available if an immediate response is necessary.

The Clients Rights Officer provides written acknowledgement of receipt of the grievance within three days. The Client Rights Officer and other appropriate staff investigate the allegation and then prepare a written response to the client within 21 calendar days of the filing of the grievance. The Client Rights Officer can serve as a representative for the grievor and can convene a formal hearing if requested by the grievor. The Clients' Rights Officer is responsible for overseeing the process of any grievance filed by you or other person or agency on behalf of an Agency client.

<p>Justine Simpson, Ed. D, LPCC-S <i>Clients Rights Officer</i> 230 N. Columbus St. Lancaster, OH 43130 740-687-0835</p>	<p>Monday – Friday 9:00am – 5:00pm By Appointment</p>
<p><u>During Client Rights Officer Absence:</u> Megan Golden, LISW-S 230 N. Columbus St. Lancaster, OH 43130 740-687-0835</p>	<p>Monday – Friday 9:00am – 5:00pm By Appointment</p>

Or you may contact any of the following:

<p><u>Disability Rights Ohio:</u> 50 West Broad St., Suite 1400 Columbus, Ohio 43215 1-800-282-9181 800-282-9182 www.disabilityrightsohio.org</p>	<p><u>Our local ADAMH Board:</u> Dawn Good, Client Rights Officer ADAMH Board 108 West Main Street Lancaster, Ohio 43130 (740) 740.654.0829 x308 www.fair-mh.org</p>
<p><u>Ohio Department of Mental Health and Addiction Services:</u> The James A. Rhodes State Office Tower 30 East Broad St., 8th Floor Columbus, OH 43215-3430 614-466-2596 1-877-275-6364 (Text) 614-752-9696</p>	<p><u>Office for Civil Rights:</u> US Dept of Health & Human Services 233 N. Michigan Avenue, Suite 240 Chicago, IL 60601 (800) 368-1019 TDD: (800) 537-7697</p>
<p><u>The United States Dept of Health & Human Services:</u> 200 Independence Avenue SW Washington, DC 20201 1-877-696-9775 (toll free)</p>	

CLIENT RESPONSIBILITIES

Just as your rights are protected, we ask that you assume certain responsibilities. These will assist you in your recovery. We ask that you:

1. Respect the rights of other clients, visitors and staff, including the use of appropriate language and behavior. Treat others with consideration & respect for personal dignity, autonomy & privacy. Abstain from abuse, financial or other exploitation, retaliation, humiliation or neglect – for example - bullying, teasing or name-calling. Agency staff will terminate conversations or interactions deemed to be hostile, violent or dangerous and contact the appropriate safety forces to contain potential harm to client, staff or others.
2. Be honest and open with staff in matters relating to physical and mental health (past and present illnesses, medications, past treatments, etc.)
3. Work seriously toward goals established in the treatment plan
4. Notify New Horizons of any change in address, phone, income, household size, or marital status or any other changes in your life.
5. Pay for the cost of services as determined by the fee agreement; including fees incurred due to not showing for a pre-arranged appointment without prior notification
6. Become involved in specific decisions about your care; tell us your issues and what you think might help your situation.
7. Keep appointments or cancel at least 24 hours in advance.
8. Meet your financial obligations, along with helping us to decide if you are eligible for subsidy.
9. Follow the law.
10. Take responsibility for your health by exercising, not smoking, eating a healthy diet and managing stress.

CONFIDENTIALITY AND NOTICE OF PRIVACY PRACTICES

New Horizons Mental Health Services: Notice of Privacy Practices Your Information. Your Rights. Our Responsibilities.

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. **Please review it carefully.**

Your Rights

You have the right to:

- Get a copy of your paper or electronic medical record
- Correct your paper or electronic medical record
- Request confidential communication
- Ask us to limit the information we share
- Get a list of those with whom we've shared your information
- Get a copy of this privacy notice
- Choose someone to act for you
- File a complaint if you believe your privacy rights have been violated

Your Choices

You have some choices in the way that we use and share information as we:

- Tell family and friends about your condition
- Provide disaster relief
- Provide mental health care

Our Uses and Disclosures

We may use and share your information as we:

- Treat you
- Run our organization
- Bill for your services
- Help with public health and safety issues
- Do research
- Comply with the law
- Respond to organ and tissue donation requests
- Work with a medical examiner or funeral director
- Address workers' compensation, law enforcement, and other government requests
- Respond to lawsuits and legal actions

Your Rights

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

Get an electronic or paper copy of your medical record

- You can ask to see or get an electronic (not yet available) or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

Ask us to correct your medical record

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say “no” to your request, but we’ll tell you why in writing within 60 days.

Request confidential communications

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say “yes” to all reasonable requests.

Ask us to limit what we use or share

- You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care.
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.

Get a list of those with whom we’ve shared information

- You can ask for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with, and why.
We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Get a copy of this privacy notice

You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly. **Choose someone to act for you**

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting our Clients' Rights Officer
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/.
- We will not retaliate against you for filing a complaint.

Your Choices

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in your care
- Share information in a disaster relief situation
- Include your information in a hospital directory

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

In these cases we never share your information unless you give us written permission:

- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy notes

Our Uses and Disclosures

How do we typically use or share your health information?

We typically use or share your health information in the following ways.

To Treat you

We can use your health information and share it with other professionals who are treating you.

Example: A doctor treating you for an injury asks another doctor about your overall health condition.

Run our organization

We can use and share your health information to run our practice, improve your care, and contact you when necessary.

Example: We use health information about you to manage your treatment and services.

Bill for your services

We can use and share your health information to bill and get payment from health plans or other entities.

Example: We give information about you to your health insurance plan so it will pay for your services.

How else can we use or share your health information?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html.

Help with public health and safety issues

We can share health information about you for certain situations such as:

- Preventing disease
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety

Comply with the law

We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

Respond to organ and tissue donation requests

We can share health information about you with organ procurement organizations.

Work with a medical examiner or funeral director

We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

Address workers' compensation, law enforcement, and other government requests

We can use or share health information about you:

- For workers' compensation claims
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and presidential protective services

Respond to lawsuits and legal actions

We can share health information about you in response to a court or administrative order, or in response to a subpoena.

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see:

www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html.

Changes to the Terms of this Notice

- We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our web site. New Horizons abides by any and all state of Ohio Privacy Laws that require greater limits on disclosures

Other Instructions for Notice

- This latest notice revision is effective November 21, 2024
- Our Privacy Officer is: Lisa Clark lclark@newhorizonsmentalhealth.org (740)687-0835

Can I revoke my consent?

Yes, you can revoke your consent. You must do this in writing and bring it to us so that we can stop using and disclosing your Protected Health Information. We are permitted to use and disclose your Protected Health Information based on your consent until we receive your revocation in writing. However, if you revoke your consent, we reserve the right to terminate further treatment to you, on the basis of your refusal to allow us to share your information for purposes of treatment, payment, and healthcare operations.

Authorization

What can be done with my information if I authorize its disclosure for other purposes?

With your permission by signing one or more Authorization to Use and Disclose Protected Health Information forms, we can share your Protected Health Information for reasons other than to treat you and to administer and pay for your treatment. For example, you might agree to allow us to share your Protected Health Information with a drug company so that your eligibility for reduced cost medications or free medication samples may be determined.

Can I revoke my authorization?

Yes, you can revoke your authorization. You must do this in writing and bring it to us so that we can stop sharing your Protected Health Information. We are permitted to share your Protected Health Information until we receive your revocation in writing. All authorizations you make are voluntary, and you can continue to receive treatment at New Horizons even if you revoke your authorization(s).

We send the following notice every time we release information with your permission:

NOTICE TO RECIPIENT OF PROTECTED HEALTH INFORMATION **Prohibition against Re-Disclosure:** This information has been disclosed to you from records protected by federal confidentiality rules. The federal rules prohibit you from making any further disclosure of this information unless further disclosure is expressly permitted by the written consent of the person to whom it pertains or as otherwise permitted by 42 C.F.R., Part 2. A general authorization for the release of medical or other information is not sufficient for this purpose. The federal rules restrict any use of information to criminally investigate or prosecute any alcohol or drug abuse client. Drug abuse patient records are also protected under the Health Insurance Portability and Accountability Act of 1996 (HIPAA), 45 C.F.R. parts 160 and 164. These conditions apply to every page disclosed and a copy of this authorization will accompany every disclosure.

Are there circumstances when my information can be shared without my consent or authorization?

Yes. Your Protected Health Information can be shared without your prior consent or authorization in the following circumstances:

1. In an emergency so long as your consent is obtained as soon as possible
2. When mandated or allowed by law according to specific requirements:
 - For certain public health activities
 - To protect victims of abuse or neglect
 - For health oversight activities
 - Pursuant to a Court Order
 - For court-ordered treatment that is part of a Children’s Services case plan, or that relates to dependency, neglect, abuse or custody proceedings
 - For law enforcement purposes
 - To a coroner/medical examiner
 - For organ/eye/tissue donation
 - To avert serious threats to the health or safety of a person or the public
 - To facilitate specialized government functions such as national security, intelligence activities and protective services
 - For federal privacy law compliance and enforcement efforts
3. When there are substantial communication barriers and it is reasonable for us to believe that you are giving your consent or authorization.

What about any other uses of my medical information?

Other uses and disclosures of medical information not covered by this notice or the laws that apply to us will be made only with your written permission. If you provide us permission to use or disclose medical information about you, you may revoke that permission, in writing, at any time. If you revoke your permission, we will no longer use or disclose medical information about you for the reasons covered by your written authorization. Please understand that we are unable to take back any disclosures we have already made with your permission and that we are required to retain all records of the care that we provide to you.

Note: For appointments we may call your home or text to confirm and remind you. We may also leave messages regarding appointments. Please advise us if you do not wish us to call your home or send text messages.

What will you do to protect my health information?

We will maintain the privacy of your Protected Health Information as required by law. We are providing you with this Notice of Privacy Practices containing our legal responsibilities and privacy practices regarding Protected Health Information. At your request at any future time we will again provide you with this notice. We will follow the terms of the Notice of Privacy Practices currently in effect.

What can I do if I have questions or want to complain about the use and disclosure of my Protected Health Information?

All questions or complaints concerning our privacy policies may be sent to our Privacy Officer.

We will not penalize or retaliate against you for complaining about the use or disclosure of your Protected Health Information.

New Horizons Mental Health Services is not responsible for the misuse or re-release of your Protected Health Information by another individual, agency or entity.

In order to protect the confidentiality of client information, clients and visitors are prohibited from entering the business office, record room or any agency office or meeting room, unless invited in and accompanied by an agency staff member.

SAFETY PRACTICES ON AGENCY PREMISES

New Horizons seeks to provide an environment that is as healthy and safe as possible for clients, other visitors and staff. All clients and visitors are required to check in at the front desk when entering all our buildings.

New Horizons staff have been trained in emergency evacuation procedures from the building. Clients and visitors are asked to follow staff instructions during an emergency evacuation of the building. Evacuation maps are posted in each office and restroom throughout the building. Emergency exits and exit paths are clearly marked on the posted maps. First Aid supplies are located in the reception office of each clinic. If you bring any of your prescription medications into the agency, please keep them with you at all times and do not leave them unattended.

If the fire alarm sounds, everyone must proceed to the nearest exit in an orderly manner and should not re-enter the building until instructed to do so by a staff member. In the event of an actual fire, everyone must stay away from the building and out of the way of firefighting equipment. Fire extinguishers are provided in multiple locations throughout the building. Please consult evacuation map for locations. You will be directed to the evacuation point by a New Horizons Staff member.

In the event of a bomb threat, multiple notifications will be provided for the need to evacuate, which could include verbal notification, announcement over the loudspeaker, or use of the fire alarm system. You will be directed to the evacuation point by a New Horizons staff member. You are asked not to use your cell phone until you are at least 500 yards from the building site.

In the event of a tornado, severe storm, or damaging winds, a notice will be sounded over the intercom system in the building, or by verbal announcement. Clients and visitors are to follow the instructions given to seek shelter in the interior hallways away from all windows.

In the event of a power failure, all staff and clients are to remain where they are until the scope of the power failure can be determined. Interior offices are equipped with flashlights. Building maintenance will be contacted to determine the length of the outage. The CEO will determine if the facility will be closed. During inclement weather, clients should check New Horizons social media and website for the announcement of closures of the facility.

OTHER FACILITY POLICIES AND HOURS OF OPERATION

New Horizons staff does not utilize seclusion or restraint procedures with anyone. The agency policy is to immediately call in law enforcement personnel if any individual becomes disruptive and/or threatening to any other person or themselves, or to agency property.

Smoking or chewing tobacco or tobacco products, including e-cigarettes, is strictly prohibited inside any agency facility. Signs are posted within agency buildings. Bringing any illicit drug, alcohol, or any other intoxicant into any New Horizons facility is strictly prohibited, as is the use of any of these substances within any agency facility. Weapons are strictly prohibited from any New Horizons facility. Signs are posted on all agency external doors. CCS's or Case Managers are given a small first aid kit for their cars in the event of a minor injury while out on client home visits or during transportation.

Agency Hours of Operation:

New Horizons Mental Health Services, Lancaster Offices

8-5 Monday through Friday

New Horizons Mental Health Services, Pickerington Office

8-5 Monday through Friday

Crisis Intervention

24 hours per day, 7 days a week by calling 740-687-8255

TRANSFER OR DISCHARGE CRITERIA

Your clinician may recommend, or you may request to be transferred to other services within New Horizons based upon your mental health needs and desires. Your clinician starts this process by completing a transfer summary, and then notifies you of the results of this process.

At the end of treatment, if applicable, your case may be closed without referral if you met all your goals or decided to stop coming to treatment, or if you refused a referral. We encourage you to inform your clinician if you feel that you want to stop coming to treatment. In that way, a final

session can be arranged, so that you and your clinician can summarize your progress and discuss future options if the need arises.

Your case may be closed with referral if you need or want some type of care that New Horizons does not provide, or if you prefer to receive your mental health care somewhere else.

New Horizons may also close your case administratively if you threaten any staff member by word or deed, if you commit a crime on agency premises, if you infringe upon the privacy of any New Horizons staff member, if you repeatedly miss scheduled appointments without prior notification, or if you choose to not pay the fee you have agreed to pay for services provided. If you are notified of agency intent to discharge you administratively, you may appeal this decision to the New Horizons Client's Rights Officer. If you remain unsatisfied with the agency decision after this appeal, you may appeal further to Disability Rights Ohio or The Fairfield County Alcohol, Drug Addiction and Mental Health Board.

When your case is closed, you will either be given or mailed a list of community providers. This list can be referred to should you decide to re-engage in treatment in the future. This list will include contact information for emergency services in the community as well. At that time, you will be given details on how to request a discharge summary that will include the reason for the closure, your progress in treatment, a list of medications you were taking, and any referrals that were made or recommended.

ADVANCE DIRECTIVES

Many people with a history of mental illness live in fear of what will happen if they lose their ability to make health care decisions. An Advance Directive Durable Power of Attorney for Health Care is a legal document that ensures you a voice in health care decisions when an attending physician determines you do not have the capacity to make informed health care decisions. When you develop an Advance Directive for Health Care, you name an agent (a trusted friend or family member) to act on your behalf. It is a proactive approach to making your own decisions about your care. An Advance Directive for Health Care may address issues as:

- Choices of medication you may or may not want to take
- Choices of where treatment is provided
- Preferences about types of treatment
- Identified family members or support persons to contact
- Choices about discharge plans
- Choices about temporary care of children

Your primary provider can help you determine if an Advance Directive is right for you; or you can log onto the Disability Rights Ohio website (<https://www.disabilityrightsohio.org>). You may also contact Disability Rights Ohio by telephone ([1-800-282-9181](tel:1-800-282-9181)) to obtain a Power of Attorney Health form that was designed for mental health clients.

COMMUNITY MENTAL HEALTH RESOURCES

The National Alliance for The Mentally Ill (NAMI) of Fairfield County provides a variety of education, support and advocacy activities for primary consumers and the family members of individuals with severe mental disabilities. For a description of current activities call the local ADAMH board for current NAMI officers and contact numbers. Fairfield County 211 provides connection to several local resources as needed by calling 211 while in Fairfield County or 740.687.0500.

Fairfield County 211 can link to the following:

[Food Assistance](#)- 2-1-1 coordinates referrals to food pantries throughout Fairfield County for individuals and families.

[Homeless Resources](#)- If you need help with rent, utilities, electric, etc. and live in Fairfield County, 2-1-1 can refer you to agencies that may be able to assist.

[Eyeglass Assistance](#)- In partnership with The Lions Club, 2-1-1 provides assistance for eye glasses and in some cases, eye exams.

[Older Adult Community Resources](#)

Community resources for older adults.

[Holiday Assistance](#)- The Holiday Assistance programs are designed to provide Fairfield County Residents with food baskets, clothes and toys for Christmas.

[School Clothing Assistance](#)- School clothes assistance is available for Pre-K through 12th grade.

[Housing Assistance](#)-Project HouseCall is a program designed to give you the necessary resources to regain or retain housing stability and quality of life. We are here to coordinate all types of housing information.

[Outreach Services](#)- The Ohio Benefit Bank has trained counselors to help Ohio families find out what state and federal benefits they may be eligible for.

[Payee Services](#)- Our Payee program is designed for individuals who experience chronic and persistent severe mental illness.

Mental Health of America of Ohio has information on support groups offered in person or online on their website mhaohio.org or can be reached at **740.202.9772** for questions about connection with local agencies, patient's rights advocates, and private mental health providers.

HIV 101

Without treatment, HIV (human immunodeficiency virus) can make a person very sick and even cause death. Learning the basics about HIV can keep you healthy and prevent transmission.

HIV CAN BE TRANSMITTED BY



Sexual Contact



Sharing Needles to Inject Drugs



Mother to Baby During Pregnancy, Birth, or Breastfeeding

HIV IS NOT TRANSMITTED BY



Air or Water



Saliva, Sweat, Tears, or Closed-Mouth Kissing



Insects or Pets



Sharing Toilets, Food, or Drinks

PROTECT YOURSELF FROM HIV

- Get tested at least once or more often if you are at risk.
- Use condoms the right way every time you have anal or vaginal sex.
- Choose activities with little to no risk like oral sex.
- Don't inject drugs, or if you do, don't share needles, syringes, or other drug injection equipment.



- If you are at risk for HIV, ask your health care provider if pre-exposure prophylaxis (PrEP) is right for you.
- If you think you've been exposed to HIV within the last 3 days, ask a health care provider about post-exposure prophylaxis (PEP) right away. PEP can prevent HIV, but it must be started within 72 hours.
- Get tested and treated for other STDs.



KEEP YOURSELF HEALTHY AND PROTECT OTHERS IF YOU HAVE HIV

- Find HIV care. It can keep you healthy and help reduce the risk of transmitting HIV to others.
- Take your HIV medicine as prescribed.
- Stay in HIV care.



- Tell your sex or injection partners that you have HIV. Use condoms the right way every time you have sex, and talk to your partners about PrEP.
- Get tested and treated for other STDs.

For more information please visit www.cdc.gov/hiv



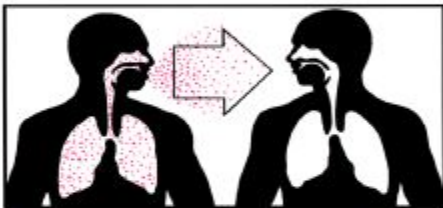
Active TB Disease

If your tests show that you have active tuberculosis, or "TB" disease, here are some facts you should know:

- TB is a serious disease that can be cured with the right treatment and medicine.
- Some people with TB disease can spread the disease to other people.

How did I get TB?

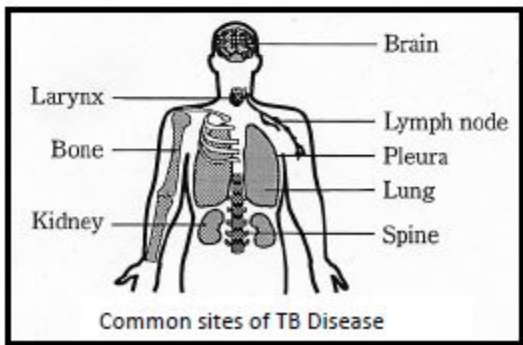
Anyone can get TB. When someone with TB in their lungs coughs, sneezes, or talks, TB germs can be sprayed into the air. Anyone close by can breathe the germs into their lungs. You cannot get TB from shaking hands or from food, dishes, linens or other objects.



When the TB germs got into your body, they went "to sleep." "Sleeping" TB germs do not hurt your body or make you sick. This is called "latent TB infection" or "LTBI." LTBI can last for a short time or many years. You got sick from TB when the germs "woke up" and started to grow and hurt your body. This is called "active TB disease."

How does TB disease affect my body?

TB disease usually affects your lungs (pulmonary TB). TB can hurt other parts of your body too.



People with TB disease may have 1 or more of these symptoms:

- Coughing for 3 weeks or longer
- Losing weight
- Poor appetite
- Sweating at night
- Fever
- Chills
- Feeling tired or weak
- Pain in the chest
- Coughing up blood or brown-colored material from your lungs

How do doctors test for TB?

You may need more than 1 test for TB disease:

- A Mantoux skin test can tell whether you have TB germs in your body, even if they are "asleep."
- A chest x-ray can tell whether the germs have hurt your lungs.
- Sputum culture tests can tell whether TB germs are growing in your lungs.

How can I get better?

- You need to see a doctor and take special TB medicines to kill the TB germs.
- TB germs are strong and live a long time. You will feel better a few weeks after you start to take the TB medicines. To be sure that all of the TB germs are killed, you must keep taking TB medicines for at least 6-9 months.
- It is important to see your doctor every month until your TB treatment is finished. The doctor will do tests to be sure you are getting better, ask if you have any problems with the medicines, and answer your questions.

What happens if I don't take the medicine?

TB germs are very strong. If you don't take all of your medicine correctly, you could become sick again and spread TB to other people.

You must take all of your medicines exactly as your doctor tells you to in order to be cured. If you do not take your medicine correctly, your TB could become even stronger. You would have to take stronger medicines for a longer time.

The ABCs of Hepatitis Fact Sheet

HEPATITIS A	HEPATITIS B	HEPATITIS C
What is it?		
<ul style="list-style-type: none"> ▶ A virus that causes sickness to the liver ▶ Goes away in about 2 months 	<ul style="list-style-type: none"> ▶ A virus that causes sickness to the liver ▶ USUALLY goes away after several months ▶ If it does not go away, it can cause liver cell damage, leading to cirrhosis (scarring) and cancer 	<ul style="list-style-type: none"> ▶ A virus that causes sickness to the liver ▶ USUALLY does NOT go away unless treated ▶ It can cause liver cell damage, leading to cirrhosis (scarring) and cancer
How is it spread?		
<ul style="list-style-type: none"> ▶ Eating or drinking food or water that has been contaminated with infected feces 	<ul style="list-style-type: none"> ▶ Contact with infected blood, sexual fluids, or saliva ▶ Sharing injection drug equipment, or tattoo and body-piercing tools ▶ Human bite ▶ Passed from infected mother to newborn during childbirth 	<ul style="list-style-type: none"> ▶ Sharing injection drug equipment, or tattoo and body-piercing tools ▶ Contact with infected blood ▶ Sharing razors and toothbrushes ▶ Passed from infected mother to newborn during childbirth ▶ Rarely spread through sex
Symptoms		
<ul style="list-style-type: none"> ▶ For hepatitis A and B, you may have light stools or dark urine, fatigue, fever, nausea, vomiting, loss of appetite, bellyache, and yellow skin or eyes (jaundice). Some people don't experience any symptoms 		<ul style="list-style-type: none"> ▶ Most people have no symptoms ▶ Some may feel tired and experience nausea and loss of appetite
Treatment		
<ul style="list-style-type: none"> ▶ Lots of rest and fluids 	<ul style="list-style-type: none"> ▶ Interferon or oral anti-viral medication 	<ul style="list-style-type: none"> ▶ Oral anti-viral medication
Prevention		
<ul style="list-style-type: none"> ▶ Washing hands with soap and water after using the toilet. Use 1 part bleach to 9 parts water to clean surfaces contaminated with feces, such as changing tables. ▶ Avoid contaminated food and water ▶ Vaccination 	<ul style="list-style-type: none"> ▶ Clean up spilled blood with 1 part bleach to 9 parts water and wear protective gloves. Soak spill area for 10 minutes. ▶ Do not share razors, toothbrushes, or needles ▶ Practice safe sex: use a latex condom or barrier ▶ Vaccination 	<ul style="list-style-type: none"> ▶ Clean up spilled blood with 1 part bleach to 9 parts water and wear protective gloves. Soak spill area for 10-30 minutes. ▶ Do not share razors, toothbrushes, or needles ▶ Practice safe sex: use a latex condom or barrier ▶ No vaccine exists ▶ Can get re-infected after being cured

VA



U.S. Department
of Veterans Affairs
Veterans Health
Administration



**You are not
alone.**

Call our Crisis Intervention
team at:

(740) 687-8255

Who We Are

About Us

Our MRSS/Mobile Crisis Teams work closely with children and adults who are experiencing a crisis or simply need to talk. We are community based and will travel within Fairfield County to a person in need. This may be a home, school, hospital or other mutually agreed upon location. Our goal is to listen, to identify how to resolve the crisis, and help you regain a sense of control.

Contact Us:

Phone: Contact us by calling:
(740) 687-8255 (TALK)
Call the state MRSS line at
(888) 418-MRSS (6777).

Web: www.newhorizonsmentalhealth.org



**New
Horizons
MRSS/
Mobile Crisis
Teams**



What does Mobile crisis/MRSS offer?

Mobile Crisis Team:

Our mobile crisis team intervenes wherever a mental health crisis is occurring in Fairfield County. We will travel to homes, schools, hospitals, or wherever a person in a mental health crisis is located. In person crisis assessment within 60 minutes of call
In person de-escalation support that meets you where you are
linkage to available resources and support establishing systems of care

What is MRSS?

MRSS stands for Mobile Response and Stabilization Services.

A service provided for children/adolescents up to the age of 21 experiencing a crisis defined by the parent/caregiver, family member or youth themselves

What do we do?

In person crisis assessment within 60 minutes of call
In person de-escalation support that meets you where you are
Up to 6 weeks of Stabilization services including linkage to available resources and support establishing systems of care
Peer support services for family and youth
CANS Assessment and linkage/referral to OhioRise

How do I get services?

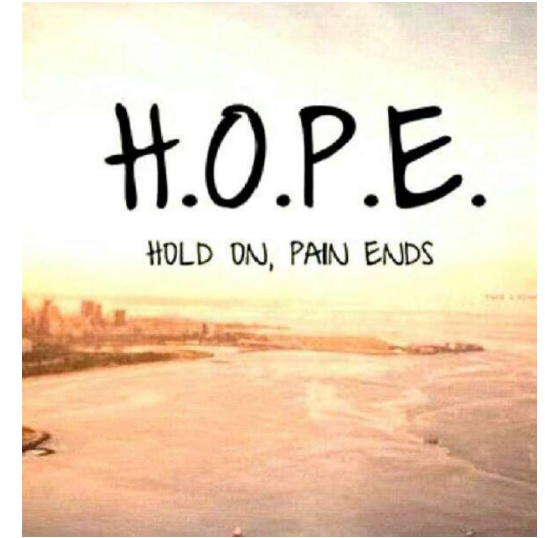
If you or a loved one are experiencing a dramatic increase in mental health symptoms, contact **(740) 687-8255 (TALK)**. Staff will connect you with a licensed clinician from New Horizons.

24 Hour Crisis Line:

We are often the first point of contact for a person in crisis or their loved one. Telephone crisis services provide a brief screening and triage to help determine what steps need to be taken to help stabilize a mental health crisis.

If you feel this is an emergency situation, please contact 911 or go to your nearest emergency room immediately.

We will listen. We won't judge. We will work 'With you to identify solutions to the issue(s) you are dealing with.



What will it cost?

You do not need medical insurance, transportation, or a medical provider to receive help through our crisis services.

If our clinician is able to link you up with ongoing outpatient mental health services, we may be able to bill Medicaid or private insurance. We also have a sliding fee.

What ages do you see?

Our clinicians will assess any person, regardless of age. We also have a team that works specifically with children, adolescents and families.