

Services will be made available to individuals, including family members & significant others to support the process of recovery. Persons living within the Muskogee or McIntosh counties will be identified for services first; as funding allows, others may be accepted. Persons presenting with substance use disorders will be given priority as follows:

- Pregnant injecting drug users (45 CFR 96.131);
- Pregnant substance users (45 CFR 96.131);
- Injecting drug abusers (45CFR 96.131);
- Women with dependent children;
- Persons with HIV/AIDS or HCV; and
- Medical necessity.

What to do in a mental health crisis?

During office hours: Come to GCBHS and speak to a clinician.

After Hours: Call 918-682-8407
*We have a clinician available 24 hours a day,
 7 days a week.*

Or you may go directly to:
 The Crisis Stabilization Unit
 6365 W. Okmulgee
 Muskogee, OK 74401

Recovery
 A process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential. (SAMHSA)

FIRE AND SAFETY

Evacuation plans are posted in every building and site where GCBHS operates. In case of an emergency an alarm will sound and an announcement over the paging system will describe the emergency. Please follow the instructions given by the nearest staff person.

GCBHS Staff

Our employees are committed to the following values:

- Accountability
- Appreciation of Diversity
- Continued Staff Development
- Excellence
- Highest Ethical Standards
- Integrity
- Loyalty
- Mutual Trust and Respect
- Open, Honest Communication
- Stewardship
- Dedication

Treatment Advocate

A Treatment Advocate is a person that you identify and name in a document that your clinician will provide. This person serves as a partner in your recovery. The Treatment Advocate may be a family member, spouse, partner, friend or anyone else you wish to name. Choosing a Treatment Advocate is completely voluntary. Should you decide to name an Advocate, you make the decisions regarding the level of involvement of the Treatment Advocate. The Treatment Advocate must at all times act in your best interest. Ideally, a Treatment Advocate would know your wishes and preferences and advocate for these. The Treatment Advocate may also participate in your treatment and discharge planning. You will receive a Treatment Advocate form at your initial Treatment Planning, and at every update to that Treatment Plan. This form will list your specific requests in regard to your Treatment Advocate.

Many of our programs are provided to the community through funding from the Oklahoma Department of Mental Health and Substance Abuse Services.

All GCBHS facilities are tobacco-free, inside and out. This includes all forms of smokeless tobacco and vapor products.

General Services

Screening, Intake, Assessment & Referral	Wellness Activities & Support
Individual, Group, & Family Therapy	Children & Adolescent Counseling
Case Management	Co-Occurring Counseling
Psychiatric Rehabilitation Programs	Comprehensive Care Management
Medication Clinic	Care Coordination
Services to Homeless Individuals	Health Promotion
Peer Recovery Support Services	Comprehensive Transitional Care
Individual & Family Support Services	Referrals to Community & Social Support Systems
Tobacco Cessation Services	*Emergency Services
Medication Assisted Treatment	Assisted Outpatient Treatment

*Emergency Services

- 24-Hour Crisis Intervention Services
- Crisis Stabilization Unit for persons 18 and older
- 24-Hour Mobile Response Services for Children & Adolescents
- 24-Hour Community Crisis Response

We understand the complex nature of chronic disease; furthermore we recognize that a healthy brain is critical to overall physical health. We are dedicated to a holistic approach to treatment and integrated models of care. Those we serve receive comprehensive, collaborative, integrated health care. It is a collaborative effort with you, a medical provider and us.

Client Complaint, Grievance, and Appeal Process

A written procedure for the Client Complaint, Grievance and Appeal Process is posted in our waiting room and is made available to family members and significant others, as requested. Although our goal is to provide services that improve the quality of life, there may be times when a client has a complaint about services. If the complaint / grievance is directly related to Chelsea Brown Director of Clinical Services, and then decision making authority will be delegated to the Executive Director, Joy Sloan. All complaints and/or grievances shall be reported within the following grievance and appeal process:

1. The client discusses the complaint with his/her clinician, and, if not resolved with the department supervisor.
2. If the client is not satisfied, he/she should immediately present the concern in writing to the Agency's Local Advocate(s) Destanie Kaufman or Quinton "Trae" Ross. Either may be reached at 918.682.8407. A client will have unimpeded and confidential access to the Agency's Local Advocate or the ODMHSAS Office of Consumer Advocacy. Complaints may also be made, at any time without first contacting the local advocate, to the ODMHSAS Consumer Advocate's Office at 1.866.699.6605.
3. If still not satisfied, the client may appeal to the agency's Director of Clinical Services (Chelsea Brown) in writing, who will then conduct an investigation and respond to the client, within 14 days of the original written complaint or grievance. This decision will be final, upon which the client may still contact the Advocate General's Office.
4. The Director of Clinical Services will inform the Executive Director (Joy Sloan), of the original concern and outcome, if needed.
5. The length of the appeal process will be no longer than 14 days after the receipt of the written complaint. The client will be notified in writing of the outcome.
6. The Client Complaint & Grievance and Appeal Process is reviewed on an annual basis by the Continuous Quality Improvement (CQI) Committee in order to review performance, based upon outcomes.
7. Based upon the annual review by the CQI Committee and recommendations to the Leadership Team; the Client Complaint, Grievance and Appeal Process may change.

Any other suggestions or general comments may be submitted in writing and placed in the suggestion box provided at the reception desk.

Client Rights

GCBHS shall ensure that each client is treated with respect and dignity, in addition to the following synopsis of rights:

- (1) You shall retain all rights, benefits, and privileges guaranteed by law except those lost through due process of law, and
- (2) You have the right to receive services suited to your condition in a safe, sanitary and humane treatment environment regardless of race, religion, gender, ethnicity, age, degree of disability, handicapping condition or sexual orientation, and
- (3) You shall not be neglected or sexually, physically, verbally or otherwise abused, and
- (4) You shall be provided with prompt, competent, and appropriate treatment; and an individualized treatment plan. You shall participate in your treatment programs and may consent or refuse to consent to the proposed treatment. The right to consent or refuse to consent may be abridged if you are adjudged incompetent by a court of competent jurisdiction and in emergency situations as defined by law. Additionally, you shall have the right to the following: a.) allow other individuals of your choice to participate in your treatment with your consent; (b) to be free from unnecessary, inappropriate, or excessive treatment; (c) to participate in your own treatment planning; (d) to receive treatment for co-occurring disorders if present; (e) to not be subject to unnecessary, inappropriate, or unsafe termination from treatment and; (f) to not be discharged for displaying symptoms of your disorder, and
- (5) Your record shall be treated in a confidential manner, and
- (6) You shall not be required to participate in any research project or medical experiment without your explicit informed consent as defined by law. Your refusal to participate shall not affect the services available to you, and
- (7) You shall have the right to assert grievances with respect to an alleged infringement on your rights, and
- (8) You have the right to request the opinion of an outside medical or psychiatric consultant at your own expense or a right to an internal consultation upon request at no expense, and
- (9) You shall not be retaliated against or subjected to any adverse change of conditions or treatment because you asserted your rights, and

You have a right to name a treatment advocate to participate in your treatment and discharge planning at any time throughout your length of stay. You may revoke your treatment advocate at any time as well.

This synopsis is posted throughout the agency and will be explained at the initial screening. A copy of the complete Bill of Rights is available upon request.

All GCBHS employees receive training on client rights, both at orientation and annually thereafter.

CLIENT HANDBOOK



Green Country Behavioral Health Services, Inc.

619 North Main
Muskogee, Oklahoma 74401
(918) 682.8407

111 Industrial Road
Checotah, Oklahoma 74426
(918) 926.6100

Office Hours: Monday-Friday 8-5
After hours upon request

Children's Mobile Response Line
(918) 441.1315

24-Hour Crisis Line
(918) 682.8407

MISSION: GCBHS strives to create a safe, supportive, and welcoming environment where those we serve can gain skills and resources necessary to lead healthy, self-sufficient, productive lives.

Our Vision is to be the team of excellence and leaders in the provision of quality services.