

**ORIENTATION INFORMATION**

**CSARCS**

**OF SOUTHEASTERN MICHIGAN**



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## **Welcome to CARE of Southeastern Michigan!**

We are happy that you are taking this opportunity to make yourself a priority and learn ways to enrich your health and lifestyle. There is no doubt that reaching your goals may prove to be challenging. Together, you and a CARE staff person will identify your strengths and work toward reinforcing them to make positive changes in your life. Please use our staff to assist you in your journey. We are here to help and support you.

We want to take the time to tell you a little bit about the program and what you can expect in working with us. We also would like to let you know what we will expect from you as a participant. Please take a moment to read through this orientation packet to learn this information and more about the many programs CARE of Southeastern Michigan offers.

At CARE of Southeastern Michigan, we value input. Please let us know if you have suggestions for improving our programs and services. Again, welcome to the program! We look forward to working with you.

Sincerely,

A handwritten signature in cursive script that reads "Susan Styf".

Susan Styf, LMSW, CAADC, CCS, CEAP, SAP  
President/CEO

## **MISSION STATEMENT**

CARE of Southeastern Michigan's mission is to strengthen resiliency in people and improve communities through prevention, education and services that improve the quality of life.

## **SCOPE OF SERVICES**

CARE's clinical department includes short-term services, such as one-time assessments and phone screenings. Longer term services include outpatient behavioral health treatment, problem solving sessions through Worklife Solutions (WLS), case management services and peer recovery coaching services. CARE also provides transition services to all participants to ensure that you were satisfied with the services provided and to see if additional assistance is needed once you have completed services with us.

## **EVIDENCE BASED PRACTICES**

CARE uses evidence based practices in our approaches. This refers to the use of mental and behavioral health interventions for which empirical research has provided statistically significant effectiveness as treatments. These interventions have been approved by the Substance Abuse and Mental Health Services Administration (SAMHSA), a part of the US Department of Health and Human Services. Some of the approaches used at CARE are: Screening, Brief Intervention and Referral to Treatment (SBIRT); Connecticut Community for Addiction Recovery Model; Motivational Interviewing; and Cognitive Behavioral Techniques.

## **HOURS OF OPERATION**

CARE is open on Monday, Tuesday, and Thursday from 8:30 am until 8:30 pm; Wednesday from 8:30 am until 5:00 pm; and Friday from 8:30 am until 1:00 pm.

## **FACILITY INFORMATION**

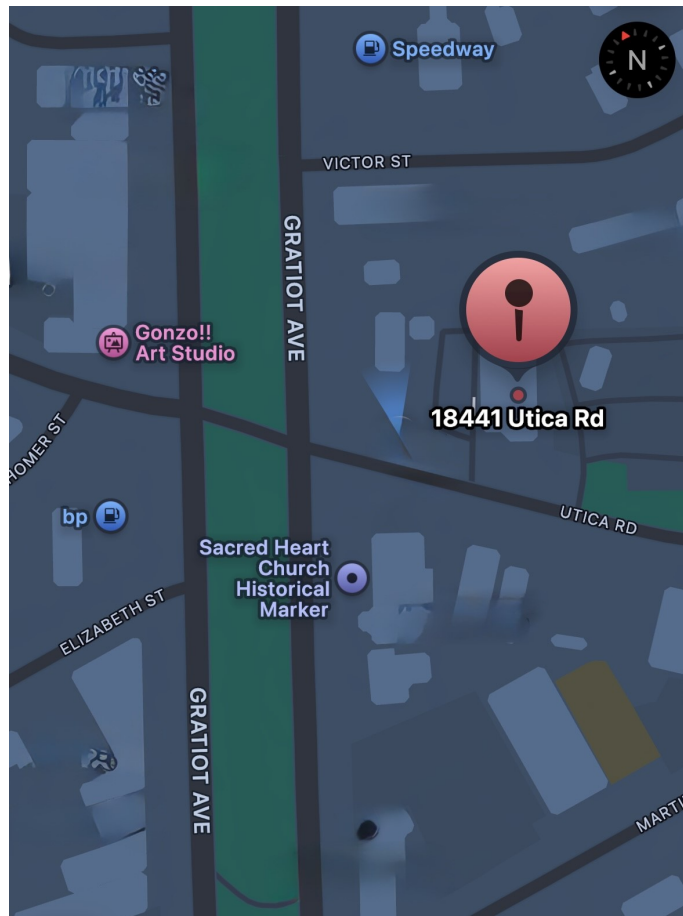
CARE of Southeastern Michigan is accredited by CARF, a national accreditation body recognizing those agencies that provide exemplary service, as well as licensed by the State of Michigan. The facility is weapon free and smoke free, including electronic nicotine delivery systems (i.e. Vape or e-cigarettes). Designated smoking areas are marked 25 ft from the building. Illegal substances are prohibited and prescription medication must be in the prescribed bottle. The lobbies have a suggestion box, information regarding programs offered, advanced directive information and pamphlets outlining your rights. Periodically throughout services and after you conclude services you will be surveyed for your perception of service delivery and outcome. An electronic version of this booklet can be found on our website.

### **MAIN OFFICE**

CARE of Southeastern Michigan's office is located in Roseville, Michigan on the corner of Gratiot and Utica Road. This office houses all CARE programs, including clinical, prevention, recovery support services, and administrative services.

**18441 Utica Road, Roseville, MI 48066**

*Phone: 586.541.2273 Fax: 586.541.2274*



# **ADMISSION INFORMATION / PROGRAM ELIGIBILITY**

## **STUDENT ASSISTANCE**

CARE's Student Assistance department offers students who are experiencing substance use/mental health concerns and their families the opportunity to meet with an experienced and licensed clinician to gain insight to their problems and receive assistance in gaining access into the most appropriate treatment options and community resources. CARE's Student Assistance has agreements with many school districts and provides opportunities for the family, district personnel and CARE's Student Assistance staff to work closely to follow students throughout their substance use or mental health treatment plan. Students ages five through nineteen who are enrolled in a school district that CARE has a contract with are eligible for this one-time comprehensive assessment. Depending on the school district's contract, this assessment may be available at no cost to the family.

## **WORKLIFE SOLUTIONS (WLS)- EMPLOYEE ASSISTANCE**

CARE's WLS department provides services for businesses, schools and municipalities regarding the effects of employee problems in the workplace. WLS has contracts with many employers throughout Southeastern Michigan and beyond to provide their employees with an employee assistance program (EAP). Services include assessment and referral for employees and their families regarding family problems, mental health and emotional concerns, financial and legal issues, substance use, problem solving and more. Master level clinicians provide confidential assessments and return sessions. The length of these services varies depending on the contract the employer has with CARE and are provided at no cost to the employee and/or their dependents under the age of 26.

## **FEE-BASED SERVICES**

### **ONE-TIME ASSESSMENTS**

CARE provides one time substance use evaluations for a fee. During these comprehensive evaluations, an experienced and licensed clinician meets with individuals to discuss their substance use history and concerns they may have in any area of their life. The CARE clinician will provide you with treatment referrals, if appropriate, and any applicable resources that will enhance your life. Sometimes agencies such as Department of Health and Human Services (DHHS) and Michigan Rehabilitation Services (MRS) agree to pay for this service. If this is the case, a formal referral, release of information and authorization for payment will need to be sent to CARE prior to scheduling the appointment.

## **ONE-TIME ASSESSMENTS (CONT.)**

If you are formally referred by probation or court, a formal referral and release of information must be sent to CARE prior to scheduling the appointment. If you are in need of an evaluation for court, to get your license back, etc., or the Department of Transportation and are not being formally referred by anyone, you will incur a fee. Payment is required at the time of the service.

## **FEE-BASED CLASSES**

CARE offers a 6-week Adult Anger Management class. This course is hosted continuously throughout the year. There are no eligibility requirements to register and attend. Sometimes agencies such as Department of Health and Human Services (DHHS) and Michigan Rehabilitation Services (MRS) agree to pay for this service. If this is the case, a formal referral, release of information and authorization for payment will need to be sent to CARE prior to registering for the class. If another agency is not paying for you to take this class, you will be responsible for the fee associated with the class. Payment is required before the start of the first class.

## **OUTPATIENT CLINIC**

CARE offers office-based outpatient services designed to improve an individual's daily functioning and quality of life. CARE staff are trained in evidenced based practices to assist in symptom reduction and to build resiliency factors.

## **ADULTS**

CARE is contracted through Macomb County Community Mental Health, Department of Substance Use Services to provide outpatient treatment services to adults 18 years and older. The intent of outpatient services is to facilitate the continued course of treatment for individuals with verified diagnoses of substance use. Individuals must have significant impairment on their functioning level in the areas of their occupational, educational, interpersonal and/or medical status to warrant admission into the treatment program. Individuals admitted into outpatient treatment services funded by MCCMH must qualify for residency and income eligibility guidelines:

- Have no third-party substance use coverage and are below 200% of the current Federal Poverty Guidelines; or
- Have low income and unable to pay a substantial co-payment/deductible with their third-party substance use coverage; or
- Have exhausted their third party substance use benefits and due to limited financial resources, cannot pay the full fee established by the agency, and
- Be residents of Macomb County .

Funding for the program is provided through Community Grant (Block Grant, PA2, Special Grant funds), Healthy Michigan Plan (HMP), MI Health Link, and Medicaid.



## **ADULTS (CONT.)**

All Assessments must utilize the current MDHHS approved assessment tool (i.e. ASAM Continuum).

## **ADOLESCENTS (AGES 11-17)**

CARE provides outpatient services designed to interrupt teenagers' progression of substance use through the application of both youth and family recovery support services in partnership with evidenced based treatment services. The intent of the program is to provide screening and assessment for substance use and/or co-occurring disorders and then provide age appropriate evidenced-based outpatient therapy for youth and families. Services are provided at no cost to the adolescent and their family.

## **WOMEN'S SPECIALTY OUTPATIENT SERVICES**

CARE provides support and resources to women engaged in outpatient treatment to reduce any barriers faced by the person served to remain in treatment and/or successfully participate in recovery. Women's Specialty services address women specific issues in treatment. Eligibility is determined for pregnant women with a substance use disorder and women with children with a substance use disorder who also qualify under MCCMH substance use treatment eligibility standards. MCCMH is the funder and sole determinate of eligibility. All Assessments must utilize the current MDHHS approved assessment tool (i.e. ASAM Continuum). CARE will adhere to the Substance Use, Gambling and Epidemiology (SUGE) Treatment Policies "[Women's Treatment Services—PT12](#)", "[Fetal Alcohol Spectrum Disorders—PT11](#)", and "[Technical Advisory 8, Enhanced Women's Services](#)", as applicable.

## **CASE MANAGEMENT**

CARE has several case management programs to which you may be referred. These programs link individuals with a case manager who is available to provide support and access to resources and services in the community. Each of our case management programs sets out to work with a specific population and has different eligibility requirements depending on the funding source. Macomb DHHS determines eligibility and referrals for the Substance Abuse Support Services (SASS), MCCMH determines eligibility for individual Peer Recovery Services. CARE's in home case management programs are funded by United Way and Children's Trust Fund. The intent of these programs increases protective factors, strengthening parenting skills. If you meet criteria for a referral to one of these programs, a CARE staff person will make a referral or you can self-referral. These services are free to those who qualify on need and are made possible by grants and contracts CARE holds with community partners.

## **RECOVERY SUPPORT SERVICES**

### **PEER RECOVERY COACHING**

CARE of Southeastern Michigan provides peer recovery coaching in Macomb and Wayne Counties. Peer recovery coaches work with individuals currently involved in substance use disorder treatment services throughout the county. Peer recovery coaches are trained, certified individuals in long term recovery themselves, who assist individuals in developing and enhancing their resources and skills to manage their recovery from substances, promoting their overall well being. Peer recovery coaches meet with individuals in community settings, connect with people in a health care setting, or are helping people in corrections/legal systems to reduce barriers to recovery. Anyone seeking recovery is eligible for a coach. Peer recovery coaching is free made possible by grants and contracts CARE holds with community partners

### **RECOVERY UNITED COMMUNITY CENTER**

Additionally, peer-led classes and groups tailored to the recovery community are offered at the Recovery United Community Center (RUCC). The intent of programming is to promote social connection and strength skills that reinforce recovery. There are no eligibility requirements to engage in services at the RUCC and all services are free of charge. All programming is offered on a walk-in basis. Monthly calendars are updated and distributed to describe the center's offerings.

## **PREVENTION AND COMMUNITY PROGRAMS**

CARE has many prevention and family programs available that offer a variety of educational activities for individuals and families. Prevention programming is a part of CARE of Southeastern Michigan's core mission. Services are provided at CARE and throughout the community in Macomb, Oakland, and Wayne counties. All prevention services are evidence-based practices or utilize best practices. Programming is rooted in the Recovery Oriented Systems of Care and is culturally competent. Prevention services strengthen resilience among youth and give parents the tools they need to effectively parent in an age-appropriate, strengths-based manner. Services are also designed to address environmental factors that lead to the use of tobacco, alcohol, and other drugs. All programming is provided at no-cost. Please see a CARE staff member for more information.

**SCAN THIS QR CODE  
FOR A COMPLETE  
CALENDAR OF EVENTS,  
CLASSES, AND GROUPS**



## **INSURANCE**

CARE does not bill your insurance for services; however, we do ask that you bring your insurance card with you at the time of your appointment. We may make a copy of your card, which we use for referral purposes only.

## **AFTER HOURS EMERGENCIES**

CARE has a Master level clinician on call after hours. If you have an emergency and need to speak to a clinician outside of CARE's normal business hours, you can call our main number and an answering service will connect you with a clinician if your issue warrants immediate attention. CARE's case management and peer recovery coach programs also have an on-call staff person after hours. You will be made aware of this information when you begin these programs. In addition, the Macomb County Crisis Center is available 24/7. Their number is 586-307-9100.

## **STAFF**

At the time of your admission into one of our programs, you will be assigned to a clinician, case manager, or peer recovery coach. This assigned staff person will be the one who you will continue to contact if you have questions about referrals, additional assistance needed, etc. If you are in longer term services through one of our case management or peer recovery programs, your case manager/peer recovery coach will be responsible for working with you to assess your needs and strengths, create an individualized case management/service plan, and assist you in achieving your goals. Other CARE case managers are responsible for following up with you to ensure that you have entered into the service recommended (i.e. treatment) and to assist with reducing barriers to accessing these services. CARE case managers also provide follow up to ensure that you were satisfied with the services provided.

## **LENGTH OF STAY**

The length of your services with CARE depends on the program in which you are involved. If you are here for an assessment, your services may be limited to one contact. If you are coming in through WLS, you may meet with a counselor for up to five sessions. If you are involved in outpatient/case management/peer recovery services, your length of service is determined by individual needs and progress.

## **BARRIERS TO SERVICES**

Please call us in advance to make arrangements for any special accommodations that may be required.

## **SERVICE, DISCHARGE AND TRANSITION PLANS**

If you are working with one of our clinicians, case managers or peer recovery coaches, together, you will identify your strengths and work toward reinforcing them to make positive changes in your life. You will develop a service plan that will help to outline your goals and the specific action steps that can be taken to achieve them. Once these goals and objectives are met and these services are no longer needed, you and your CARE staff will discuss discharge and transitioning out of CARE services. Discharge from services can occur if we are unable to reach you, you complete your goals, or you are no longer eligible for services based on your funding source. If you were legally mandated to services, CARE may be required to report the outcome after discharge. A specific transition plan will be developed to assist you in your ongoing wellness, once services have concluded. CARE will always use a warm transfer approach in transfers and discharge. You are always welcome to contact CARE in the future if assistance is needed.

## **PERSON-CENTERED SERVICE DELIVERY**

The process utilized at CARE for the development of individualized goals for persons served through the active participation of persons served, include:

- Providing information regarding their needs, strengths, abilities, perceived weaknesses and preferences regarding treatment
- Acknowledging their participation in the development of the service plan
- Indicating their agreement and/or lack of agreement with the service plan.

The assessment process is intended to collect an adequate amount of information to develop an appropriate plan of care, subsequently providing appropriate and safe services.

Gift cards or bus passes may be provided to person served throughout services to reduce barriers to treatment or as incentives. Additionally, as permitted by individual funding sources, CARE may be able to purchase items on behalf of person served to support their own self-sufficiency, including reinforcing parenting practices. Examples include car seats or items that childproof homes.

Depending on the program, the individual may have the discretion to involve other family members in their service plan. The clinician, case manager, or peer recovery coach will discuss this with the person served during the first face-to-face meeting, gathering required releases of information and contact information. Additionally, some programs require consistent contact and participation in services as mandated by the courts or agencies like the Department of Health and Human Services. .

## **PERSON-CENTERED SERVICE DELIVERY (CONT.)**

Person served engagement in services is reported to these entities. Similarly, proper releases of information are executed at the time of referral to ensure information reciprocity between CARE and the referring agency.

The staff person assigned to you at CARE may facilitate coordination on your behalf. This can only be facilitated if a valid and current release is signed by the individual receiving services listing the coordinating body as a recipient of the information

## **FINANCIAL ARRANGEMENTS**

CARE of Southeastern Michigan staff will never take responsibility of the funds or assets of person served. A staff person should never ask you for access to your bank account(s), money, or credit cards. Staff should never ask to use your personal funds by you or on your behalf. If you believe staff has violated this, please notify the Recipient Rights Officer posted in the lobbies of both buildings.

## **CHANGING PROVIDERS**

In the event you feel that you would best be served by a different clinician/case manager/recovery coach, you may request to transfer to another member of our staff. Ideally, you should discuss this with your current clinician/case manager/recovery coach, who could then facilitate the transfer. If you do not feel comfortable doing this, you can ask to speak to a Supervisor.

## **LANGUAGE**

Most CARE staff members speak English only, however we contract with an interpretation service to meet your needs. Interpreter services can be arranged to assist non-English speaking or hearing impaired individuals, for either telephonic or in person support. When referring you to outside treatment agencies or other services in the community, CARE will do its best to refer to a provider who can best meet your needs. The front office has language cards available to assist with basic communications.

## **HANDICAPPED ACCESSIBILITY**

CARE is a handicapped accessible facility. An elevator is available to access all levels of the Main CARE building and there are ample parking spots designated to mobility needs. The buildings are equipped with push button automatic exterior doors.

## **TRANSPORTATION**

CARE does not provide transportation when coming in for one time assessments or WLS services.

## **TRANSPORTATION (CONT.)**

Specific case management programs and the recovery coach program can assist with transportation needs. Please speak to your case manager/recovery coach about the resources available to you for transportation.

## **HEALTH AND SAFETY**

CARE of Southeastern Michigan recognizes that accidents and natural disasters may occur. To ensure that staff, person served, and other visitors are aware of preventative safety measures, how to react in a safety related situation, and dealing with incidents, a safety program has been developed and implemented. During your time in services, you may participate in safety drills. Located throughout CARE buildings are First Aid and overdose reversal kits, defibrillators, and fire suppression equipment to support a response to an emergency situation. Signage throughout the building marks all Emergency Exits in the event of an emergency situation requiring evacuation. Additionally, locations are indicated in the event of an emergency situation requiring sheltering in place.

## **SECLUSION AND RESTRAINT**

CARE of Southeastern Michigan does not engage in and strictly prohibits:

- Physical abuse of the persons it serves, including sexual abuse and physical punishment
- The use of physical restraints (in the event a person served becomes aggressive, verbal techniques are employed to defuse the situation or, if such techniques do not work, police/emergency medical assistance is obtained)
- Psychological abuse or punishment of the persons it serves, including humiliating, threatening, and exploiting actions
- Use of seclusion or restriction, including the restriction of any rights of the persons served
- The prescription, administration, or dispensing of any medication, including any investigational or experimental medications
- Procedures that use painful stimuli
- Experimental procedures

Violation of this policy by any staff member of CARE will lead to disciplinary action, up to and including termination of employment at CARE.

## **SECLUSION AND RESTRAINT (CONT.)**

CARE may partner with local universities or governmental entities of a research team for an emerging practice. All participants must provide an independent informed consent for each specific project. Funders of CARE will be notified as applicable, and appropriate regulations will be adhered through the Institutional Review Board process.

## **SERVICE PHILOSOPHY**

### **TRAUMA INFORMED CARE**

CARE of Southeastern Michigan creates an inclusive, trauma informed environment. By providing appropriate supports and interventions, people can overcome traumatic experiences and begin the path of recovery. This includes making our physical spaces comfortable, promoting social connectedness and fostering a sense of belonging. CARE will help the people we serve strengthen resiliency to reduce the impact of past traumas on their life. Your person-centered plan will incorporate your strengths, needs, abilities, and preferences to ensure you achieve your treatment outcomes.

### **MULTIPLE PATHWAYS TO RECOVERY**

CARE recognizes recovery is a highly personal process and it can occur via many pathways. Pathways may include clinical treatment, faith-based approaches, medications, peer support, family support, self-care, and/or holistic practices to heal the body and the mind. CARE will support each person's approach to recovery through person centered planning.

## YOUR RIGHTS

As a person receiving services, you have certain rights.

1. **DIGNITY AND RESPECT** You have the right to always be treated with dignity and respect, and not to be subjected to any physical use or exploitation.
2. **FREEDOM FROM MISTREATMENT** You have a right to be free from use, neglect, exploitation, and restraint or seclusion, of any form, used as a means of coercion, discipline, convenience, or retaliation.
3. **FREEDOM FROM DISCRIMINATION** You have a right to receive treatment services free of discrimination based on your race, religion, ethnic origin, age, disabling or medical condition, and ability to pay for the services.
4. **PRIVACY** You have a right to privacy in CARE services, including the right not to be fingerprinted, photographed, or recorded without consent.
5. **OUTSIDE REPRESENTATION AND SUPPORT** You have a right to receive assistance from a family member, designated representative, or other individual in understanding, protecting, or exercising your rights.
6. **RELIGIOUS FREEDOM** You have the right be free from coercion to engage in or refrain from religious worship or a spiritual activity, practice, or belief.
7. **PARTICIPATION IN SERVICE PLANNING** You have a right to actively participate in the development of an individualized service plan that is reviewed periodically and revised as needed.
8. **REFUSAL OF SERVICES** You have a right to refuse CARE services or withdraw consent for services unless such treatment is ordered by the court or is necessary to save your life or physical health.
9. **CONFIDENTIALITY** You have the right to have your confidential information protected and released only in accordance with federal confidentiality regulations (42 CFR Part 2 and HIPAA).
10. **GRIEVANCES** You have the right to submit a grievance to this program, Macomb County Community Mental Health (MCCMH), or Detroit Wayne Integrated Health Network (DWIHN), another entity in accordance with established policies and procedures. You have a right to receive a response in a timely and impartial manner. You have a right to be free from retaliation for submitting a grievance to this program, MCCMH, DWIHN, or another entity.



11. **MEDICAL RECORD** You have the right to see and review your own clinical record and have a copy made at your expense, unless the Chief Program Officer of CARE issues a written determination that specific portions should not be disclosed because they would be injurious to you or a close associate.

12. **FEES** You have a right to be informed at the time of admission and before receiving services (unless in a crisis situation) about all charges associated with services, as well as payment and refund policies and procedures.

13. **DISCHARGE/TRANSITION PLANNING** You have a right to receive treatment recommendations and referrals, if applicable, at time of discharge.

## **YOUR RESPONSIBILITIES**

People receiving CARE of Southeastern Michigan services must obey the laws of the State of Michigan and cooperate with the rules of the agency. Specifically, you are expected to:

1. Maintain a safe and drug-free environment. The possession, sale or use of alcohol or other drugs is prohibited. The possession of weapons of any type is also prohibited.
2. Protect the confidentiality of others.
3. Respect the rights and property of others.
4. Refrain from any overt sexual misconduct.
5. Refrain from physical violence.
6. Treat others and staff with courtesy and respect. Demeaning verbal use is prohibited.
7. Provide all information necessary for the staff to provide adequate services.
8. Attend appointments as scheduled or call CARE at least 24 hours prior to scheduled appointment to cancel or reschedule.
9. Participate in and work toward service plan goals.

# **CONFIDENTIALITY / PRIVACY NOTICE / GRIEVANCE PROCEDURES**

This notice describes how personal, medical and substance use information about you may be used and disclosed and how you can get access to this protected health information. Please read this carefully.

## **GENERAL INFORMATION**

Information regarding your healthcare, including payment for health care, is protected by two federal laws: the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”), 45 C. F.R. and the Confidentiality Law, 42 C.F.R. Under these laws, CARE may not say to a person outside this agency that you attend the program, or disclose any other protected information except as permitted by the federal law.

## **OUR PRIVACY COMMITMENT TO YOU**

We care about your privacy. The information we collect about you is private. We are required to give you a notice of our privacy practices. Only people who have both a need and a legal right may see your information. Unless you give us permission in writing, we will only disclose your information for the purposes of treatment, payment, business operations or when we are required by law. Any such written consent may be revoked by you in writing. We cannot take back any uses or disclosures already made with your permission. Examples include:

## **TREATMENT**

We may disclose information to medical personnel or law enforcement if you are experiencing a medical emergency or are at risk of harming yourself or others.

## **PAYMENT**

We may use and disclose information so the care you get can be billed and/or paid for. For example, we will indicate to payer demographic information that indicates you are qualified under their plan.

## **BUSINESS OPERATIONS**

We may need to use and disclose information for our business operations. For example, we may use information to review the quality of care you receive.

## **EXCEPTIONS**

For certain kinds of records, like substance use treatment records, your written permission may be needed even for release of treatment, payment and business operations

## **AS REQUIRED BY LAW**

We will release information when we are required by law to do so. Examples of such releases would be for law enforcement or national security purposes, court orders, communicable disease reporting, disaster relief, review of our activities by government agencies, to avert a serious threat to health or safety or in other kinds of emergencies, including if you have or are at risk of harming yourself or others.

Generally, you must sign a written consent before CARE can share information for treatment purposes or for health care operations. However, federal law permits CARE to disclose information without your written permission in the following situations:

- To medical personnel in a medical emergency;
- To appropriate authorities to reports suspected child use or neglect;
- As allowed by a court order;
- To report a crime committed on CARE premises or against CARE personnel;
- For research, audit or evaluation;
- Pursuant to an agreement with a business associate

For example, CARE can use or disclose information without your consent to the appropriate authority if there is reason to believe child abuse or neglect is occurring.

## **YOUR PRIVACY RIGHTS**

You have the following rights regarding the protected health information we have about you. Your requests must be made in writing to CARE of Southeastern Michigan at the address listed below.

### **YOUR RIGHT TO INSPECT AND COPY**

In most cases, you have the right to look at or get copies of your records. You may be charged a reasonable fee for the cost of copying your records. We must respond to your request within 60 days.

### **YOUR RIGHT TO AMEND**

You may ask us to change your records if you feel that there is a mistake. We can deny your request for certain reasons, but we must give you a written reason for our denial within 60 days of your request.

## **YOUR RIGHT TO A LIST OF DISCLOSURES**

You have the right to ask for a list of disclosures made after April 14, 2003. This list will not include all those times that information was disclosed for treatment, payment or health care operations. The list will not include information provided directly to you or information that was sent with your permission.

## **YOUR RIGHT TO REQUEST RESTRICTIONS ON OUR USE OR DISCLOSURES OF INFORMATION**

You have the right to ask for limits on how your information is used or disclosed. We are not required to agree with such requests except to the extent that there are federal laws supporting your request.

## **YOUR RIGHT TO REQUEST CONFIDENTIAL COMMUNICATIONS**

You have the right to ask that we share information with you in a certain way or in a certain place. For example, you may ask us to send information to your work address instead of your home address. You do not have to explain the basis of your request.

## **CHANGES TO THIS NOTICE**

We reserve the right to revise this notice. A revised notice will be effective for protected health information we already have about you as well as any information we may receive in the future. We are required by law to comply with whatever notice is currently in effect. Any changes to our notice will be made available to you.

## **HOW TO USE YOUR RIGHTS UNDER THIS NOTICE**

If you want to use your rights under this notice, you may call us or write to us. Your request to us must be in writing, we will help you prepare your written request, if you wish.

## **COPIES OF THIS NOTICE**

You have the right to receive an additional copy of this notice at any time. Even if you have agreed to receive this notice electronically, you are still entitled to a paper copy of this notice. Please call or write to us in request a copy.

## **COMPLAINTS AND COMMUNICATIONS TO OUR OFFICE**

If you want to exercise your rights under this notice or if you wish to communicate with us about privacy, you can contact us at:

Privacy Officer  
CARE of Southeastern Michigan  
18441 Utica Road  
Roseville, MI 48066  
Phone: 586-541-2273

## **COMPLAINTS TO THE FEDERAL GOVERNMENT**

If you believe that your privacy rights have been violated, you have the right to file a complaint with the federal government. You may write to:

Office of Civil Rights  
Dept. of Health and Human Services  
200 Independence Avenue, S.W.  
Washington, DC 20201  
Phone: 866-627-7748  
TTY: 886-788-4989  
Email: [ocrprivacy@hhs.gov](mailto:ocrprivacy@hhs.gov)

**You will not be penalized for filing a complaint.**

## **ETHICAL STANDARDS**

CARE of Southeastern Michigan's code of ethics defines the way in which we serve the community and applies to staff, volunteers, and board members.

Staff members adhere to the following specific principles:

**Principle 1:** Non-Discrimination

**Principle 2:** Personal Responsibility

**Principle 3:** Professional Competence

**Principle 4:** Confidentiality

**Principle 5:** Welfare of Person Served

**Principle 6:** Relationships with Persons Served

**Principle 7:** Inter-professional Relationships

**Principle 8:** Financial and Professional Responsibilities

**Principle 9:** Marketing

**Principle 10:** Social Media

**Principle 11:** Advocacy

### **DETERMINING ETHICS VIOLATION AND CORRECTIVE ACTION**

When a conflict of interest has been determined or a breach in one of the ethics policies occurs, action is taken according to the following. Individuals are protected from reprisals for reporting ethical violations.

1. **Board member** – the Governance Committee is made aware of the breach, investigates the occurrence and provides a written report to the chairperson of the Board of Directors. A determination is made by the chairperson in consultation with the executive committee and appropriate action is taken.
2. **Employee/volunteer** – the President/CEO or designee is made aware of the breach, investigates the occurrence and completes a written report. The Executive Team may be involved in investigating or reviewing an ethical violation. A determination is made by the President/CEO and appropriate action is taken in accordance with the agency's disciplinary policy.

\* CARE of Southeastern Michigan's full ethics policy is available upon request.



## **PROGRAMS**

- Active Parenting Classes
- Adult Anger Management
- Alcohol, Tobacco, and other Drug Presentations
- Camp CARE Summer Camp
- Case Management
- Community Organizing and Coalition Support
- Crisis Response
- Department of Transportation Evaluations & Training
- Developing Active Dads
- Driver's License Restoration
- Employee Assistance Program
- Fetal Alcohol Spectrum Disorder Services
- Group Parent Education
- Healing Trauma
- Home Based Parent Education
- INDEPTH
- Information and Referral
- Leadership and Employee Training
- Leadership Camps
- Management Consultation
- Not on Tobacco
- Nurturing Parenting Classes
- Peaceful Alternatives to Tough Situations (PATTS)
- Peer Recovery Coaching
- Project CHOICES
- Prime for Life—420
- Overdose Education and Naloxone Distribution
- Older Adult Programs
- Outpatient Counseling
- Overdose Response Team
- Recovery Support Services
- School-Based Education: Life Skills, Paper People, and Second Step
- Seeking Safety
- Short-term Counseling
- Start Making It Livable for Everyone (SMILE)
- Student Assistance
- Strengthening Families
- Substance Abuse Support Services
- Supportive Opportunities for Families
- Teen Intervene
- Teens Talking Truth (T3)
- Women's Specialty Services
- Vaping Cessation



# CARE

**OF SOUTHEASTERN MICHIGAN**

## **MISSION**

To strengthen resiliency in people and their communities  
through prevention, education and services  
that improve the quality of life

## **RESPECT**

We believe every person has intrinsic value and is  
worthy of our respect

## **EMPATHY**

We serve with passion from a place of under-  
standing and without judgment.

## **INTEGRITY**

We hold ourselves to the highest standards of  
honesty, fairness, and transparency.

## **RESILIENCE**

We are able to adapt in the face of adversity and  
trauma.

## **DIVERSITY & INCLUSION**

We advance equity and embrace the perspectives  
and experiences of our community.

## **COLLABORATION**

We encourage partnerships that strengthen the  
fabric of our community.

**18441 Utica Road  
Roseville, MI 48066  
Ph: 586.541.2273**

**WWW.CAREOFSEM.COM**

