

WELCOME!!

ORIENTATION TO SERVICES.

Welcome Thank you for choosing North Country Community Mental Health to meet your mental health needs. We work hard to provide the highest quality of services and encourage you to let us know if you have questions or concerns at any time. The information provided in this booklet gives you a brief summary of what to expect when walking through our door. In addition, outlines your responsibilities as a client of North Country Community Mental Health.

Eligibility To be eligible for NCCMH services you must be a part of the following priority population:

- Meet medical necessity for services and support.
- Have a Serious Mental Illness
- Have an Intellectual/Developmental Disability
- Have a Severe Emotional Disturbance
- Have Medicaid

If you are not part of this population, we can assist with referral to alternative services in the community.

Customer Service

If you have questions, suggestions or concerns with the services you participate in or the quality of care, please discuss them with your primary staff member or you may also contact customer services by mail or phone:

Customer Services
Suzan Petee-Eubank
1420 Plaza Dr
Petoskey MI, 49770
877-470-3195

Getting Started on Your Services Congratulations on taking the first step to services, which is your intake appointment. When you arrive for your intake appointment you will meet with assigned staff who will go over admission paperwork. This includes insurance eligibility, financial determination and consents to other community partners. During this time, you will also be provided a Guide to Service. This booklet outlines your rights and expectations. In addition, the guide will outline the grievance and appeal process.

Your intake appointment is where you and a staff member meet to collect information regarding yourself. This includes basic information such as address, phone number and income information. In addition, we will discuss your treatment history. This will give the intake worker an idea of what services will meet your needs. You may invite any family member or trusted individual to help support you on your journey.

This appointment normally will last approximately 1 – 2 hours in length. After this appointment the intake worker will assist you in getting a follow up appointment to complete your Plan of Service.

The Next Steps After your intake appointment you will be scheduled for a plan of service if eligible. A plan of service is your guide to reaching your service goals. You will discuss with the staff your needs, and what you would like to see happen while participating in services. Together you will develop goals in your plan of service that you will work towards completing. During this appointment, you will discuss with staff the expectations of services. You will discuss how often you would like attend appointments, and the length of your service needs.

You're on Your Way After you have completed your plan of service, you will be started on your service plan. The quality of services depends on your working relationship with the staff member(s) who is part of your treatment team. This treatment team can include any family member or support person(s) of your choosing. We encourage you to actively participate in your treatment. You are responsible for attending your treatment sessions and cancel your appointments as soon as you know you cannot attend. If you begin to miss appointments regularly, recommendations may be made to close your case. You will be notified via phone and or mail when this happens.

Transition of Care If the primary clinician/treatment team and client, or his/her proxy, mutually agree that services are no longer necessary, the Discharge Plan is completed, and appropriate referrals are made for follow-up services. At this time, an adverse benefit determination may be completed.

Environmental Safety Procedures All NCCMH locations throughout the six-county region have designated exit signs to follow in case of emergency. All locations have fire extinguishers, AED's and first aid kits. The item's location is marked within each office. When you arrive at your specific location for appointments the office clerical staff or designee will help provide additional office specific information if needed.

Health and Safety NCCMH does not use seclusion or restraints. It is the policy of North Country Community Mental Health Board to prohibit the unlawful manufacture, distribution, dispensing, possession, sale or use of a controlled substance, illegal drugs, or alcohol on property. NCCMH requires that all prescription and over the counter medication brought into the facility/property be kept secured and are not accessible to other consumers or employees. Smoking and tobacco is prohibited in all enclosed areas within the agency and use only in designated outside smoking areas. Safe disposal of ashes is required to avoid fires in grass and other flammable services.

Weapons No employee or third party is permitted to bring weapons or firearms into the workplace, or onto NCCMH property (leased or owned) while conducting NCCMH business, or within agency vehicles, regardless of whether the person is licensed to carry the weapon.

Reporting Requirements All staff, both direct and contractual, who have reasonable cause to believe that a child or vulnerable adult is subject to abuse, exploitation, or neglect shall make immediately by telephone or otherwise, and oral report of the suspected abuse or neglect to the Michigan Department of Health and Human Services (MDHHS) Protective Services Division, Centralized intake at 855.444.3911. In all cases of suspected criminal abuse or neglect (child or adult) the appropriate law enforcement agency shall also be immediately notified.

In addition, any behaviors, actions, or events occurring that may present eminent harm or danger to yourself or others will have the appropriate actions taken to ensure safety. This could include contacting law enforcement and/or screening for appropriateness of hospitalization.

Standards of Conduct North Country Community Mental Health uses honesty and fairness, recognizes accountability to the local community, promotes a philosophy of partnership, treats recipients and stakeholders with dignity and respect, and employs a community orientation.

Our Services Visit NCCMH website at www.norccmh.org for handbook or complete service array.

Our Mission To provide behavioral health services that inspire hope and promote recovery, resilience, and wellness to eligible residents.



Your Appointment is scheduled for:

Bring any documentation requested regarding legal ability to consent for treatment

Hours of Operation
Monday-Friday 8:30 A.M.—5:00 P.M. *except holidays
Access to Services
Monday-Friday 8:30 A.M.—5:00 P.M. *except holidays
877-470-7130
After Hours Emergency
7 days a week 5:00 P.M.—8:30 A.M., includes holidays

North Country Community Mental Health

