CLIENT HANDBOOK

59335 River West Drive, Suite B, Plaquemine, LA 70764
Phone: (225) 385-4543
Fax: (866) 825-9703

24-HR CRISIS-LINE (225) 385-3278

The Village Life Center, LLC.
PROGRAM OVERVIEW

RECIPIENT ORIENTATION HANDBOOK
INTRODUCTION

The Village Life Center, LLC is a therapeutic psychiatric program directed by an expert staff that is committed to providing quality services that meet the needs of persons served and other stakeholders.

Service are developed and implemented by a psychiatrist, master’s level social workers, master’s level counselors, and para-professionals with experiences from a wide array of disciplines.

MISSION AND PHILOSOPHY

The Village Life Center, LLC is committed to providing services based on a standard of ethics, which include competence, integrity, confidentiality and client welfare.

Our philosophy of care will be based on the principle that all services will be family centered and those services will be delivered with the belief that all persons have rehabilitative potential. The focus of our services will be upon the recovery of the individual/family to the fullest extent possible.

We will provide services, respect and maintain the rights of all our clients within our program, regardless of a client’s race, color, religion, gender, age, religious preference, sexual orientation, geographic regions, socioeconomic factors, and physical or mental handicap.

BUSINESS HOURS AND LOCATION

Office Hours: 9:00 am - 5:00 pm (Monday - Friday)

Office Location: 59335 River West Drive, Suite B, Plaquemine, LA 70764

Phone: (225) 385-4543
Fax: (866) 825-9703
Crisis Services Available:
24-HR/7 days a week CRISIS-LINE (225) 385-3278
PROGRAM GOALS

Our agency’s goal is to provide professional services with an emphasis on psychiatric interventions to assist persons with emotional/behavioral disorders. These services are comprehensive and tailored to meet the needs of the person served and other stakeholders. Service plans are designed to help persons with developmental disabilities and severe and persistent behavioral problems reach their maximum functioning level in their natural environments, home and community, with the least amount of professional intervention. The methods used to accomplish these goals require developing the specific skills consumer’s/family’s need to function effectively and/or developing the resources needed to support and strengthen the consumer’s present levels of functioning.

PROGRAM DESCRIPTION

The Village Life Center, LLC provides the following services:

Mandatory Services
- Assessment/Reassessment and Service Planning,
- Community Support,
- Individual Intervention,
- Parent/Family Intervention (Counseling),
- Group Counseling
- Psychosocial Skills Training-Group (Youth), and
- Medication Management

Optional Services
- Parent/Family Intervention (Intensive), and
- Psychosocial Skills Training-Group (Adult),

Population definitions:
- Children/Youth (i.e. those individuals < 18 years of age)
- Adults (i.e. those individuals 18 years and older)

EQUAL OPPORTUNITY EMPLOYER

The Village Life Center, LLC is an Equal Opportunity Employer. Employment practices and policies require that every employment decision be made without regard to race, sex, color, national origin, age, religion, or disability.
All approved Medicaid consumers will have no out-of-pocket expenses. MEDICAID will pay for all services rendered. Private pay and some private insurance are also accepted.

A physician, psychiatrist, principal, teacher, guidance counselor, mental health professional or parent can make a referral.

**OPERATIONAL REQUIREMENTS**

To remain operational and meeting state certification requirements, *The Village Life Center, LLC* shall comply with the guidelines as mandated by the Office of Mental Health (Louisiana).

*The Village Life Center, LLC shall:*  
• Have at least five (5) active recipients at the time of any survey other than an initial survey  
• Be able to accept referrals any time during regular business hours  
• Have adequate staff to meet the needs of current recipients  
• Have staff available to respond to recipients and allow visits by the Department of Health and Hospitals or any other licensing agency on the premises at all times during business hours  
• Be immediately available by telecommunications 24-hours per day

**CLINICAL STAFF**

*The Village Life Center, LLC* shall ensure all professionally required credentials of its employees are verified at initial employment and thereafter as required by specific re-certification/licensing frequencies. Verification or credentials for the professional staff is required to be on file. Staff is required to complete all applicable training and demonstrate competency related to the needs of the persons served and the requirements of the job.

**CRISIS INTERVENTION**

**Objective**

*The Village Life Center, LLC* shall ensure that the emergency medical and mental health needs of all clients are addressed twenty-four hours a day, seven days a week. The Agency will maintain a contracted “answering service” when staff is not available during the normal hours of operation to cover the emergency medical and mental health needs of all clients.
The Village Life Center, LLC Crisis will be provided 24 hours a day, 7 days a week under the supervision of TVLC from the central office at: 59335 River West Drive, Suite B, Plaquemine, LA 70764

Designated qualified staff will be equipped with a cell phone to respond to all crisis calls. After hours (answering service): (225) 385-4543 Or 24-Hour Crisis Line (225) 385-3278

### CRISIS PLAN

1. A contracted answering service is activated during non-program hours when full-time day staff is not available at the facilities.

2. Consumers and/or stakeholders are informed verbally and/or in writing regarding accessing crisis intervention services by the Clinical Manager during the admission/client orientation process.

3. When appropriate, clients are encouraged to utilize natural support persons from the community for emergency assistance.

4. When crisis intervention staff receives a call, they will respond.

5. When necessary, The Village Life Center, LLC staff will initiate referral to Office of Mental Health crisis response system.
   a. Prior to referral to the OMH crisis response system, a face to face assessment must be conducted by the LMHP. If referral is deemed necessary, the LMHP must consult with the Psychiatric Director.
   b. The Office of Mental Health Single Point of Entry (SPOE) is accessible 24 hours a day and seven days a week. SPOE is to provide for prompt review of screening, evaluations, and assessments provided by multiple referral sources. TVLC or its physician will confer with the Department of SPOE Coordinator to insure appropriate intervention.
   c. Additional emergency contact numbers if needed are listed below:

      Program Manager 225-385-4543
      MENTAL HEALTH PROFESSIONAL Marie Laurent 225-385-4543
      MENTAL HEALTH SPECIALIST Marie Laurent 225-385-4543
CRISIS / EMERGENCY CONTACT LIST

Agency Information:
- Physical Location: 59335 River West Drive, Suite B
  Plaquemine, LA 70764
- Telephone: Phone: (225) 385-4543 (during normal working hours)
  Fax: (866) 825-9703
- Normal Business Hours: 9:00 am to 5:00 pm (Monday - Friday)
- After - Hours: Crisis Line (225) 385-3278

Crisis / Emergency Contacts:
- Police / Fire / Medical: 911
- Battered Women (24-hour Hotline): 225-389-3001
- Child Protection Services: 855-4LA-KIDS or 855-452-5437
- Adult Abuse / Neglect (24-hour Hotline): 1-800-259-4990
- Crisis Intervention Hotline: 225-924-3900
- Child Find: 1-800-426-5678
- Poison Control Center: 1-800-256-9822

*Please post this notice in your home in a highly visible location.*

CONSUMER RIGHTS AND RESPONSIBILITIES

Objective

The consumer understands and agrees to assume the following responsibilities. The consumers further understand that neglecting to maintain these responsibilities may result in an interruption of services and/or exclusion from the program.

WHAT ARE MY RIGHTS AND RESPONSIBILITIES?

As a consumer of services you have the right to:
- Be treated with respect
- Receive services in a safe and clean place
• Receive services regardless of your ability to pay
• Receive services no matter what your race, religion, sex, age or disability
• Expect the people working with you to never physically or sexually abuse you or say hurtful things to or about you
• Have a treatment plan, made by you and the clinical worker that you agree to work on
• Refuse to participate in research, activities related to fund-raising or publicity, photographing, audio recording, or audio-visual recording of clients without loss of services. Have a right to participate on a voluntary basis only with full written consent.
• Expect all information to be kept confidential unless you agree to release it
• Have your opinions about your care heard and used to improve our services
• Receive help if you do not believe you are being treated fairly without fear of retaliation or loss of rights

As a consumer of services you have a responsibility to:
• Be courteous to other consumers and staff
• Relate your strengths, needs, abilities, and preferences to your clinician as honestly and completely as possible
• Ask questions about anything you don’t understand
• Inform your clinician should you have any special needs
• Actively participate in your treatment and in meeting your goals
• Inform your clinician if you wish to discontinue therapy
• Attend services alcohol and drug free

OTHER RIGHTS AND RESPONSIBILITIES

The Consumer have the right to be fully informed of the services to be provided, the right to consent to services, and the right to refuse services, (with the exception of legally mandated services) without fear of abuse, retaliation, humiliation, neglect, financial or other exploitation of retribution or loss of rights.

The Consumer shall not be denied treatment, services, or referral as a form of reprisal.
The Consumer agrees not to bring any weapons, alcohol or drugs on the premises of The Village Life Center, LLC, or in the vehicle of any TVLC member. The Consumer further agree not to attend an appointments, meetings, groups, mini groups or any other The Village Life Center, LLC Services functions under the influence of alcohol or drugs.

To ensure the safety and comfort of the consumer the use of tobacco products is not permitted at the facility, except in designated areas. The designated tobacco use/smoking areas will be
located outside the facility. The use of tobacco products in agency vehicles is prohibited. The sale of smoking products at the facility is prohibited.

All consumers will be given a guided tour of the agency, so that they can become familiar with the emergency exits, fire suppression equipment, and TVLC aid kits. The consumer will know that there is an evacuation plan posted in all areas of the facility.

The consumer shall have access to written information about fees for services and their rights regarding fees for services, and will not be refused services due to an inability to pay.

The consumer have the right to an explanation if services are refused to them for any reason including admission ineligibility or continued care ineligibility, and have the right to appeal such decisions.

The consumer have the right to an individualized, written treatment plan to be developed promptly following admission, treatment based on the plan, periodic review and reassessment of needs, and appropriate revisions of the plan including a description of services that may be needed following discharge from services.

The consumers have the right to be informed of the grievance procedures.

The Consumer has the right to make choices about their own care by completing the freedom of choice form

CONFIDENTIAL INFORMATION

Objective

The Village Life Center, LLC shall ensure that all verbal and written information of persons served is released in a manner that protects the individual's rights to confidentiality. Information may not be released without the individual's written permission or consent, except as the law permits or requires. The Village Life Center, LLC will make reasonable efforts to limit use, disclosure of, and requests for private health information to the minimum to accomplish the intended purpose.
POLICIES AND PROCEDURES

1. Information may be released in written and/or verbal form.

2. All requests for information will be in writing.

3. Release of sensitive information will be reviewed by a staff member prior to release and handled in accordance with TVLC policies and procedures.

4. The Village Life Center, LLC legal counsel will be consulted when the release of information involves, suit against the agency, subpoenas for records that did not have a written consent signed by the person served, and any possible liabilities for the cost of care and services.

5. Information may be released without the consent of persons served only in accordance with TVLC policies and procedures.

6. The Village Life Center, LLC will protect the confidentiality of private health care information when transferring data electronically.

7. The Village Life Center, LLC will follow the guidelines of the policies and procedures when mailing and faxing confidential private health information.

8. The provision of services in a home or community setting presents unique concerns with regard to confidentiality, ethics and safety for which the provider team must be prepared. Services provided in a setting other than the home must allow for the recipient’s right to privacy and confidentiality and be appropriate to the age, level, of need, and structure needed for the recipient and their family. Meeting places must be mutually agreeable to the recipient and provider team.

9. Cellular or mobile phones will not be used to transmit confidential verbal information.

10. Any information released verbally by telephone will be in accordance with policies and procedures.
CODE OF ETHICS

Objective

It is the policy of The Village Life Center, LLC that all employees, contractors, students, volunteers (collectively referred to as “staff”), and members of the governing authority are expected to perform their designated functions in a manner that reflects the highest standards of ethical behavior.

The code of Ethics Policy ensures that all employees’ actions reflect a competent, respectful, and professional approach when serving our consumers, their families and/or representatives, working with other providers of services, and interacting within the communities we serve.

PROFESSIONAL CONDUCT

1. Staff will respect the rights of our consumers by demonstrating full integration of the guidelines contained in the Rights and Responsibility Policy.

2. The Village Life Center, LLC employees will provide services in a manner that full respect the confidentiality of consumers.

3. The Village Life Center, LLC employees will be fair and honest in their work.

4. To prevent and avoid unethical conduct, TVLC employees will consult with, refer to, and cooperate with other professionals. TVLC employees will clarify their professional role and obligations and be accountable for upholding professional standards of practice.

PERSONAL CONDUCT

1. All prior personal relationships between staff and persons entering the organization’s program shall be disclosed by the staff member and subject to review by the appropriate supervisor.

2. Staff will limit relationships with persons served to their defined professional roles.

3. Staff will not establish ongoing personal or business relationships with consumers
receiving services.

4. Staff will conduct themselves in a professional, ethical, and moral manner.

5. Sexual relationships between staff and persons served are never appropriate.

6. Staff will not accept gifts of value from a consumer, family member, or stakeholder, and cannot accept personal favors or benefits that may reasonably be construed as influencing their conduct.

7. Staff shall listen carefully to client inquires and complaints and be prepared to handle them in a responsive, professional manner.

8. Staff shall exercise common courtesy and maintain their level of professionalism while talking with clients or other stakeholders by telephone.

9. No consumer will be hired or placed in an employee/employer relationship with TVLC while an active participant in programming.

10. The Village Life Center, LLC recognize the right of consumers to make choices about their own care by completing the freedom of choice form.

OTHER CODE OF ETHICS PROCEDURES

11. The Village Life Center, LLC personnel shall not disclose confidential consumer information unless at the consumer’s request and/or when authorized by law.

12. Confidential information will only be discussed with or disclosed to persons and entities outside the organization through the request of the consumer.

13. Consumers can request, and are entitled to receive copies of summaries of their records with the exception of minors and consumers being treated for alcohol and drug abuse, who may be provided with copies of their record if it is judged appropriate by the provider charged with their care.

14. Any form of sexual harassment is prohibited.

15. Any form of workplace violence is prohibited.
16. When any consumer, family member, authorized representative, advocate or other person believes that an ethical violation has occurred within the operations of the organization, they may report such suspicion directly to any employee, or management staff.

17. Code of Conduct investigations will follow the guidelines outlined in the The Village Life Center, LLC Corporate Compliance Policy and Procedures.

GRIEVANCE POLICY FOR PERSONS SERVED

Objective

The Village Life Center, LLC encourages and supports persons served to state complaints and/or grievances if they believe their rights have been violated, and to pursue a resolution to their concerns in a structured format that provides fair and equitable results through due process.

POLICY AND PROCEDURES

1. Persons served will be fully informed of the grievance procedures during their orientation to services. They will receive printed materials (may be in the form of a consumer handbook) that will provide an overview of this process for later reference.

2. Persons served have the right to due process with regard to grievances, and the organization will afford every reasonable opportunity for informal and/or formal resolution of the grievance.

3. Persons who may bring grievances include, but are not limited to:
   a. The person served.
   b. The guardian of the person served.
   c. The attorney, designated representative, or a representative of a rights protection or advocacy agency of the person served.

4. The steps of a formal grievance are as follow:
   a. Grievances shall be filed in writing; contain the name and address of the person filing the grievance and briefly describe the action alleged to be prohibited by state and/or federal regulations.
b. Formal grievances shall be filed with a supervisory staff member of the service unit or program in which the grievance arises.

c. A copy of the grievance shall be forwarded to the executive leadership of the organization.

d. The supervisory staff member of the service unit or program will meet with the consumer, and/or representatives. Immediately following the filing to brainstorm resolution of any related issues that may get in the way of full participation in services.

e. The Agency will issue a formal written response to the consumer, and/or the designated representatives, within thirty (30) working days, excluding weekends or holidays, of the complaint.

5. Persons who may bring grievances include, but not limited to:

a. If the consumer is unsatisfied with the findings or the written response to a grievance, he or she may appeal the decision to the Chief Executive Officer within five (5) days, excluding weekends or holidays.

b. The Chief Executive Officer will issue a formal written response to the consumer, and/or the designated representatives, within thirty (30) working days, excluding weekends or holidays, of the complaint.

c. If the consumer is unsatisfied with the findings of the written response, he/she will be referred to a third party outside of the agency. Third parties may include organizations such as children’s or adult protective services, professional licensing boards, or other appropriate organizations that may serve as an advocate for the person served.

6. A Grievance file will be maintained by the organization detailing the nature of the complaint, relevant information obtained in the investigation, and the outcome of the process. All information contained will maintain the confidentiality of the participants in the process. This record will be reviewed annually by the executive leadership to determine if there are trends in the complaints, and to identify areas to initiate performance improvement activities.
7. If all other measures fail to address your grievance, you may file your complaint directly to:
   DHH, The Office of Mental Health, 1885 Wooddale Blvd. 9th Floor Baton Rouge, LA 70806, (225)922-0006 Fax: (225)925-4789.

8. An orientation checklist form will be signed by the client and the staff member, with a copy filed in the client's case record.

**INPUT FROM PERSONS SERVED**

**Objective**

*The Village Life Center, LLC* is committed to actively seeking information from persons served and their families, and providing services in a manner that utilizes that information to ensure that the needs and preferences of all served are consistently met.

**PROCESS**

The process of seeking and utilizing input from persons served contains the following basic components:

a. Obtaining input from persons served and their families on a regular basis.

b. Reviewing the input through all levels of administration and management.

c. Ensuring that our programs are “input driven” and reflect the needs and preferences of the persons we serve.

d. Using the input to change the practices and policies of the organization.

The leadership and staff are charged to review, revise, and develop an ongoing written plan for input. This process includes developing and improving methods to obtain and utilize input, ensuring that the information is being communicated to all stakeholders, and facilitating improvement of the practices of the organization.

These activities and the feedback concerning changes are communicated to the organization through evaluation of services, the suggestion box, staffing conferences, satisfaction surveys,
and individual plans.

Leadership is responsible for utilizing the input results as a method for making organizational improvements and to ensure the expectations of persons served is met or exceeded.

**SECLUSION AND RESTRAINT**

**Objective**

*The Village Life Center, LLC shall* refrain from using any kind of seclusion or restraint as a behavioral intervention in the course of treatment for any person served, and to restrain persons served only in the event that failure to do so would result in severe injury or death.

**ALLEGED OR SUSPECTED ABUSE AND NEGLECT**

**Objective**

*The Village Life Center, LLC shall* report all instances or suspected abuse and neglect to the appropriate protective services department in accordance with (Louisiana) statute. The statute provides immunity from civil or criminal liability for persons making reports of abuse in good faith.

**Definitions** (abuse and neglect for the purposes of this policy are defined as follows):

- **Children:** Child abuse and neglect shall mean the harm or threatened harm to a child's health or welfare by a person responsible for the child's health or welfare. Reasonable suspicions shall be reported to either the Department of Social Services or the District Attorney's Office in the parish in which the suspected abuse occurred.

- **Elderly or Incapacitated Persons:** The abuse or elderly or incapacitated persons includes neglect and financial exploitation as well as physical, verbal, emotional, or sexual abuse. The same shall be reported to proper authorities.
- **Physical Abuse (PA)** has been defined as injury to a child, adolescent, elderly person, or disabled adult by a parent or other caregiver after intentional physical contact. The acts may include hitting, kicking, slapping, shaking, burning, choking, throwing, whipping, and/or paddling. The results of the acts (e.g., bruises, burns, broken bones).

- **Sexual Abuse (SA)** involves any form of sexual activity with a child, adolescent, elderly person or disabled adult in which consent is not or cannot be provided. Examples of sexual abuse include: fondling, penetration, pornography, exhibitionism, child prostitution, and forced observation of sexual acts.

- **Neglect** is defined by the absence of specific events. There are five identified types.
  a. Physical neglect - failure to provide for a child’s physical needs, (food, clothing, and shelter).
  b. Emotional neglect - failure to provide for a child’s emotional needs, (stunted growth, and physical illness/abnormalities).
  c. Medical neglect - failure to provide or comply with prescribed medical treatment for a child, (immunizations, surgery, and medications).
  d. Mental health neglect - failure to provide or comply with recommended corrective or therapeutic procedures in cases of serious emotional or behavioral disorders.
  e. Educational neglect - failure to comply with state requirements for school attendance.

All professional staff will have a functional knowledge of the statutes concerning confidentiality and reporting of suspected abuse and neglect.

Suspected abuse and neglect shall be reported to the following agencies as appropriate. The following telephone numbers will be updated annually to ensure accuracy.

- Battered Women (225) 389-3001 (24-hour hotline)
- Adult Abuse/Neglect 1-800-259-4990
- Child Protection Services (855) 4LA-KIDS or (855) 452-5438
- Any law enforcement agency within the appropriate parish or city
SCREENING AND ACCESS TO SERVICES

The Village Life Center, LLC shall determine eligibility for services in a manner that maximizes opportunities for persons to gain access to medication treatment services that will improve the quality of life of participants.

POLICY

1. Eligibility
   a. Agency services are initiated by referral. Referrals are received through self-referral, physicians, family members, and community professionals.
   b. Potential clients are interviewed using the “Initial Screening” (3D's).

2. Restrictions
   a. If a situational crisis is occurring that is an immediate threat to client or others, identifying information will be sought and (911) will be contacted and reported that a behavioral emergency is in process.
   b. Persons in need of a higher level of care
   c. Lack of a source of revenue to pay for services
   d. Suicide or Homicidal
   e. Severe mental incapacity
   f. Lack of evidence of tolerance to medication treatments
   g. Lack of evidence of physiological dependence for at least one year prior to admission

3. Persons Found Ineligible
   a. If a person is found ineligible for services during the initial screening and referral process, the client and/or referral source will be informed for the reasons with the consent of the person served.
   b. Persons found ineligible for services will be given recommendations for alternative services, or linkage back to the referral source for continued care or disposition.
4. **Discharge Criteria**

Discharge planning is initiated and documented for all recipients at time of admission to MHR services. Discharge from mental health rehabilitation services shall be initiated if at least one of the following situations occurs:

a. The recipient’s treatment plan/TVLC goals and objectives have been substantially met;

b. The recipient meets criteria for higher level of treatment, care, or services;

c. The recipient, family, guardian, and/or custodian are not engaging in treatment or not following program rules and regulations, despite attempts to address barriers to treatment;

d. Consent for treatment has been withdrawn;

e. Supportive systems that allow the recipient to be maintained in a less restrictive treatment environment have been arranged; or

f. The recipient receives three successive scores within level three (3) or less on the CALOCUS/LOCUS. If this situation occurs, the provider shall implement a written discharge plan which includes a plan for the arrangement of services required to transition the recipient to a lower level of care within the community.
The Village Life Center, LLC

NOTICE OF PRIVACY PRACTICES

PURPOSE: This form is used to obtain acknowledgement of receipt of our Notice of Privacy Practices or to document our good faith effort to obtain that acknowledgement.

Please review it carefully. The privacy of your health information is important to us.

OUR LEGAL DUTY
We are required by applicable federal and state law to maintain the privacy of your health information. We are also required to give you this Notice about our privacy practices, our legal duties, and your rights concerning your health information. We must follow the privacy practices that are described in this Notice while it is in effect. This Notice took effect (08/01/2014), and will remain in effect until we replace it.

We reserve the right to change our privacy practices and the terms of this Notice at any time, provided such changes are permitted by applicable law. We reserve the right to make the changes in our privacy practices and the new terms or our Notice effective for all health information that we maintain, including health information we created or received before we made the changes. You may request a copy of our Notice at any time.

USES AND DISCLOSURES OF HEALTH INFORMATION
We must disclose health information about you for treatment, payment, and healthcare operations.

Treatment: We may use or disclose your health information to a physician or other healthcare provider providing counseling, therapy, treatment or assistance to you.

Payment: We may use and disclose your health information to obtain payment for services we provide to you.

Healthcare Operations: We may use and disclose your health information in connection with our healthcare operations.

Your Authorization: In addition to our use of your health information for treatment, payment or healthcare operations, you may give us written authorization to use your health information or to disclose it to anyone for any purpose. If you give us an authorization you may revoke it in writing at any time. Unless you give us a written authorization, we cannot use or disclose your health information for any reason except those described in this notice.

To Your Family and Friends: We may disclose your health information to a family member, friend or other person to the extent necessary to help with healthcare or with payment for your healthcare, but only if you agree that we may do so.

Persons Involved In Care: We may use or disclose health information to notify, or assist in the notification of (including identifying or locating) a family member, your personal
representative or another person responsible for your care, of your location, your general condition, or death. If you are present you will have an opportunity to object to such use of disclosures. If your incapacity or emergency circumstances, we will disclose health information based on determination using our professional judgment disclosing only health information that is relevant to the person’s involvement in your healthcare.

**Marketing Health-Related Services:** We will NOT use your health information for marketing communications without your written authorization.

**Required by Law:** We may use or disclose your health information when we are required to do so by law.

**Abuse or Neglect:** We may disclose your health information to appropriate authorities if we reasonably believe that you are a possible victim or abuse, neglect, or domestic violence or the possible victim of other crimes. We may disclose your health information to the extent necessary to avert a serious threat to your health or safety of others.

**National Security:** We may disclose your health information to Military authorities, authorized Federal Officials, and to Correctional Institution or Law enforcement Official under certain circumstances the information that apply to those agencies for custody and or national security activities.

**CLIENT RIGHTS**

**Access:** All health information is to be kept confidential unless you give written approval to release it. You have the right to look at or get copies of your health information, with limited exceptions. You may obtain a form to request access by using the contact information listed at the end of this notice. We may charge a reasonable cost-based fee of $0.10 for each page.

**Restriction:** You have the right to request that we place additional restrictions on our use or disclosure of your health information. We are not required to agree to these additional restrictions, but if we do, we will abide by our agreement (except in an emergency).

**Alternative Communication:** You have the right to request that we communicate with you about your health information by alternative means or to alliterative locations. You must make your request in writing.

**Amendment:** You have the right to request that we amend your health information. (Your request must be in writing, and it must explain why the information should be amended). We may deny your request under certain circumstances.

If you want more information about our privacy practices or have questions or concerns, please contact us at:

The Village Life Center, LLC
59335 River West Drive, Suite B, Plaquemine, LA 70764
Telephone # (225)385-4543 Ayanna Carr-Brown, Agency Director.
If you are concerned that we may have violated your privacy rights or you disagree with a decision we made about access to your health information, you may complain to us using the contact information above. You also may submit a written complaint to the U. S. Department of Health and Human Services. We will provide you with the address to file your complaint. We support your right to privacy or your health information. We will not retaliate in any way if you choose to file a complaint with us or with the U. S. Department of Health and Human Services.

CLIENT ACKNOWLEDGEMENT
OF 24 HOUR ON-CALL SERVICE

I have been informed that The Village Life Center provides a 24 hour, 7 day a week emergency telephone number (225) 385-3278 or (225) 385-4543 for the use of client or family members in crisis situations. First, contact your direct clinical staff and their contact number will be provided at intake. If you’re direct clinician should not respond within two (2) hours from your initial call and it is not a life or death situation please call the number listed above. The individual answering this phone number will be qualified to provide crisis intervention up to and including face-to-face services. Furthermore, I have been given this number and encouraged to post it along with my crisis plan for emergency accessibility when needed.

ACKNOWLEDGEMENT OF RECEIPT OF
NOTICE OF PRIVACY PRACTICES/CLIENT HANDBOOK
You May Refuse to Sign This Acknowledgement

I have received a copy of, The Village Life Center, LLC Client Handbook, Notice of Privacy Practices, acknowledgement of 24 Hour on-call services.

(Please Print Client Name) ______________________________________________

(Signature of parent or guardian if client is a minor) _________________________

(Date) __________________

For Office Use Only
We attempted to obtain written acknowledgement of receipt of our Notice or Privacy Practices, but acknowledgement could not be obtained because:

_____ Individual refused to sign
_____ Communications barriers prohibited obtaining the acknowledgement
_____ An emergency situation prevented us from obtaining acknowledgement
_____ Other (Please Specify)