



MARYLAND PSYCHIATRIC — CARE —

Hope. Help. Health. Healing.

**Program Handbook
2024-2025**

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WELCOME

It's a pleasure to welcome you to Maryland Psychiatric Care (MPC)

This booklet has been prepared to help you with the programs and to get to know us a little better.

MPC program's goal is to offer hope and support to adults and youth experiencing behavioral health and or substance use disorder symptoms. The programs accomplish the mission through several beliefs and perspectives. Those include, but are not limited to, the belief that all individuals deserve to be part of a community, to be respected, have personal choice, to work towards personal growth at their own pace, to have support in their life recovery, and the ability to achieve wellness and satisfaction in life and support through continuity of care.

We extend to you a very warm welcome and hope your time here will prove rewarding in every way.

MISSION STATEMENT

Our mission is to offer person centered recovery programs that empower individuals throughout their personal recovery journey. We strive to build a strong foundation that will serve an individual beyond their participation in AHBS programming through evidence-based practices and continuity of care.

- Outpatient Mental Health Center (OMHC) Outpatient Therapy
- Including Medication Management and Substance use Disorders counseling

CORE VALUES AND BELIEFS

Our employees and our programs strive to perform our mission in ways that uphold the following core values and beliefs:

Community

Individuals deserve to be part of a community that is welcoming and that recognizes their potential.

Respect

Individuals deserve respect for their human rights and dignity.

Choice

Individuals have the right to choose their own life goals and to be recognized as the center for all decision-making.

Support

All human beings need and deserve support in their efforts to succeed and gain self-sufficiency.

Wellness

Individuals deserve connection to services and resources that support wellness of body, mind and spirit.

Team

A collaborative approach provides responsive and accessible services. This partnership with individuals serves to build confidence and self-determination.

Home

Individuals and families have the right to live in affordable and safe housing, in neighborhoods of choice.

The outpatient treatment program (OMHC) offers individual, group and adjunct therapies including acupuncture and massage. The OMHC works with our medical director to provide medication management.

MEDICATION

Individuals who take medications independently during in-house programming hours are responsible for securing these medications on their person. Medications, including over-the-counter drugs, should not be left in areas where they may be accessible to others.

HOLIDAY CALENDAR

MPC observes the following holidays:

1. New Year's Day
2. Memorial Day
3. Independence Day
4. Labor Day
5. Thanksgiving Day
6. Christmas Day

* Scheduled holidays which fall on a Saturday will be observed the previous Friday. Holidays that fall on a Sunday will be observed on Monday immediately following the holiday. Some employees may choose to work on these days, and they may schedule appointments on those days if requested .

Access to Services

Individuals are eligible for screening and admission to the program that meets the following criteria:

- a. The individual needs program services in order to improve independent living and social skills necessary to support the individual's recovery, ability to make informed decisions and choices, and participation in community life.

Individuals who are not eligible for services include:

- a. Do not meet the priority population diagnostic criteria as defined by the DHMH.
- b. Are not eligible to receive full Medicaid benefits or have the ability to pay for services rendered.
- c. The individual requires a higher level of support and/or supervision than MPC is able to provide (active substance use, safety risk, degree of developmental disability, noncompliance with treatment).

If an individual is found ineligible, then the intake coordinator will send a written denial letter which will include information and resources for which the individual may be eligible.

FEE FOR SERVICE

MPC requires all individuals to provide income, benefit and entitlement information (Social Security award letter, Medical Assistance, proof of income) to verify the annual ability to pay. Private pay is based on the federal sliding scale.

THE ORIENTATION PROCESS

Once an individual is accepted into the program the intake coordinator meets with the individual to discuss the specific services that he/she chose to accept and the potential course of treatment (how DBHC will assist with services). The Intake Coordinator meets with the individual and conducts a person-centered initial assessment that looks at strengths, needs, abilities, and preferences. The Intake Coordinator discusses the individual's interest in services, presenting problems, history and how the program can provide services to assist in overall recovery.

The Intake Coordinator provides the individual with the Program Handbook, including rules and expectations and an acknowledgment of receipt form for the Handbook. Next, the Intake Coordinator or designated team member completes the following documentation with the individual;

- a. Releases of Information in order to coordinate services
- b. Advanced Directive (if desired);
- c. Crisis Plan
- d. Groups and activities offered

All information provided is reviewed with the individual to ensure comprehension. If you have questions about any information in this Handbook or other materials, please address these to the Intake Coordinator or a member of your service team.

For individuals attending the day program, the Intake Coordinator, or designated member provides the individual with a guided tour of the program that includes the locations of all fire extinguishers, first aid kits, and emergency exits. In addition, the team members discuss emergency evacuation procedures as a part of our safety practices.

YOUR TEAM

The team members work with you to develop and carry out goals that are meaningful, clear and achievable. Motivational incentives, such as moving towards more independent living and employment are explored at your request. The team members act as coaches, facilitators and advocates while partnering with you on your road to recovery.

Your team meets with you based on your specific needs and preferences. Meetings are scheduled in advance but can be held on an emergency basis. A member of your team is available to address immediate issues every day during daytime hours and after business hours through the emergency on-call system.

The team consists of

- YOU
- Your therapist
- Psychiatrist / Prescribing Provider
 - Friends and Family
 - Outside Advocates

The size and composition of the team will vary based on your personal needs.

AFTER HOURS EMERGENCY COVERAGE

MPC has a system that provides 24-hour response by team members after program hours and on the weekend. This emergency on call system is designed to provide crisis prevention and intervention as well as support services and resource linkage.

To contact the on-call system dial (240) 585-5142. If a member of the team does not answer immediately, leave a voicemail with your name, phone number and your location. You should receive a call back within 15 minutes.

Always call 911 in an emergency

ASSESSMENT AND SERVICE PLANNING

The intake coordinator will complete a comprehensive assessment to determine your wants and needs. They will also complete an Outcome Measurement System assessment to establish a baseline for your services. This assessment will be completed every 6 months to determine progress.

CONDUCT POLICY

All individuals are expected to conduct themselves in a responsible manner. Below are some of the basic rules everyone is expected to follow.

1. Everyone is expected to arrive on time and participate in the daily schedule. Schedules are based on individual needs and preferences and are reassessed every six months or at the request of the individual.
2. We have a tobacco-free building. Use of tobacco products or e-cigarettes is prohibited indoors. It is asked that all individuals be considerate of each other and keep the smoking area clean.
3. MPC office area, and community sponsored activities should be a safe place for all. Absolutely no fighting, threatening, verbal or physical abuse or violence is tolerated. Individuals are also expected to be considerate of others and not to touch (without permission), harass or tease others. Such occurrences could result in termination from the program.
4. MPC strives to be a safe community. Therefore, weapons of any type are strictly prohibited on all Prologue premises. Incidents could result in disciplinary and/or legal action and may result in termination from the program.
5. Individuals may not use alcohol or illegal drugs on the premises. Individuals may not come to the program under the influence of alcohol or illegal drugs. Part of SUD treatment will require urine testing
6. Individuals are encouraged to come to the program with a neat and clean appearance. Please do not wear revealing clothing.
7. Everyone is expected to have socially acceptable behaviors in the program, in the surrounding area, and in program sponsored activities in the community.
8. Social relationships are encouraged. However, overly affectionate displays are not appropriate during program hours. This is generally defined as prolonged kissing, hugging, or any sexually related behaviors, which attract the attention of others.
9. Theft or destruction of program and/or other's possessions is not allowed. Theft is an illegal act and may be handled in such a manner, such as disciplinary and/or legal action and may result in termination from the program. Individuals will be held financially responsible for the replacement or repair of any damage to property.
10. Be mindful to refrain from using profane and inappropriate language that is offensive to others.

11. Individuals must refrain from disruptive or distracting behavior such as cell phone usage during groups, walking in and out of groups and talking over one another.
12. MPC asks that individuals be involved in their assessment and service planning process upon enrollment and reviews/updates.
13. Individuals are responsible for budgeting for their own needs and not infringe upon others. Please do not borrow or lend.

INDIVIDUAL RIGHTS AND RESPONSIBILITIES

Individual rights:

- A. The right to reasonable access to care, treatment and services regardless of race, spiritual beliefs, gender, gender identity, sexual orientation, ethnicity, age, social economic status, language or disability.
- B. The right to personal dignity.
- C. The right to care, treatment, and services that are considerate and respectful of the personal values and beliefs of the individual served.
- D. The right to be informed of the program rules.
- E. The right to informed participation in decisions regarding care, treatment, and services.
- F. Informed consent or refusal and expression of choice regarding service delivery, release of information, concurrent services, composition of the service delivery team and involvement in any research projects. The right to participate in care and service planning in keeping with the wishes of the individual served.
- G. The right to individualized care, treatment, and services, that is responsive to each individual's unique characteristics, strengths, needs, abilities and preferences including:
 - b. Adequate and humane services regardless of the sources of financial support;
 - c. Provision of services within the least restrictive environment possible;
 - d. An Individualized Rehabilitation Plan and the involvement of the person served in all aspects of the individualized plan;
 - e. Periodic review of the individualized plan;
 - f. An adequate number of competent qualified and experienced employees to supervise and carry out the individualized service plan.
- H. The right to participate in the consideration of ethical issues that arise in the provision of care, treatment and services, including:
 1. Resolving conflict including an investigation of alleged infringements of rights and resolution.
 2. Participating in investigational studies or clinical trials, including the adherence to any research guidelines and ethics when persons served are involved.
- I. The right to personal privacy and confidentiality of protected health information under the Health Insurance Portability and Accessibility Act (HIPAA) that include:
 1. The right to receive Notice of Privacy Practices;
 2. The right to access clinical records;
 3. The right to request amendment to clinical records;
 4. The right to request restrictions on communications;

5. The right to request confidential communications;
 6. The right to accounting of disclosures;
 7. The right to file a complaint.
- J. The right to designate an agent to assist in decision making if the individual served is incapable of understanding proposed care, treatment, and services or is unable to communicate his or her wishes regarding treatment, care and services. (Mental Health Advance Directives)
 - K. The right of individuals and their families to be informed of their rights in a language that they understand. The right to refuse medication or care, treatment, and services to the extent permitted by law.
 - L. The right to be free of neglect, verbal abuse, physical abuse, sexual abuse, psychological abuse, seclusion, restraint, financial or other exploitation, humiliation, retaliation, corporal punishment, fear-eliciting procedures, and/or denial/withholding of nutritionally adequate care and basic needs such as clothing, shelter, rest or sleep.
 - M. The right to access or referral to legal entities and access to self-help and advocacy support services.
 - N. The right to access information pertinent to the person served in sufficient time to facilitate his/her decision making.
 - O. Receive communications of methods for obtaining authorizations for release of information.
 - P. Obtaining a copy MPC most recently completed report of licensing inspection from the Department of Health & Mental Hygiene's Office of Health Care Quality from the program upon written request.
 - Q. Assistance in submitting written requests to MPC to pursue these rights.

Individuals have Responsibilities:

- A. Understanding and following the Health and Safety Rules.
- B. Providing all the facts about the reasons for which the individual seeks help and disclosing all relevant health information including the identity of involved health practitioners.
- C. Being actively involved in developing and reviewing the Person Centered Plan
- D. Working on agreed upon goals for the PCP.
- E. Keeping all appointments or calling 24 hours before an appointment if unable to appear.
- F. Bringing in insurance card for Medical Assistance, Medicare or any other insurance coverage
- G. Informing DBHC of changes in name, insurance, address, telephone number or finances.
- H. Paying the bill for services rendered or informing DBHC of problems in paying.
- I. Treating others with respect and consideration.
- J. Following the rules of the program where services are received.
- K. Let DBHC know of a suggestion, comment or complaint so a DBHC team member can help find an answer to the problem. Ways to offer input include, making an appointment with a member of the team, commenting in the suggestion box located at the front), annual Satisfaction Survey and contacting the Director of the Program.
- L. Respecting the confidentiality and privacy of others.
- M. Asking for information about concerns.

LEGAL RESPONSIBILITIES

Individuals with legal responsibilities and involvement, such as conditional release, probation, or as a defendant, are responsible for satisfying all court orders and legal requirements. MPC will aid when possible, in meeting these obligations, such as reporting changes in residence or job, and other requirements. Please discuss any assistance you may need with a member of your service team. In some circumstances, MPC is required to provide reports and status updates to courts or other legal entities. MPC will seek written authorization from individuals to provide this information. However, these legally required updates can be provided without consent. Records of all legal correspondence will be retained, and you may request copies of this at any time.

HEALTH AND SAFETY

Safety is very important. It is part of orientation for all individuals. Team members are trained in standard First Aid and CPR. The following general rules exist for the protection of individuals and must be strictly observed at all times.

1. Fooling around and practical joking can be a serious hazard .
2. Any injury, no matter how slight, must be reported to an employee immediately.
3. Any materials dropped on the floor must be cleaned up immediately. They could be the cause of a serious accident and injury to others.
4. All emergency exits must be kept clear and unlocked at all times when the building is occupied.
5. No fire extinguishers are to be hidden from view or otherwise made inaccessible by materials, chairs or tables.
6. A first Aid kit is located in the
7. If an individual has an incident in the bathroom that requires cleaning, they are/ responsible for cleaning or alerting staff so that it is clean and sanitary for the next person.
8. Please take universal precautions when physically ill, such as covering one's mouth when sneezing, or coughing and washing hands.
9. Smoking and exposure to secondhand smoke are health risks. Therefore, all smoking is confined to the designated outside area.

EMERGENCY PROCEDURES POLICY

GENERAL RULE: For all situations where any individual's safety is in question, emergency services (911) should be notified immediately. In addition, members of the team (including Director) should be notified. There is also a panic button for emergencies located at the receptionist's desk to immediately solicit the police.

EMERGENCY EVACUATION POLICY

Emergency evacuation drills are performed regularly for a variety of situations. The emergency evacuation drills are announced and not announced. All individuals will be expected to exit the building safely and promptly. Lighted exit signs designate routes to the stairwell doors.

The following emergency procedures are reviewed at least annually.

- Fire
- Bomb Threats
- Natural Disasters
- Utility Failures
- Medical Emergencies
- Violent or Threatening Situations
- Active Shooter
- Biohazards

* For more in-depth information, please speak to the Program Safety Officer or CEO

ANNUAL SATISFACTION SURVEY

An annual survey is provided to all individuals that are receiving services, as well as employees, to receive feedback about the level of satisfaction. The results of the survey, which are completed anonymously, are compiled into a single report and shared with persons served.

GREIVANCE POLICY AND PROCEDURE

If you have a concern or complaint, MPC offers several ways to address the issue and provide a solution. Grievance forms are located by the front desk. Initially, we encourage you to resolve the matter informally by discussing it first with team members or other people involved. You are not required to take this step.

Option 1: Internal Process

You may opt to present the complaint in writing to the Program Director who shall meet with the individual and any person involved. The Program Director will issue a decision in writing within ten working days after receiving the complaint. This period may be extended if the Program Director is unable to meet with all involved persons within this time.

If the individual is dissatisfied with the Program Director's response, he/she may appeal to the President/CEO. The President/CEO shall review prior findings and recommendations, may meet with the person that made the complaint and may accept or reject the previous recommendations. Within ten working days after receiving the complaint, the President/CEO

shall issue a decision in writing to the Program Director and shall advise the individual.

Option 2

Individuals can also contact the Charles County Local Behavioral Health Authority for additional outside support, intervention or advocacy. They are located at 4545 Crain Highway, White Plains, MD 20695 301-609-6900

PROFESSIONAL RELATIONSHIPS WITH EMPLOYEES

MPC employees are guided by a professional code of ethics and are expected to treat all individuals with respect and dignity. Employees are expected to maintain a professional helping relationship with people served at all times.

MPC subscribes to the ethical guidelines of the behavioral health care provider community, among them, the U. S. Psychiatric Rehabilitation Association.

INCLEMENT WEATHER POLICY

The on-site program closes when bad weather causes road conditions to be unsafe. When this occurs, the Administrative staff will decide whether to stay open, delay opening or closing the office for the day. This decision will be made by 6:30 a.m. At that time, call (240) 585-5142 for further information and directions about the closing and delays. Information will also be posted on the website. If there is no change in the phone message, then the program is opening as scheduled.

TRANSITION

From the start of services and throughout the treatment process, the team works with you to increase your independence and community support. When an individual or the program identifies a need, opportunity or possibility of increasing, decreasing or discontinuing services, a Transition Plan is started. The purpose of the transition planning process is to determine what services are being added or discontinued, to identify the individual's support system, to determine referrals needed, to identify options and resources available if symptoms recur or additional services are needed (including re-accessing MPC services, if applicable), and planning for any other unforeseen situations. You may transition to or from a program for a variety of reasons. In certain circumstances, you may enroll in or discharge from one service program while continuing to receive services from other programs. Transitions are planned whenever possible, and may be initiated by you, the service team or other entities. Criteria for transition may include, but are not limited to:

- You no longer require some services (“graduation”)
- You continue to require services but at a higher or lower level than you were previously receiving
- You wish to continue existing services plus enroll in another program.
- Your authorization from the Administrative Services Organization is changed to a higher or lower level than the previous authorization
- You are unavailable for service delivery at the level previously received
- You are planning to discharge.

DISCHARGE

At your discretion, team members assist you in the discharge planning process so that you have the smoothest transition. This can include making referrals and recommendations and assistance scheduling appointments for medications and future medical and psychiatric appointments. MPC offers an additional 30-day follow-up. You may be discharged from the program for a variety of reasons. Discharges may be planned or unplanned, and may be initiated by you, your service team or other entities. Criteria for discharge may include, but are not limited to:

- You no longer require services (“graduation”)
- You decline to participate in services
- You lose authorization from the Administrative Services Organization
- You are unavailable for service delivery, due to relocation, non-participation, or similar
- You are not following program rules or violate the ability of others to participate in the program
- You require a higher level of care than MPC can provide, such as hands-on medical care or additional psychiatric support that cannot be delivered in a community setting

SECLUSION AND RESTRAINT

It is the policy of MPC to never use seclusion or restraint on an individual. The MPC team members have been trained in positive alternatives to behavioral interventions. All team members will work with you to de-escalate the problem without any physical interventions or seclusions. If you become a threat to yourself or others the police will be called for assistance.

ADDITIONAL COMMUNITY RESOURCES

NAME	CONTACT INFORMATION
County Crisis Response	301-609-3400
Department of Social Services (Department of Human Resources)	301-609-3400 https://www.marylandsail.org
Social Security Administration	1-800-772-1213 http://www.ssa.gov/
Homeless Shelter Hotline	888-731-0999
Suicide Hotline	301-429-2185
National Alliance on Mental Illness	1.877.878.2371 http://namimd.org
Consumer Quality Team	443-901-1560 http://www.cqtm.org/
Local Behavioral Health Authority	301-609-6900
Behavioral Health Administration	410- 467- 3699
Office of Healthcare Quality	877-402-8220