

Welcome to



The right care . . .
. . . at the right time

Your Rights at New Oakland

New Oakland Family Centers is committed to providing comprehensive mental health services of excellence and integrity in all areas of our professional service. To achieve this requires a team approach involving you and your assigned treatment team, and the staff at New Oakland Family Centers. The staff at New Oakland Family Centers will always seek to:

- To provide you with an orientation and comprehensive assessment to determine your treatment needs.
- To provide ethical and competent care to the population served by remaining culturally sensitive and to stay current with trends in treatment.
- To remain current and up-to-date on education/licensing standards.
- To provide a safe and clean environment.
- To provide dignity and respect in all interactions.
- To provide you understandable information regarding your mental health status, diagnosis, and prognosis.
- To provide continuity of care while a client at New Oakland.
- To respond to your needs or any questions you may have regarding your care in a timely manner.
- To inform you of your treatment options, answer any questions about your treatment,

and provide all necessary information to make an informed decision about your care.

- To respect your wishes and decisions about your health care, and right to decline any treatment recommendations.
- To provide appropriate referrals and recommendations when indicated regarding your treatment and health care.
- To close your case if you have three (3) or more no-shows, cancellations without 24-hour notice prior to appointment, and/or have not attended treatment in 30 days or more, and/or do not respond to contact made by staff at New Oakland.

Limited English Proficiency

New Oakland Family Centers will take reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access and an equal opportunity to participate in our services, activities, programs and other benefits. Language assistance will be provided through the use of competent bilingual staff; external interpretation or translation services; or technology and telephonic interpretation services. All interpreters, translators and other aids needed to comply with this policy shall be provided without cost to the person being served, and patients/clients and their families will be informed of the availability of such assistance free of charge.

Accessibility

New Oakland Family Centers and all of its programs and activities are accessible to and useable by disabled persons, including persons who are deaf, hard of hearing, or blind, or who have other sensory impairments. Access features include:

- Convenient off-street parking designated specifically for disabled persons.
- Curb cuts and ramps between parking areas and buildings.
- Level access into first floor level with elevator access to all other floors.
- Fully accessible offices, bathrooms, waiting rooms and treatment areas.
- A full range of assistive and communication aids can be provided to persons who are deaf, hard of hearing, or blind, or with other sensory impairments with advance notice. There is no additional charge for such aids. Some of these aids include:
 - Qualified sign language interpreters for persons who are deaf or hard of hearing
 - Readers and taped material for the blind and large print materials for the visually impaired.
 - Flash cards, alphabet boards and other communication boards.
 - Assistive devices for persons with impaired manual skills.

Complaints and Grievances

New Oakland Family Centers has adopted an internal grievance procedure to provide for prompt and equitable resolution of complaints. All New Oakland Staff are to be considered client advocates in that they will assist clients in any complaint or grievance brought to their attention. The clinic will make every effort to satisfy the client by addressing the complaint in a prompt and informal manner. It is against the law for New Oakland Family Centers to retaliate against anyone who files a grievance or

cooperates in the investigation of a grievance. The procedure for providing a complaint or grievance is outlined below:

- Each client and/or family member/guardian has the right to communicate his or her complaint with any staff member.
- The staff member receiving the complaint is to do the following:
 - Assure the client that their complaint will be considered.
 - Work with the client to resolve the complaint or conflict.
 - If the staff member cannot resolve the complaint within their scope of responsibilities, they are to forward the complaint to their immediate supervisor.
- It is the goal of New Oakland Family Centers to resolve all formal and informal complaints within 7 days of conclusion of the review of the problem-concern at issue.
- Any client dissatisfied with the determination made in the complaint resolution process may appeal the decision to the Vice President/Operations within 30 days of receipt of the decision. The determination of the Vice President/Operations will be final.
- Any client or parent/guardian of a client receiving services at any New Oakland Family Center may file a Grievance, which is any verbal or written statement that rises to the level of a Recipient Rights allegation (e.g., abuse, neglect, etc.)
- All Community Mental Health clients should file their grievance with the appropriate County Recipient Rights Advisor.
- Non-Community Mental Health clients may file a grievance with New Oakland Family Centers by contacting the New Oakland Family Centers Rights Advisor.