



Center *for*
Family Development

Serving the community since 1991

**Mental Health Program
Orientation Packet**

Mental Health Program Orientation Packet Documents:

- Consent for Services
- Information about Telehealth Services
- Statement of Individual Rights
- Notice of Privacy Practices
- Crisis Resources
- No Show, Late Show, and Late Cancellation Policies
- Grievance Process Notice
- Sample Grievance Form
- Information for Adult Clients
 - Voter Registration
 - Declaration for Mental Health Treatment
 - Advance Directive
- Sample Release of Information
- Facts About Tobacco Use
- Low-Cost and Free Medical Services
- Low Cost and Free Dental Services
- Groups and Additional Services

INDIVIDUAL'S COPY

1258 High Street
Eugene, OR 97401
www.c-f-d.org



Phone: (541) 342-8437
Fax: (541) 242-2999

Consent for Services

Name: _____

Date of Birth: _____

Entry & Assessment

- As part of my request for services with Center for Family Development (CFD), I authorize clinical staff to complete an assessment and provide services and supports.
- My request for services from CFD is voluntary and I may discontinue services at any time.
- I may ask questions at any time.

Treatment for Adolescents Age 14 or Older

- I have the right to access mental health and substance use disorders services without consent from my parent / legal guardian.
- My parent(s) / legal guardian(s) will be involved before the end of services unless they refuse or there are clear clinical reasons not to involve them, which will be documented in my record.
- Treatment Records:
 - Mental Health Child Program: My parent(s) / legal guardian(s) have the legal right to obtain records about my treatment, including notes about my sessions, unless there are clinical reasons not to provide records, which will be documented in my record.
 - Parent / Legal Guardian: Unless otherwise ordered by the court, biological parents have the legal right to obtain records about their child's services in the Mental Health Child Program, even if the parents are not involved in services. Records include therapy session notes, which may have information shared by one parent about the other parent.
 - Youth Recovery Program: Records about my treatment cannot be disclosed without my written consent, including to my parent(s) / legal guardian(s).

Service Planning

- I will be involved in the creation of my Service Plan and will continue to be involved in changes made throughout the duration of services with CFD.

Risks & Benefits

- There may be periods during therapy that may result in emotional discomfort, changes in relationships and temporary worsening of symptoms. The goal and intended benefit of services and supports is the resolution of the presenting issue.

Supervision

- My therapist is supervised by a clinical supervisor. My therapist may discuss my needs in an individual or group supervision setting to get help with how to best serve me.
- My therapist's supervision may happen via audiovisual technology. I consent to having my information discussed electronically.
- My therapist, their supervisor, and any therapists in group supervision will keep my information confidential.
- I may access my therapist's immediate supervisor upon my request should I experience concerns or wish to express a grievance.

Telehealth

- CFD offers the option to receive services via telehealth using audiovisual technology or telephone. I have a choice to receive services in person or via telehealth.
- My therapist and I will identify the ways for me to receive services which best meet my needs. My therapist will consider my choice and readiness to access and participate in telehealth services and will accommodate my needs as best as possible.
- I consent to receiving services by telehealth as needed and as best meets my needs. My participation in telehealth is voluntary, and I have the right to discontinue services via telehealth at any time.
- To participate in telehealth services, I may be asked to download security compliant videoconferencing software onto my personal phone, tablet, or computer. If I do not have a personal phone, tablet, or computer, I may access telehealth on a computer in a CFD office.
- The risks associated with telehealth include disruption of transmission due to technology failures, interruption by someone entering my environment, and disruption of my privacy and confidentiality. To minimize risks, my therapist and I will make plans for having sessions in an appropriately confidential location, and what to do when there is an unexpected disconnection (dropped video calls) or a risky situation.

- I will follow the guidelines for telehealth services:
 - Be in Oregon.
 - Be in a location with as few distractions as possible.
 - Dress appropriately for the appointment.
 - Inform my therapist when someone else is present.
- All CFD clinicians provide telehealth services in a confidential environment. It is my responsibility to maintain privacy in my environment. If my environment appears to be in a non-private or public location and my therapist believes having the session may be harmful to me or to the therapy process, the session may be ended and rescheduled for another time.
- I will not record telehealth sessions. My therapist will not record telehealth sessions without my prior written consent.

Therapeutic Privilege

- I am the holder of privilege within the therapeutic setting. Information that is discussed during services is confidential and no information about my case can be released to anyone outside CFD without written authorization from me, except as stated below.

Mandatory Reporting

- If, during services, I reveal to my therapist past or threatened abuse of a person who is in a protected category, whether that person is myself or another individual, my therapist must disclose and report such information as required by Oregon law. Individuals in the protected categories are children, elderly persons, developmentally disabled persons, and persons receiving mental health services covered by Oregon Health Plan or other public funding.
- If I threaten to harm myself or others, CFD is required to intervene, which may include a report to the appropriate agency and/or authority.
- In the event of threatened harm to any individual, my therapist may warn the intended victim(s) by the most efficient means available.

Release of Information

- CFD may communicate with other physical and behavioral health providers involved in my care. This communication may include the sharing of physical and mental health charts. The purpose of this communication is to provide me with quality, integrated healthcare and to ensure all of my health needs are being addressed by those involved in my care.
- In cases of medical emergency, CFD may access emergency medical treatment on my behalf. Information may be released to the attending emergency workers but will be limited to only information that is necessary to resolve the situation. Any information shared will be documented in my record.
- In cases of psychiatric hospitalization, information about mental health status prior to hospitalization and information judged to be helpful in service conclusion planning may be released. Any information shared will be documented in my record.
- If a child abuse investigation is being conducted, CFD is required under Oregon law to permit the investigating agency to inspect and copy records of the child involved in the investigation without the consent of the child or the parent/guardian of the child.
- If I have concerns about my information being released, I may submit a "Request for Restriction on Use/Disclosure of Clinical Information."

Legal Proceedings and Release of Records

- If I am involved in or anticipate being involved in legal or court proceedings, I will notify my therapist as soon as possible to help them understand how, if at all, their involvement in these proceedings might affect our work together.
- If information regarding my therapy becomes an issue in a court proceeding, the Judge may decide to order my confidential information be disclosed.
- My therapist or other CFD staff will not volunteer confidential information within a court proceeding without my written permission.
- Should a Judge order a disclosure of information regarding my therapy services, CFD staff will obey such an order.
- If client records are requested for a professional licensing or credentialing board investigation, HIPAA regulation 45 CFR §164.512(d) and Substance Abuse Confidentiality Regulations 42 CFR Part 2 allow the release without a client's consent.

Access to Records

- I have the right to view and request copies of my record by written request, unless CFD determines access to my records would likely be harmful to my well-being, in which case a copy may be denied.
- If I request copies of my record, I may be asked to pay for copy costs and staff time. I will not be denied access to my record because of inability to pay.

Psychological Evaluation

- An assessment and services and supports are not a substitute for a psychological evaluation. CFD does not conduct psychological evaluations.
- My therapist is available to discuss the difference between an assessment, a psychological evaluation and services and supports.

Third Party Payer

- If I am covered by a third-party payer, I authorize billing to my health plan and payment of benefits directly to CFD.
- If I am covered by Oregon Health Plan, I am not required to pay for services provided to me.
- I will inform CFD of any changes in my coverage as soon as possible. If I am covered by a payer for which coverage ends for any reason, I may be responsible for the full cost of treatment.
- My information may be reviewed by my health plan, including the Oregon Health Authority or the local coordinated care organization, for funding authorization of services, quality improvement, utilization management and site review purposes.

Information Provided

- I received a copy of the following information at intake: Consent for Services, Statement of Individual Rights, Notice of Privacy Practices, Grievance Procedure, Voter Registration Information, Tobacco Cessation Information, CFD Program-Specific Information, No Show/Late Show Policies, Declaration for Mental Health Treatment, and Advance Directive.

Planned Health Care Decisions (for Adults or minors who are emancipated or married)

Declaration for Mental Health Treatment

A Declaration for Mental Health Treatment allows you to let health care professionals know your preferences regarding mental health care treatment if you are ever unable to make these decisions for yourself.

- The following statement is true for me:
 - I have already completed a Declaration for Mental Health Treatment.
 - I would like to complete a Declaration for Mental Health Treatment. I can request a hard copy of this document, and I can find it on CFD's website.
 - I would like to get more information about the Declaration for Mental Health Treatment during the assessment.
 - I do not want to complete a Declaration for Mental Health Treatment at this time.

Advance Directive

The Advance Directive lets health care professionals know your preferences regarding life-sustaining help if you are near death and are unable to make these decisions for yourself. It also allows you to name a person with whom you have discussed your wishes to advocate for your choices.

- The following is true for me:
 - I have already completed an Advance Directive.
 - I would like to complete an Advance Directive. I can talk to my primary care provider or call Oregon Health Decisions at 1-800-422-4805.
 - I would like to get more information about the Advance Directive during the assessment.
 - I do not want to complete an Advance Directive at this time.

Scheduling and Cancellations

- I agree to keep scheduled appointments with my therapist.
- I will provide at least 24 hours advance notice if I need to cancel an appointment.
- I understand if I miss multiple appointments, services may discontinue.

CFD provides services to all individuals who are eligible regardless of race, ethnicity, gender, gender identity, gender expression, sexual orientation, religion, creed, national origin, age (except when program eligibility is restricted to children, adults, or older adults), familial status, marital status, source of income, and disability.

My signature affirms that I have read and understand this form and have had the opportunity to ask questions.

Information About Telehealth Services

What is Telehealth?

- “Telehealth” is a kind of mental health service in which you and your provider are in different locations, and the services are being delivered by audiovisual format or by telephone.
- Services delivered by telehealth rely on a number of electronic, often Internet-based, technology tools. These tools can include videoconferencing software, cell phone, email, text messaging, and specialized mobile health apps.
- You will need to have access to Internet service, and the audiovisual technological tool Zoom through your phone or computer to participate in telehealth work with your provider.

Your Security and Privacy

- Your provider uses software and hardware tools that meet security best practices and applicable legal standards to protect your privacy and to make sure that records of your health care services are not lost or damaged.
- Center for Family Development uses the HIPAA compliant version of the telehealth platform Zoom.
- You will also need to use reasonable security measures to protect your privacy. For example: when communicating with your provider, use devices and service accounts that are protected by unique passwords that only you know.

Benefits and Risks of Telehealth

- Telehealth has both benefits and risks, which you are encouraged to discuss with your provider as you work together.
- Receiving services by telehealth allows you to:
 - Receive services when you are unable to travel to the provider’s office.
 - Receive services at times or in places where the service may not otherwise be available.
 - Receive services in a way that may be more convenient and likely with less delay than meeting in person.
 - Potentially make progress on health goals that you may not have been able to without telehealth.
- Receiving services by telehealth has possible risks. Telehealth services:
 - Can be impacted by technical failures. Sessions may be interrupted at important moments. For example:
 - Internet connections and cloud services could stop working or become too unstable to use.
 - Computer or smartphone hardware can have sudden failures or run out of power, or local power services can go out.
 - Risk viruses or other malware infecting a website or app used for telehealth. There are anti-malware solutions to guard against viruses or other malicious software.
 - May introduce risks to your privacy. For example, cloud-based service personnel, IT assistants, and hackers may have the ability to access your private information that is sent during telehealth therapy sessions. You can lower this risk by applying updates to software installed on your devices as soon as they become available. Frequent updates improve security by fixing vulnerabilities cyber-criminals are known to exploit.
 - May lead to accidental disclosures. If you are not in a private location during the telehealth appointment, then other persons may hear or see sensitive information about you. You can decrease the risk of accidental disclosures when others are present by positioning your device so others cannot see the screen and, if available, using a headset or headphones. Or you can use the live chat function on Zoom to communicate instead of using your device’s speakers and microphone.
 - May reduce your provider’s ability to directly intervene in a crisis or emergency. Your provider may not be able to reach you quickly or help you in person.

Overview

- You are encouraged to create an appropriate space for your telehealth sessions. You can avoid scheduling a telehealth visit in a busy area, over a public Wi-Fi network, and on a platform that did not require a password along with other forms of authentication, such as a code sent to your cell phone. Your provider can help you.
- You and your provider will work together to plan for technology failures, mental health crises, and medical emergencies.
- If you have any questions or concerns about the telehealth tool used by your provider, please talk directly with your provider so you can discuss the concerns and explore solutions.

Guidelines for Telehealth Appointments

- You must be in Oregon to receive services.
- Be in a location with as few distractions as possible.
- Dress appropriately for appointments.
- Inform your provider when someone else is present.

Assessing Telehealth's Fit for You

- Talk to your provider if you find the telehealth tool:
 - Distracts from the services being provided.
 - Causes difficulty focusing on your session.
 - Causes any other problems in receiving services.
- Bringing your concerns to your provider is often a part of the telehealth process. Raising your questions or concerns will not, by itself, mean your services will end.
- Receiving services by telehealth may turn out to be problematic. Either you or your provider may decide to stop meeting by telehealth.
- You have a right to stop receiving services by telehealth at any time without judgment.
- If your provider provides sessions in person and you are reasonably able to come to the agency, you and your provider may decide to meet in person.

Your Telehealth Environment

- You will be responsible for creating a safe and confidential space during your sessions. Whenever possible, you may choose to use a physical space that does not include other people or prevents people outside the space to see or hear your interactions with your provider.

Communication Plans

- The best way to contact your provider between sessions is to call the CFD main phone number at (541) 342-8437 and ask for your provider. Your provider will try to respond to your messages within 24 hours but may not respond on weekends or holidays. Your provider may respond sooner than 24 hours, but it is not guaranteed that they will respond that quickly.
- Your provider will need to have your emergency contact person's phone number in your file and your permission to communicate with this person about you in the case of an emergency.

Safety and Emergency Plans

- Your provider will develop plans with you for:
 - Backup communications in case of technology failures.
 - What to do during mental health crises and emergencies.
 - How to keep your space safe during sessions.

Recordings

- Making recordings can quickly and easily compromise your privacy. You may not record telehealth sessions, and your provider may not record telehealth sessions without your consent.

Statement of Individual Rights

In addition to all applicable statutory and constitutional rights, every individual receiving services has the right to:

- A. Choose from services and supports that are consistent with the assessment and service plan, culturally competent, provided in the most integrated setting in the community and under conditions that are least restrictive to the individual's liberty, that are least intrusive to the individual, and that provide for the greatest degree of independence;
- B. Be treated with dignity and respect;
- C. Participate in the development of a written service plan, receive services consistent with that plan and participate in periodic review and reassessment of service and support needs, assist in the development of the plan, and receive a copy of the written service plan;
- D. Have all services explained, including expected outcomes and possible risks;
- E. Confidentiality and the right to consent to disclosure in accordance with ORS 107.154, 179.505, 179.507, 192.515, 192.507, 42 CFR Part 2 and 45 CFR Part 205.50;
- F. Give informed consent in writing prior to the start of services, except in a medical emergency or as otherwise permitted by law. Minor children may give informed consent to services in the following circumstances:
 - Under age 18 and lawfully married;
 - Age 16 or older and legally emancipated by the court; or
 - Age 14 or older for outpatient services only. For purposes of informed consent, outpatient service does not include service provided in residential programs or in day or partial hospitalization programs.
- G. Inspect their service record in accordance with ORS 179.505;
- H. Refuse participation in experimentation;
- I. Receive medication specific to the individual's diagnosed clinical needs, including medications used to treat opioid dependence;
- J. Receive prior notice of transfer, unless the circumstances necessitating transfer pose a threat to health and safety;
- K. Be free from abuse or neglect and to report any incident of abuse or neglect without being subject to retaliation;
- L. Have religious freedom;
- M. Be free from seclusion and restraint;
- N. Be informed at the start of services and periodically thereafter of the rights guaranteed by this rule;
- O. Be informed of the policies and procedures, service agreements and fees applicable to the services provided, and to have a custodial parent, guardian, or representative assist with understanding any information presented;
- P. Have family and guardian involvement in service planning and delivery;
- Q. Have an opportunity to make a declaration for mental health treatment, when legally an adult;
- R. File grievances, including appealing decisions resulting from the grievance;
- S. Exercise all rights set forth in ORS 109.610 through 109.697 if the individual is a child, as defined by these rules;
- T. Exercise all rights set forth in ORS 426.385 if the individual is committed to the Authority; and
- U. Exercise all rights described in this rule without any form of reprisal or punishment.

CENTER FOR FAMILY DEVELOPMENT NOTICE OF PRIVACY PRACTICES

This notice describes how clinical information about you may be used and disclosed and how you can get access to this information. PLEASE REVIEW IT CAREFULLY

If you have any questions about this notice, please contact CFD's Contact Person, Shanti Rios at 1258 High Street, Eugene, OR 97401, 541/342-8437.

Who Will Follow This Notice

This notice describes the privacy practices followed by all CFD employees.

Your Health Information

This notice applies to the information and records we have about your health, status, and the health services you receive at this office. Your health information may include information created and received by this office, may be in the form of written or electronic records or spoken words, and may include information about your health history, health status, symptoms, examinations, diagnoses, services, procedures, and similar types of health-related information.

We are required by law to give you this notice. It will tell you about the ways in which we may use and disclose protected health information (PHI) about you and describe your rights and our obligations regarding the use and disclosure of that information.

How We May Use and Disclose Health Information About You Without Your Authorization

For Treatment. We may use health information about you to provide you with clinical services. We may disclose health information about you to other health care providers who are involved in your services. For example, information may be shared to create and carry out a plan for your services.

For Payment. We may use and disclose health information about you to get payment or to pay for the services you receive. For example, we may need to give your health plan information about a service you received here so your health plan will pay us or reimburse you for the service. We may also tell your health plan about a service you are going to receive to obtain prior approval or to determine whether your plan will pay for services.

For Health Care Operations. We may use and disclose health information about you in order to run the office and make sure that you and our other clients receive quality care. For example, we may use your health information to evaluate the performance of our staff in caring for you or to help us decide what additional services we should offer.

Required By Law and for Law Enforcement. We will disclose health information about you when required to do so by federal, state or local law or in response to a court order.

To Avert a Serious Threat to Health or Safety. We may use and disclose health information about you when necessary to prevent a serious threat to your health and safety or the health and safety of others.

For Drug and Alcohol Program Clients: Federal and State law require your written consent each time we release health information. The Consent will specify who is to receive the information, the purpose of the release of information, and a time period after which the Consent will terminate. You may change or cancel a Consent at any time. However, if we are unable to fulfill our requirements related to services, payment or health care operations, we may choose to discontinue providing you with health care services.

In most instances, we will need specific, written authorization from you in order to disclose mental health information; drug/alcohol diagnosis, treatment or referral information; HIV/AIDS information; or genetic testing information, including situations listed below.

Uses and Disclosures in Special Situations

We may use or disclose health information about you for the following purposes, subject to all applicable legal requirements and limitations. Please notify us if you do not wish to be contacted for appointment reminders, or if you would not like to receive information about other health services. If you advise us **in writing** that you do not wish to receive such communications, we will not use or disclose your information for these purposes.

Appointment Reminders. We may contact you as a reminder that you have an appointment for services at our office.

Alternative Health Services. We may tell you about other possible service options that may be of interest to you.

Research. We may use and disclose health information about you for research projects that are subject to a special approval process. We will ask you for your written permission if the researcher will have access to your name, address or other information that reveals who you are, or will be involved in your care at the office.

Information Not Personally Identifiable. We may use or disclose health information about you in a way that does not personally identify you or reveal who you are.

Military, Veterans, National Security and Intelligence. If you are or were a member of the armed forces, or part of the national security or intelligence communities, we may be required by military command or other government authorities to release health information about you. We may also release information about foreign military personnel to the appropriate foreign military authority.

Workers' Compensation. We may release health information about you for workers' compensation or similar programs. These programs provide benefits for work-related injuries or illness. This is not relevant for clients in the Adult and Youth Recovery Programs.

Public Health Risks. We may disclose health information about you for public health reasons in order to prevent or control disease, injury or disability; or report births, deaths, suspected abuse or neglect, non-accidental physical injuries, reactions to medications or problems with products.

Health Oversight Activities. We may disclose health information to a health oversight agency for audits, investigations, inspections, or licensing purposes. These disclosures may be necessary for certain state and federal agencies to monitor the health care system, government programs, and compliance with civil rights laws.

Family and Friends. We may disclose health information about you to your family members or friends if you so choose. In addition, we may assume you agree

to our disclosure of your personal health information to your spouse when you bring your spouse with you into the room during services or while services are discussed. In situations where you are not capable of giving consent (because you are not present or due to your incapacity or medical emergency), we may, using our professional judgment, determine that a disclosure to your family member or friend is in your best interest. In that situation, we will disclose only health information relevant to the person's involvement in your care. For example, we may inform the person who accompanied you to the emergency room of your health status.

Other Uses and Disclosures Require Your Written Authorization

We will not use or disclose your health information for any purpose other than those listed above without your specific, written *Authorization*. If you give us *Authorization* to use or disclose health information about you, you may cancel that *Authorization*, **in writing**, at any time. If you cancel your *Authorization*, we will no longer use or disclose information about you for the reasons covered by your written *Authorization*, but we cannot take back any uses or disclosures made before your cancelled the *Authorization*.

Your Privacy Rights

Right to Inspect and Copy

- In many cases, you have the right to look at and copy your health information, such as clinical records that we keep.
- You must submit a written request to CFD's Contact Person, in order to look at and/or copy records. We may charge a fee for the costs of copying, mailing or supplies.
- We may deny your request to inspect and/or copy in certain limited circumstances. If you are denied copies of or access to health information that we keep about you, you may ask that our denial be reviewed. If the law gives you a right to have our denial reviewed we will select a licensed health care professional to review your request and our denial. The person conducting the review will not be the person who denied your request, and we will comply with the outcome of the review.

Right to Amend.

- If you believe health information we have about you is incorrect or incomplete, you may ask us to correct or update the information. You have the right to request this change as long as the information is kept by this office.
- To request an amendment, complete and submit a "Clinical Record Amendment/Correction Form" to CFD's Contact Person.
- We may deny your request for an amendment if your request is not **in writing** or does not include a reason to support the request. If your request is denied, we will send you a letter that tells you why your request is being denied and how you can ask for a review of the denial. In addition, we may deny your request if you ask us to amend information that:
 - We did not create, unless the person or agency that created the information is no longer available to make the change
 - Is not part of the health information that we keep
 - You would not be permitted to inspect and copy
 - Is accurate and complete

Right to a List of Disclosures

- You have the right to request a list, or an "accounting" of disclosures. This is a list of the disclosures we made of clinical information about you for purposes other than treatment, payment, health care operations, and the special circumstances involving national security, correctional institutions and law enforcement listed above. The list will not include the disclosures that were made with your written authorization.
- To obtain this list, you must submit your request **in writing** to CFD's Contact Person. It must state a time period, which may not be longer than seven years and may not include dates before April 14, 2003. Your request should indicate how you want the list (for example, on paper, electronically). The first list you request within a 12-month period will be free. For additional lists, we may charge you for the costs of providing the list. We will notify you of the cost involved and you can decide if you want the list or not.

Right to Request Restrictions.

- You have the right to request a limitation on the health information we use or disclose about you for treatment, payment or health care operations. For example, you could ask that we not use or disclose specific information to a particular party.
- **We are not required to agree to your request.** If we do agree, we will comply with your request unless the information is needed to provide you emergency services.
- To request restrictions, you may complete and submit the "Request for Restriction on Use/Disclosure of Clinical Information" to CFD's Contact Person.

Right to Request Confidential Communications.

- You have the right to choose how we communicate with you. For example, you can ask that we only contact you at work or by mail.
- To request confidential communications, you may complete and submit the "Request for Restriction on Use/Disclosure of Clinical Information and/or Confidential Communication" to CFD's Contact Person. You do not have to explain the reason for your request. We will accommodate all reasonable requests. Your request should state how you would like to be contacted by us.

Right to a Paper Copy of This Notice.

You will be given a copy of this notice. If you have not received a copy of it, you may request a copy at any CFD office location.

Changes to This Notice

Changes may be made to this notice. We will post a summary of the current notice in the office with its effective date in the top right hand corner. You are entitled to a copy of the notice currently in effect.

Complaints

If you believe your privacy rights have been violated, you may file a complaint with our office or with the Secretary of the Department of Health and Human Services. To file a complaint with our office, contact Shanti Rios, Assistant Director / Contact Person at 1258 High Street, Eugene, OR 97401 or 541/342-8437. You will not be penalized for filing a complaint.

Crisis Resources / Recursos de Crisis

Call 911 in cases of medical emergency / Llame al 911 en caso de una *emergencia médica*.

Resources for mental health emergency or crisis	<i>Recursos por emergencia o crisis de salud mental:</i>
• Call 541-687-4000 for White Bird's Crisis Hotline	• Llame al 541-687-4000 para la línea de crisis del White Bird
• Call or text 988 for the 24/7 Suicide and Crisis Lifeline	• Llame o envíe un mensaje de texto al 988 para obtener la línea 24/7 de prevención del suicidio y crisis
• Text HOME to 741741 for Crisis Text Line	• Envíe un mensaje de texto con la palabra HOME a 741741 para la línea de texto de crisis
• Call 1-888-989-9990 for family support for child/adolescent crisis	• Llame al 1-888-989-9990 para el programa de respuestas a crisis para niños y adolescentes
• Call CAHOOTS Mobile Crisis Services <ul style="list-style-type: none"> ○ Eugene: 541-682-5111 ○ Springfield: 541-726-3714 	• Llame para obtener servicios móviles de crisis de CAHOOTS Eugene: 541-682-5111 Springfield: 541-726-3714

The following resources are free; some are also available in Spanish. Please contact them directly for more information in Spanish. *Los siguientes recursos son gratuitos; algunos también están disponibles en español. Por favor, contactarlos directamente para obtener más información en español.*

- [Local Crisis Resources \(Eugene/Springfield\)](#)
- [Suicide Hotlines](#)
- [LGBTQIA+ Hotlines](#)
- [Crisis Hotlines for Youth](#)
- [Sexual Violence Hotlines](#)
- [Other Crisis](#)

Local Crisis Resources

Local Emergency Rooms

- [PeaceHealth Sacred Heart Medical Center Riverbend](#)
 - Call: 541-222-7300
 - Location: [3333 Riverbend Drive, Springfield, OR 97477](#)
- [McKenzie-Willamette Medical Center](#)
 - Call: 541-726-4400
 - Location: [1460 G Street, Springfield, OR 97477](#)

Crisis Assistance Helping Out On The Streets (CAHOOTS)

CAHOOTS provides mobile crisis intervention 24/7 in the Eugene-Springfield Metro area. EMT staffed crisis response and transportation to social services. Not for violent or life-threatening emergencies.

- Eugene: 541-682-5111
- Springfield: 541-726-3714

White Bird Clinic Community Crisis Hotline and Crisis Center

24/7 Crisis Services Line and walk-in crisis intervention, referrals, & transportation assistance for people with mental health-related disabilities. Trained counselors and staff can offer immediate, short-term support.

- Call 541-687-4000
- Location: 990 W 7th Ave, Eugene, OR 97402

Child/Adolescent Crisis Support for Families

Provides support and help when a child or teen is experiencing a mental health crisis. Many crisis calls are successfully resolved over the phone. Sometimes, however, a crisis requires more involvement. In those cases, a professional crisis response team is available for on-site interventions.

- Call 1-888-989-9990

Looking Glass Youth & Family Crisis Line

For parents of children up to 18 to call when their child is having immediate mental health, emotional, or behavioral crisis.

- Call 541-689-3111

Willamette Family Rapid Access Center

The Rapid Access Center (RAC) is your first step to recovery. On-site care providers will evaluate and recommend a number of same day treatment services including substance abuse and mental health treatment, primary health care, and childhood mental health admission services.

- Call 541-762-4300

Suicide Hotlines

988 Suicide & Crisis Lifeline

The 988 Lifeline is a national network of local crisis centers that provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week in the United States.

- Call or text 988

Crisis Text Line

For any crisis 24/7. A live, trained Crisis Counselor receives the text and responds, all from our secure online platform.

- Text HOME to 741741

LGBTQIA2S+ Hotlines

LGBT National Hotline

The Lesbian, Gay, Bisexual, and Transgender (LGBT) National Hotline provides telephone, online private one-to-one chat, and email peer-support, as well as information and local resources for cities and towns across the United States. All services are free and confidential.

- Call 1-888-843-4564
 - Hotline Hours:
 - Monday-Friday from 1pm to 9pm, pacific time
(Monday-Friday from 4pm to midnight, eastern time)
 - Saturday from 9am to 2pm, pacific time
(Saturday from noon to 5pm, eastern time)

Trans Lifeline's Hotline

Trans Lifeline's Hotline is a peer support phone service run by trans people for trans and questioning peers. Call if you need someone trans to talk to, even if you're not in a crisis or if you're not sure you're trans. Available in Spanish.

- Call 877-565-8860

Crisis Hotlines for Youth

Trevor Project Lifeline

Provides 24/7 crisis intervention and suicide prevention services to lesbian, gay, bisexual, transgender, and questioning youth.

- Call 1-866-488-7386
- Text START to 678-678
- [Live Chat](#) available on their website

National Runaway Safeline

Connect with a trusted, compassionate person who will listen and help you create a plan to address your concerns.

- Call 1-800-RUNAWAY (1-800-786-2929)
- [Click Here](#) for options to Live Chat, Email, Forum

Childhelp

Provides 24/7 assistance in 170 languages to adults, children and youth with information and questions regarding child abuse. All calls are anonymous and confidential.

- Call: 1-800-422-4453

Boys Town National Hotline

Crisis and support line for children, youth, and their parents, 24/7 and Spanish available. Multi-topic and issue assistance.

- Call: 1-800-448-3000

Love Is Respect

Peer advocates available 24/7 to support teens with concerns about dating violence. Their website also offers an [interactive safety plan](#), [deaf services](#), and [Native American services](#).

- Call 1-866-331-9474
- Text loveis to 22522
- [Chat available](#) through their website

National Center for Missing and Exploited Children

As the nation's nonprofit clearinghouse and comprehensive reporting center for all issues related to the prevention of and recovery from child victimization, NCMEC leads the fight against abduction, abuse, and exploitation - because every child deserves a safe childhood. The hotline is free and available 24/7.

- Call 1-800-843-5678

Sexual Violence Hotlines

[Sexual Assault Support Services Crisis/Support Line](#)

Providing community education, outreach, advocacy, and support to survivors of sexual violence and their families. SASS advocates listen, believe, support, accompany, offer information and referrals, and provide peer counseling to survivors of assault, past and present. SASS maintains a 24-hour crisis and support line and 24-hour advocacy for survivors of sexual assault and sexual abuse.

- Call 541-343-7277 (local)
- Call 1-844-404-7700 (toll-free)

[Hope & Safety Alliance](#)

Provides trauma informed and survivor centered services to all survivors of domestic and sexual violence. Drop-in services at the main office are primarily by appointment, please call crisis line. Spanish and English speaking advocates are available day and night on the 24-hour crisis line and Web Chat.

- Call 541-485-6513 (local)
- Call 1-800-281-2800 (toll-free)
- [Web Chat](#) M-F 9 am to 5 pm

[Rape, Abuse & Incest National Network \(RAINN\)](#)

RAINN is the nation's largest anti-sexual violence organization. National sexual assault hotline. Free and confidential 24/7 support.

- Call 800-656-4673
- [Live chat available](#)

[National Sexual Violence Resource Center \(NSVRC\)](#)

NSVRC provides research & tools to advocates working on the frontlines to end sexual harassment, assault, and abuse with the understanding that ending sexual violence also means ending racism, sexism, and all forms of oppression.

[National Human Trafficking Hotline](#)

Speak with a specially trained Anti-Trafficking Hotline Advocate. Free and available 24/7. Support is provided in more than 200 languages. Human Trafficking Hotline will listen and connect you with the help you need to stay safe. All communication with the hotline is strictly confidential.

- Call 1-888-373-7888
- Text 233733
- [Live Chat](#) (not available 24/7, check website for availability)
- TTY: 711

Other Crisis

[Poison Control Hotline](#)

Contact Poison Control right away if you suspect poisoning. Help is available online or by phone. Both options are free, expert, and confidential.

- Call 1-800-222-1222
- [Get Help Online](#)

CENTER FOR FAMILY DEVELOPMENT
1258 HIGH STREET
EUGENE, OREGON 97401

No Show, Late Show and Late Cancellation Policies

To ensure appropriate and consistent service, it is important that you attend all scheduled appointments.

If you are unable to attend any scheduled appointment, please call 541-342-8437 at least 24 hours in advance to cancel.

No Show Policy

1st No Show: If you do not call at least 24 hours ahead and/or do not show for an appointment, your therapist will call you to remind you of the agency's no show policy and will discuss any barriers to attendance.

2nd No Show: You may lose your standing appointment and/or not be able to schedule another appointment. You may need to call to see if an appointment is available that day.

3rd No Show: Your file may be closed.

Late Show Policy

If you arrive more than 15 minutes past your scheduled appointment time, your therapist may no longer be available to see you and you may need to reschedule.

Late Cancellation Policy

A late cancellation (cancelled in less than 24 hours of scheduled appointment) will be considered the same as a no show.

After three (3) no shows and/or late cancellations, your file may be closed.

CENTER FOR FAMILY DEVELOPMENT
1258 HIGH STREET
EUGENE, OREGON 97401

Grievance Process Notice

One of your rights as an individual receiving services and supports from Center for Family Development (CFD) is to express concerns or file a grievance. It is CFD's policy to settle grievances within 30 calendar days and in the easiest way so that you will feel satisfied. You have the right to file a grievance without being afraid of threats or retaliation of any kind. Your grievance will be handled in a confidential manner.

If you need to express a concern, please contact our office at **541-342-8437** and you will be directed to CFD's Quality Management Coordinator, who will address your concerns directly or discuss them with a supervisor.

If you wish to file a written grievance, please request a Grievance Form from the front office or mail your grievance in a letter to the Quality Management Coordinator. Be sure to include the result that you want.

**Would you like assistance understanding or completing the grievance process?
Just ask and someone will be available to help.**

CALL THESE NUMBERS FOR HELP	
Center for Family Development 541-342-8437	Disability Rights Oregon 800/452-1694
The Governor's Advocacy Office 541-945-6904	Oregon Health Authority Ombudsperson 877/642-0450
If you have Trillium Community Health Plan: Trillium Member Services 541/485-2155 Toll-free: 800/910-3906 Toll-free TTY: 866/279-9750	If you have PacificSource Community Solutions: Customer Service 503/210-2515 Toll-free: 800/431-4135 Toll-free TTY: 800/735-2900

Expedited Review: You may request an expedited review if the matter of the grievance is likely to cause you harm before the grievance process timeline of 30 days. The Quality Management Coordinator will review your grievance and respond in writing within 48 hours of receiving the grievance. The written response will include information about the appeal process.

Appeal Process: If you are not satisfied with the decision, you may request an appeal within 10 working days of receiving the Quality Management Coordinator's response. Contact the Governor's Advocacy Office or Oregon Health Authority at the numbers listed above. You will receive a written response to your appeal within 10 working days of receiving your request. If you are not satisfied with the appeal decision, you may request a second appeal.

CENTER FOR FAMILY DEVELOPMENT
1258 HIGH STREET
EUGENE, OREGON 97401

GRIEVANCE FORM

Name: _____

Date of Birth: _____

Parent or Guardian Name (if applicable): _____

Name of Therapist: _____

Please describe the nature of your grievance (You may use other pages, if necessary, or attach documents): _____

What do you think should be done to resolve this grievance? _____

If you have discussed this concern with a CFD staff member, name of staff member: _____

Signature of person filing grievance

Date

This information is for adults only (age 18 +)

Voter Registration

You have the right and opportunity to register to vote. If you are not already registered to vote, registration forms and information can be found in the lobby or by speaking with the receptionist. After you complete the form, the receptionist can mail it for you. You can also register to vote on the State of Oregon website: <https://sos.oregon.gov/voting/Pages/registration.aspx?lang=en>

This information is for adults (age 18+) or minors who are emancipated or married

Your Right to Make Health Care Decisions

Declaration for Mental Health Treatment

You have the right under Oregon law to make mental health treatment decisions, including the right to accept or refuse mental health treatment. You have a right and an opportunity to complete a Declaration for Mental Health Treatment.

A Declaration for Mental Health Treatment lets health care professionals know your preferences regarding mental health care treatment if you are ever unable to make these decisions for yourself. It also allows you to name a person to advocate for your choices.

You can read more about the Declaration for Mental Health Treatment and see a copy of the form in **A Guide to Oregon's Declaration for Mental Health Treatment**, which you can view on our website: <https://www.c-f-d.org/s/le9550.pdf>

Advance Directive

You have the right to know about any medical treatment your doctor recommends for you and to refuse it if you choose. However, a serious illness or sudden injury could leave you unable to make decisions or express your wishes. In such a situation, your relatives would have to decide what to do if you have not created written directions with your choices.

Oregon has a law that allows you to say in writing what treatments you want or don't want if you were to become seriously ill or injured. This form is called an Advance Directive.

The Advance Directive lets health care professionals know your preferences regarding life-sustaining help if you are near death and are unable to make these decisions for yourself. It also allows you to name a person with whom you have discussed your wishes to advocate for your choices.

For more information about the Advance Directive, talk with your primary care provider or contact Oregon Health Decisions at 1-800-422-4805.



Center for Family Development

1258 High Street, Eugene, OR 97401 541-342-8437 / fax 541-342-1639

Authorization to Use and Disclose Protected Health Information

(Name of individual for whom records or information is to be disclosed)

(Date of Birth)

I authorize an exchange of information between Center for Family Development (CFD) and the entity listed below.

Authorized Entity:

Phone/Fax:

Information to be Disclosed:

CFD may release the following information from my records, unless restricted below. Please initial those that apply:

- Mental health information
HIV/AIDS information
Drug/alcohol diagnosis, treatment, or referral information
Genetic testing information

Restrictions (optional):

Include ONLY the following information:

The purpose of this disclosure is to:

- Coordinate services
Fulfill individual's/guardian's request
Other:

I understand that my records are protected by State Law (ORS 192.553-192.581, ORS 179.505) and Federal privacy regulations in the Health Insurance Portability and Accountability Act (HIPAA), 45 CFR Parts 160 & 164. I understand that the information specified above will be disclosed based on this authorization.

For individuals involved in CFD's Recovery Program, confidentiality of this record is protected by Federal Law 42 CFR Part 2. Any information that identifies an individual as involved in the Recovery Program cannot be disclosed without written consent except in limited circumstances as specified in these regulations. Federal Law 42 CFR Part 2 prohibits unauthorized disclosure of Recovery Program records.

I understand that CFD has no control over possible re-disclosure of the information by the receiving agency or individual. I understand that CFD may not condition services, payment, enrollment in the health plan, or eligibility for benefits on whether I sign this Authorization.

I understand that this Authorization may be revoked in writing at any time, except to the extent that action has been taken prior to revoking it. Should I decide to revoke this Authorization prior to its expiration, I understand that I must do so in writing by submitting notification to my therapist or to the CFD Records Custodian. Unless revoked, this Authorization shall remain in effect until 90 (ninety) days following service conclusion.

- Select One:
I do NOT want a copy of this Authorization
I am being provided with a copy of this Authorization

I understand that my signature below authorizes a disclosure of information and records between the above designated parties.

Client Signature Date

Signature of Personal Representative Date

Definition of Personal Representative:

For Adults: A person with legal authority to make healthcare decisions on behalf of the adult. Supporting documentation required.

For Youth: A parent, guardian, or other person acting in the place of a parent with legal authority to make healthcare decisions on behalf of the minor child. Supporting documentation may be required.

Printed Name of Personal Representative

Relationship to Individual

Facts About Tobacco Use

- Tobacco addiction is the most common addiction in the United States
- For every 5 deaths per year in this country, at least 1 is due to smoking
- Smoking causes 9 out of 10 cases (90%) of lung cancer.
- Smoking causes nearly all cases of chronic obstructive pulmonary disease (COPD), chronic asthma/bronchitis or emphysema.
- Smokers are twice as likely to die from stroke or heart attack, compared to non-smokers.
- Smokers miss more days of work than non-smokers.
- Smoking is also a risk factor for cancer of the mouth, throat, stomach, pancreas, kidney, bladder, cervix, liver, esophagus, uterus, colon, and leukemia.
- Each day, nearly 6,000 children under 18 years of age start smoking; of these, nearly 2,000 will become regular smokers. That is almost 800,000 annually.
- Approximately 90 percent of smokers begin smoking before the age of 21.
- Adolescents who smoke regularly can have just as hard a time quitting as long-time smokers.
- Of adolescents who have smoked at least 100 cigarettes in their lifetime, most of them report that they would like to quit, but are not able to do so.

Quitting Tobacco: Handling Cravings... Without Smoking

Nicotine and Your Body and Mind

- As a smoker, you are used to having a certain level of nicotine in your body. You control that level by how much you smoke, how deeply you inhale the smoke, and by the kind of tobacco you use. When you quit, cravings develop when the body wants more nicotine.
- When you are exposed to smoking triggers or even when you use a small amount of nicotine, your mood changes, and cravings for tobacco can go up as well as your heart rate and blood pressure. Cravings are NOT "just in your head."

What To Expect

- Cravings usually begin within an hour or two after you stop smoking, peak for several days, and may last several weeks.
- The urge to smoke will come and go. Your cravings will be strongest in the first week after you quit using tobacco. Cravings usually last only a very brief period of time.
- You may also experience cravings that follow each other in rapid succession. As the days pass, the cravings will get farther apart. There is some evidence that mild occasional cravings may last for 6 months.

What To Do

- Remind yourself that cravings will pass.
- As a substitute for smoking, try chewing on carrots, pickles, sunflower seeds, apples, celery, or sugarless gum or hard candy. Keeping your mouth busy may stop the psychological need to smoke.
- Try this exercise: Take a deep breath through your nose and blow out slowly through your mouth. Repeat 10 times.
- Avoid situations and activities (like drinking alcohol) that you normally associate with smoking.

Nicotine Replacement Options

- Nicotine cravings may be reduced by using nicotine replacement products, which deliver small, steady doses of nicotine into the body.
- Nicotine replacement patches, gum, lozenges, nasal spray, and inhaler appear to be equally effective.
- Prescription medications and alternative methods, such as hypnosis, acupuncture and acupressure have shown to be helpful in controlling cravings.

How To Get Help

- Develop a plan to stop smoking with your CFD therapist.
- Contact Oregon Tobacco Quit Line (877) 270-7867/ www.oregonquitline.org

This fact sheet was adapted from material developed by the Tobacco Education and Prevention Program of the Arizona Department of Health Services and the Arizona Smokers' Helpline of the University of Arizona.

LOW-COST or FREE MEDICAL SERVICES

Charnelton Community Clinic (Community Health Centers of Lane County)	All ages	541-682-3550 151 W 7 th Ave, Suite 100, Eugene www.lanecounty.org/chc	Maternal/child health information and home visits; maternity case management/referral; WIC services; child and adult immunization appointments; communicable disease prevention; HIV counseling and testing, and sexually transmitted disease appointments. Sliding-fee scale to zero.
Riverstone Clinic (Community Health Centers of Lane County)	All ages	541-682-3550 2073 Olympic St, Springfield www.lanecounty.org/chc	Offers primary medical care, pediatric care, behavioral healthcare, family planning services and Healthy Kids/OHP enrollment. LTD Bus Routes 13 and 18.
Lane County Behavioral Health Primary Care (Community Health Centers of Lane County)	All ages	541-682-3608 2411 Martin Luther King Jr Blvd, Eugene www.lanecounty.org/chc	Services include treatment for children, families, and adults. Services can be accessed through a variety of programs focusing on mental health issues. Lane County Behavioral Health Services is a public mental health provider receiving funding from state mental health grants and client fees.
Volunteers in Medicine Clinic	Adults	541-685-1800 2260 Marcola Rd, Springfield www.vim-clinic.org	Free health care services to adults with low incomes and no insurance whose income falls between 85 – 200 percent of the federal poverty level. Qualified individuals receive free primary care and mental health services, prescriptions, lab testing, women’s health care, and more.
White Bird Medical Clinic	Adults	541-484-4800 1400 Mill St, Eugene www.whitebirdclinic.org	General family medicine (no prenatal): sliding-fee scale (mornings); full fees/some insurance (afternoons). Referrals, labs, dispensary. Call or come by for more information.
Eugene School District 4J School Based Health Centers	Up to age 19	North Eugene Health Center - 541-790-4445 South Eugene Health Center -541-790-8020 Churchill Health Center - 541-790-5227 Sheldon Health Center - 541-790-6644	Medical services to students and siblings enrolled in 4J. Call for appointments. Physicals; routine exams, including sports physicals; immunizations; vision/blood pressure screening; diagnosis/treatment of minor illness/injuries; reproductive care; tobacco/drug/alcohol prevention/cessation; mental health counseling. Insurance billed, including OHP, sliding-fee scale. No service withheld due to inability to pay. Call for appointments.
Springfield Schools Health Center	All ages	541-682-3550 1050 North 10 th St, Springfield	Comprehensive health care to Springfield students and their families, with uninsured children and adults seen on a sliding-fee scale based on the federal poverty level. Services at low cost to uninsured students: well or sick child checks, immunizations, injury/wound care, family planning, medication or contraceptive management and counseling. \$50 fee for sports physicals; \$15 administration fee for vaccines (free to students as needed). Assistance available to access OHP.

LOW-COST or FREE DENTAL SERVICES

Children's Dental Center/Assistance League of Eugene	Children	541-790-5181 Churchill High School 1850 Bailey Hill Rd, Eugene	Dental care for area public school children from families with low incomes and no insurance.
White Bird Community Dental Clinic	Adults	541-344-8302 1415 Pearl St, Eugene www.whitebirdclinic.org	Dental care for Lane County residents on a sliding-fee scale; OHP accepted. Emergency clinics by lottery. On-going dental care by appointment. New patients must fill out screening paperwork. For clinic details and the most current information visit the website or call.
Lane County Dental Society	All ages	541-686-1175 2300 Oakmont Way, Suite 110, Eugene www.lanedentalsociety.org	Free dental information and referral. For details and the most current information visit the website or call.
Lane Dental Clinic	All Ages	541-463-5206 2460 Willamette St, Eugene https://www.lanecc.edu/dentalclinic	Low-cost, full-service dental clinic. Free evaluations; OHP accepted. The clinic is open to the public with emphasis on adult patients who have not had regular preventive dental care. For details and the most current information visit the website or call.
Caring Hands Worldwide	All Ages	541-937-2786 randy@caringhandsworldwide.org P.O. Box 459 Lowell, OR 97405 www.caringhandsworldwide.org/national	For individuals and families under 150% of the federal poverty level who do not have Oregon Health Plan or other insurance coverage and do not qualify for Care Credit and veterans without VA or other dental coverage. Services: cleanings, fillings, and extractions for all ages.

CFD offers free dental assessments with a dental hygienist on-site.

If you have Advantage Dental Insurance, you may also receive some dental services such as cleanings, exams, and x-rays directly at CFD.

We can also direct you to other dental clinics that will take your insurance if you do not have Advantage Dental Insurance.

CENTER FOR FAMILY DEVELOPMENT
MENTAL HEALTH PROGRAM

MENTAL HEALTH GROUPS

SEE OUR AGENCY WEBSITE FOR CURRENT GROUP LISTINGS

ADDITIONAL SUPPORTIVE SERVICES AVAILABLE FOR ADULTS:

Peer Support Specialist

A Peer Support Specialist (PSS) is someone who can meet you at your home or out in the community, to support and assist you as you address your mental health needs. PSSs are certified as Peer Support Specialists which means they are people who have dealt with their own mental health challenges, successfully achieved recovery, and have then received training in how to help others.

A PSS may be able to provide some of that help in a variety of ways:

- Accompany you as you do things you might be too scared or demoralized to do alone;
- Help you solve problems with housing;
- Help you find a job;
- Help you work through systems;
- Assist you in identifying places to go where you can interact with others and start building a social support network; and
- Talk to you about mental health recovery and helping you identify and then take doable steps toward your goal.

ADDITIONAL SUPPORTIVE SERVICES AVAILABLE FOR YOUTH:

Behavioral Support Specialist

A Behavioral Support Specialist (BSS) teaches life skills and coping strategies to children and adolescents with severe emotional and behavioral issues. Services are provided in home, school, and community settings. A BSS collaborates with therapists in assisting in treatments areas and goals unique to the youth.

A BSS can help in the following ways:

- Notice and reinforce positive behaviors;
- Reinforce the process of learning/practicing/utilizing new skills;
- Identify and build on strengths and talents;
- Engage with kids in positive social activities;
- Offer suggestions to kids in a manner that decreases the likelihood of resistance;
- Act as part of a therapeutic team;
- Model healthy social behaviors and boundaries; and
- Follow expectations and limits set by parent/guardian, therapist and clinical supervisor.