



CLIENT INFORMATION PACKET

WELCOME

Welcome to North Central Missouri Mental Health Center services. This information is provided for you to be knowledgeable about North Central Missouri Mental Health Center and its services. Please review all the information. The intake worker will review this handbook with you. You will need to sign a consent form before any of our services can begin.

Mission Statement

North Central Missouri Mental Health Center delivers high quality trauma-informed behavioral health services in a caring and compassionate atmosphere that promotes dignity, builds on natural supports, encourages consumer choice, embraces cultural diversity, and empowers individuals through collaboration to achieve their highest quality of life.

Contact Information

North Central Missouri Mental Health Center
1601 East 28th Street
Trenton MO 64683
660-359-4487
ncmmh.org

Table of Contents

Understanding Our Services	Page 3
Our Strategic Commitments; Hours of Service; Cost of Service: Request for Service: Intake and Assessment Process	
Crisis & Safety Information	Page 4
After-hours/Crisis Response Services; Allergies/Immunizations; Consent for Treatment and Limits of Confidentiality	
Client Rights	Page 5
Roles & Responsibilities	Page 6
Client Responsibilities; Clinician Responsibilities; File Ownership	
Complaint & Grievance Process	Page 7
Service Participation Policies	Page 9
Cancellation, Missed Appointments, and No-Shows; No-Show Definition; Custody and Consent for Treatment of Minors; Client Feedback	
What to Expect During Treatment	Page 10
Treatment Process; Clinical Supervision; Transition Planning; Discharge Planning	
Programs & Services	Page 11
Telehealth Services	Page 12
Eleos Privacy Notice	Page 13
Health and Safety Policies	Page 14
Tobacco Policy; Alcohol, Drugs, and Weapons; Medications; Building Accessibility, Fire Safety & Evacuation, Medical Emergencies; Emergency Response Practices	
Helpful Numbers	Page 15

Understanding Our Services

Our Strategic Commitments

Meeting the need: North Central Missouri Mental Health Center will continue developing groundbreaking and accessible services in a timely and responsive way. We will provide individualized, useful and efficient responses to client needs. We will also provide leadership in the development of cooperative and supportive relationships with other service organizations.

Modeling the Way: We will continue developing comprehensive standards with respect to program development, personnel management and service provision. We will be seen as a model for the collaborative development of adult/youth services.

Building on Partnership: We will be a strong, unifying force in the community, recognized for our unique achievements and excellence in service. We will enjoy a positive, shared relationship with government and be indispensable because of service value. We will facilitate the successful development of programs and be an educational resource in cooperation with the community.

Sustaining our Development: We will encourage a learning environment that is continually improving and open to change. We will build an inventive, exciting work environment, which promotes individual growth and development. We will value our staff by promoting fairness and respect in a supportive and caring work environment.

Hours of Service

Standard office hours are from 8:00 AM to 5:00 PM. Services are provided during reasonable hours that align with the needs and schedules of the individuals we serve. Regularly scheduled services are available at least five days a week (Monday through Friday). Non-traditional hours may be arranged upon request.

Cost of Service

Funding for services varies based on the type of service requested. Overall, services are funded through private fees, Medicaid, Medicare, the Department of Mental Health (DMH), the Department of Corrections (DOC), Employee Assistance Programs (EAP), and private insurance.

Request for Service

Each individual requesting NCMHHC services will receive a screening to determine service eligibility and to develop an initial plan of action. The screening will address presenting concerns, service needs, relevant legal criteria, demographic information, and any factors related to harm or safety. A trained and qualified mental health professional will conduct the screening interview. When resources are limited, service delivery may be prioritized for individuals who do not already have active professional services within the community.

Intake and Assessment Process

Your first appointment at North Central Missouri Mental Health Center is an intake assessment. During this visit, you will discuss your concerns, relevant history, and goals for services. The appointment usually lasts one hour or less. When appropriate, family members may also participate, and some conversations may occur separately to better understand the situation.

After the assessment, the clinician will recommend services and assign a priority level based on need. If you qualify for services, you may be assigned a case manager as your main contact. If psychiatric services are requested, you will be notified of your appointment date. Due to the high demand for services, therapy may not begin immediately. If your situation changes while waiting for services, please contact us so we can reassess your needs.

Crisis & Safety Information

After-hours / Crisis Response Services

Emergency behavioral health services outside of regular business hours are available by calling North Central Missouri Mental Health Center at 1-888-279-8188 or by calling/texting 988. Trained crisis professionals are available to provide immediate support, assessment, and guidance to individuals and families experiencing a mental health or substance use crisis.

North Central Missouri Mental Health Center also has a Behavioral Health Crisis Center, where individuals can receive in-person evaluation, stabilization, and short-term therapeutic support in a safe, welcoming environment. The Crisis Center is open Monday through Friday 8:00 AM to 8:00 PM.

Help is available 24 hours a day, seven days a week.

Allergies / Immunizations

It is essential that you inform your screening/intake specialist of any allergies you or your child may have, including food, animal, environmental, or medication allergies. This information helps ensure a safe and supportive environment for all individuals receiving services. If you or your child participate in group services, snacks may be provided, and awareness of any potential allergic reactions is critical to preventing health concerns. During your screening/intake appointment, please also provide current immunization records, as this information is important for maintaining health and safety standards within our programs.

Consent for Treatment and Limits of Confidentiality

At North Central Missouri Mental Health Center, your privacy is very important to us. What you share in treatment is kept confidential, and you have the right to review and receive a copy of your records in accordance with applicable laws. There are some situations where we may be required to share information:

When We Must Share Information

- **Safety Concerns:** If you or your child are at risk of hurting yourself or someone else.
- **Abuse or Neglect:** If we suspect abuse or neglect of a child, elderly person, or vulnerable adult, we are required by law to report it.
- **Court Orders:** If a judge orders us to release information.
- **Public Health Laws:** Certain infectious diseases must be reported to the health department.

How Information Is Used for Your Care

- Your case may be reviewed by our clinical team to help plan the best treatment.
- Clinicians may consult with supervisors or other professionals within our agency to provide the best care.
- With your permission, we may share information with your primary care provider or other treatment providers to coordinate services.

Administrative Uses

- Non-identifying information may be used to improve our programs.
- Records may be reviewed by accrediting organizations.
- You may be asked to complete satisfaction surveys to help us improve services.

We follow federal privacy laws, including HIPAA and 42 CFR Part 2, which protect your health information. Except in the situations listed above, we will ask for your written permission before sharing your information. If you have questions about confidentiality or your privacy rights, please speak with your clinician or request a copy of the Notice of Privacy Practices for additional information.

Client Rights

North Central Missouri Mental Health Center (NCMMHC) is committed to delivering high-quality services that protect and promote the dignity, health, safety, and rights of every client.

Each client is entitled to the following rights and privileges:

- 1. Right to Dignity and Respect** -To be treated with respect, dignity, and humane care at all times, and to be addressed in an age-appropriate manner.
- 2. Right to Freedom from Abuse or Exploitation** -To be free from verbal, sexual, physical, or psychological abuse; neglect; humiliation; corporal punishment; threats; frightening or exploitative actions; and discrimination of any kind.
- 3. Right to Non-Discrimination** - To receive services without discrimination or denial of admission based on race, ethnicity, nationality, creed, religion, gender, gender identity, gender expression, sexual orientation, marital status, legal status, disability, age, prior treatment history, withdrawal from treatment against advice, health status, or return of symptoms after prior treatment.
- 4. Right to Prompt and Appropriate Care** - To receive prompt evaluation, care, and treatment that is appropriate to individual needs and delivered within the limits of available resources and accepted medical standards.
- 5. Right to a Safe and Clean Environment** - To receive services in a private, clean, and safe setting.
- 6. Right to Participation in Treatment** - To actively participate in all aspects of treatment planning, including decisions about care, and to have treatment and rehabilitation explained in clear, understandable language.
- 7. Right to Clear Communication** - To have personnel make fair and reasonable decisions regarding treatment and to have those decisions communicated clearly and concisely.
- 8. Right to Know About Services** -To know the duration and frequency of counseling, and to receive advance notice and explanation regarding termination of services.
- 9. Right to Confidentiality** - To have records and personal information kept confidential in accordance with federal and state laws and regulations, and to consent to the exchange of confidential information within legal limits.
- 10. Right to Access Records** - To request and review personal records, subject to allowable outpatient limitations necessary to ensure personal safety or the safety of others.
- 11. Right to Refuse or Question Treatment** - To refuse hazardous treatment unless ordered by a court, and to request and receive a second opinion before hazardous treatment (except in emergencies).
- 12. Right to Independent Consultation** - To consult with a private, licensed practitioner at the client's own expense.
- 13. Right Regarding Research Participation** - To participate in research or experimental treatment only with informed, written consent (or that of a legally authorized representative), and to withdraw consent at any time.
- 14. Right to the Least Restrictive Environment** - To receive services in the least restrictive environment appropriate to individual needs.
- 15. Right to Legal Status as a Citizen** - To retain the same legal rights and responsibilities as any other citizen, unless otherwise limited by law.
- 16. Right to Personal Autonomy** - To take control of personal life decisions and make choices that meet individual needs and responsibilities.
- 17. Right to File Complaints Without Retaliation** - To voice concerns or file grievances regarding staff, program procedures, confidentiality breaches, abuse, neglect, or violations of rights without fear of retaliation or barriers to services.
- 18. Right to External Reporting** - To be informed of and have access to contact information for the Missouri Department of Mental Health Client Rights Coordinator and Client Rights Monitor for complaints involving abuse, neglect, confidentiality, or rights violations.
- 19. Right to Explanation of Rights** - To have these rights explained in terms easily understood, with documentation placed in the clinical record.
- 20. Right to Review of Any Limitations** - Any limitation of rights must be individually determined, documented, justified in the client record, reviewed and authorized by the CEO, reassessed at each treatment plan review, and removed at the earliest clinically appropriate time.

Roles & Responsibilities

Client Responsibilities

Following your intake appointment, you will be notified—either in person, by telephone, or by letter—regarding the availability of requested services.

Successful treatment requires commitment and active participation from you and, when appropriate, your family. Meaningful progress is achieved when the skills and strategies developed with your clinician are practiced and applied in daily life outside the agency.

As a client, you are expected to:

- **Actively participate** in the treatment process, including openly sharing thoughts, feelings, and concerns that affect your care.
- **Attend scheduled appointments** and arrive on time.
- **Refrain from attending sessions under the influence** of alcohol or non-prescribed drugs.
- **Provide advance notice (preferably 24 hours)** if you are unable to attend a scheduled appointment.
- **Ensure appropriate supervision of children** while at NCMMHC, as child care services are not available.
- **Pick up your child promptly** at the conclusion of their scheduled appointment time.
- **Treat staff and other clients with dignity and respect.**
- **Respect the privacy and confidentiality** of others receiving services.

Clinician Responsibilities

NCMMHC clinicians are committed to providing high-quality, ethical, and professional care. Clinicians are responsible for:

- Providing services in accordance with ethical and professional standards.
- Actively engaging in the treatment process and completing timely assessments, treatment plans, and goal development.
- Collaborating with clients to develop individualized treatment plans.
- Ensuring clients receive appropriate services to meet their needs, which may include referrals to other providers or agencies.
- Offering information about an **Advance Directive for Behavioral Health (ADBH)**. An ADBH is a legal document that allows an individual, while of sound mind, to:
 - Consent to or refuse specific future psychiatric treatments, and/or
 - Appoint another person (through a healthcare power of attorney) to make mental health treatment decisions if the individual becomes unable to do so.
- Clearly explaining all services provided by NCMMHC.
- Complying with mandatory reporting laws by reporting suspected or disclosed sexual, physical, or emotional abuse or neglect to the appropriate authorities.
- Taking appropriate action to protect client safety, including responding to suicidal or homicidal threats or behaviors.

File Ownership

NCMMHC is the legal custodian of all agency client records. Primary client records are maintained in a secure electronic health record system. When applicable, secondary documentation may also be maintained in a paper clinical file.

NCMMHC is committed to ensuring that all services are provided in a safe and confidential manner. File ownership does not permit unauthorized access to your personal health information. Access to client records is strictly governed by the **Health Insurance Portability and Accountability Act (HIPAA)** and other applicable federal and state laws. Only individuals authorized by law may access client information.

If you have questions or concerns regarding your records, confidentiality, or HIPAA requirements, please speak with your clinician. You may also request a meeting with the Chief Operating Officer (COO) to discuss NCMMHC policies and legal requirements in more detail.

Complaint & Grievance Process

North Central Missouri Mental Health Center (NCMMHC) is committed to promoting best practices and responding to client concerns in a fair, timely, transparent, and client-centered manner. Whenever possible, NCMMHC seeks to prevent complaints through open and direct communication with clients and community partners.

Filing a complaint or grievance will not result in retaliation or create any barrier to accessing services. The complaint process is in addition to, and does not limit, your right to pursue other remedies, including legal action. This process is culturally responsive, inclusive, and accessible. It will not create administrative or systemic barriers for individuals with disabilities. Complaints may be made verbally, in writing, through alternative confidential communication methods, or with the assistance of an interpreter. You may also include an advocate or support person at any stage of the process.

There is no limit to the number of complaints you may submit. Except in emergencies, your initial complaint will be investigated before additional complaints are reviewed. Multiple complaints regarding the same issue may be investigated together. Complaint proceedings may conclude at any time if all parties reach mutual agreement.

What you may file a complaint about: staff conduct, program procedures, breach of confidentiality, Abuse or neglect, violation of your rights, and/or any decision with which you disagree. Any serious complaint, including allegations of negligence, abuse, or neglect, will be brought immediately to the attention of the Program Director, COO, and CEO.

Steps in the Complaint Process

Step 1: Informal Resolution (Recommended First Step) - You are encouraged to first discuss your concern directly with the clinician involved. This is often the quickest and most effective way to resolve an issue. The Program Director, COO and/or CEO may be notified to support resolution efforts. If you are uncomfortable addressing the clinician directly, you may proceed directly to the formal process.

Step 2: Formal Complaint – Program Director or COO - If the concern is not resolved informally, or you choose to bypass the informal process: Contact the Program Director or COO. They will attempt to resolve the concern within 10 working days.

Step 3: Executive Director Review - If the concern remains unresolved: The complaint will be forwarded to the Executive Director. The Executive Director will respond in writing within 10 calendar days of receiving the complaint.

Step 4: Board of Directors Review - If the concern remains unresolved: The complaint may be submitted to the Board of Directors. The Board will respond in writing, ideally completing the formal process within three (3) business days following completion of its investigation. Service-related concerns may be referred to the Quality Assurance Committee.

Step 5: External Review - If your concern remains unresolved after completing NCMMHC's internal process, you may seek assistance outside the agency, including contacting a local ombudsman or the Missouri Department of Mental Health:

Office of Constituent Services
Missouri Department of Mental Health
P.O. Box 687
Jefferson City, MO 65102
Phone: 1-800-364-9687

Email: constituentsvcs@dmh.mo.gov

Response Timeline - NCMMHC will respond regarding actions to be taken within ten (10) calendar days of receiving a formal complaint, unless otherwise specified in the steps above.

Documentation and Confidentiality - All complaints and their resolutions will be documented and maintained in a secure and confidential manner. Records will be stored under the supervision of the COO to ensure confidentiality.

North Central Missouri Mental Health Center

COMPLAINT REPORT

Client Name: _____ **Date:** _____

Client Home Number: _____ **Cell Number:** _____

Location/Date and Time of Incident: _____

Describe the Nature of the Incident: _____

(Continue on back if needed)

Was Report Verbal: Yes _____ No _____ **Written:** Yes _____ No _____

Client Signature: _____

Signature/Date of Receiving Staff: _____

Signature/Date of Clinical Director: _____

Signature/Date of Executive Director: _____

Additional Comments: _____

Service Participation Policies

Cancellation, Missed Appointments, and No-Shows

NCMMHC requires **at least 24 hours' notice** if you need to cancel or reschedule an appointment.

If you cancel two appointments in a row with less than 24 hours' notice, your case will be reviewed to determine whether services should remain active. Repeated late cancellations may result in delays or changes to your services.

If you do not provide at least 24 hours' notice and do not attend your appointment, this is considered a "no-show."

Two consecutive no-shows, regardless of service type, will result in a review of your case. This may lead to:

- Referral to an alternative service (such as case management or group services)
- Placement on a waiting list
- Discharge from the current service
- Discharge from NCMMHC services

If you are referred to an alternative service and do not attend after being reminded, discharge may occur.

No-Show Definition

A no-show includes:

1. Not calling and not attending a scheduled appointment.
2. Canceling less than 24 hours before the appointment and rescheduling.
3. Canceling less than 24 hours before the appointment and choosing not to reschedule.

This policy helps ensure access to services for all individuals seeking care.

Custody and Consent for Treatment of Minors

NCMMHC will not provide treatment to a child without consent from the child's legal guardian.

In cases of separated or divorced parents:

- It is generally in the child's best interest for both parents to be aware of treatment.
- In some situations, consent from both custodial parents may be required.
- If custody documentation is not provided, NCMMHC will assume 50/50 custody.

NCMMHC does not provide custody evaluations or reports for custody or visitation purposes.

Client Feedback

Your feedback helps improve our services. You may complete satisfaction surveys:

- At intake
- In the lobby at any time
- Annually for each program
- After discharge

You are encouraged to share feedback directly with your clinician.

What to Expect During Treatment

Treatment can take many forms depending on your needs.

Treatment Process

To develop an effective treatment plan, NCMMHC clinicians need a thorough understanding of your presenting concerns. The qualified mental health professional completing your treatment plan may consult with other staff, including the therapist, case manager, and psychiatrist, to develop some goals and intervention strategies.

Throughout this process, your treatment team will be providing you with strategies that can be used to alleviate symptoms and resolve the problem. You will participate in the development of the treatment plan. You will sign and receive a copy of this plan.

Clinical Supervision

To ensure quality care:

- Clinicians participate in regular supervision.
- Progress is reviewed at least quarterly.
- Treatment goals are updated as needed.

Transition Planning

Clients have the right to choose the services and providers they receive.

Transition planning supports movement:

- From one service to another
- From one provider to another
- From one level of care to another
- Toward planned discharge

Transitions are planned collaboratively with your clinician. When transitioning to a new level of care, a new Master Treatment Plan will be developed.

In some cases, you may be asked to meet once more with your current provider before transitioning.

Discharge Planning

Discharge may occur when:

- Treatment goals have been achieved
- Services are completed
- You move out of the area
- You disengage from services
- You request discharge

Discharge planning begins during assessment and continues throughout treatment.

Treatment plans are reviewed every 90 days to evaluate progress and determine whether:

- Goals have been achieved
- New goals are needed
- Services should continue or conclude

If discharging from all services:

- Medication continuity will be coordinated with your Primary Care Provider.
- If relocating, your clinician will assist in identifying services in your new area.
- Telehealth psychiatric services may continue up to 90 days during relocation when appropriate.

Programs & Services

Adult Community Psychiatric Rehabilitation (CPRC)

Skill-building support to help adults live and participate in the community.

Assessments / Evaluations

Comprehensive evaluations to identify needs and guide care.

Behavioral Health Crisis Center (BHCC)

Immediate, support for mental health or substance use crises, offering safe stabilization, short-term intervention, and connection to ongoing care. Open Monday-Friday 8am to 8pm.

Certified Peer Specialist / Family Support Provider

Peer and family support from trained providers with lived experience.

Crisis Services

Immediate support and intervention during mental health or substance use crises. Available 24/7.

Groups - Youth, Adult, & Substance Use

Supportive groups that build skills, connection, and recovery.

Healthcare Home

Coordinated care for physical health, mental health, and wellness.

Important Reminders:

You are an active participant in your treatment.

Services are personalized based on your needs.

Progress may take time, and results vary by individual.

You may ask questions about any program at any time.

New groups and services are added regularly—ask your clinician or the receptionist for updates.

Help is available 24 hours a day, 365 days a year by calling 1-888-279-8188 or by calling/texting 988.

Psychosocial Rehabilitation (PSR)

Group-based support to build skills, connection, and independence.

Psychiatric / Medication Services

Medication evaluation and ongoing support for mental health needs.

Substance Use Services

Integrated treatment for substance use and co-occurring mental health needs.

Supported Employment

Help finding and keeping competitive employment based on personal goals.

Therapy / Counseling Services

Individual, family, and group counseling to support healing and well-being.

Youth Community Psychiatric Rehabilitation (CPRC)

Services that help youth build coping, social, and daily life skills.

Telehealth Services

NCMMHC may provide behavioral health services through telehealth. Telehealth allows you to receive services such as psychotherapy, counseling, assessment, or consultation using secure electronic technology (including video conferencing, telephone, or secure messaging) when you and your provider are not in the same physical location.

Potential Risks and Limitations

Privacy and Confidentiality Risks:

- Although secure technology will be used, there is a small risk of unauthorized access, data breach, or technical failure.
- Others in my physical location may overhear my session if I am not in a private space.
- I am responsible for using a secure internet connection and private location when possible.

Clinical Limitations:

- The provider may not be able to observe non-verbal cues or environmental factors fully.
- Recommendations are based on reported data – information may not be reported accurately, the data feed may be incomplete.
- Technology disruptions may interrupt sessions.
- Telehealth may not be appropriate for all clinical situations.

Crisis and Emergency Limitations:

- In the event of a mental health emergency, the provider may not be able to respond as quickly as during in-person services.
- I agree to provide my current physical address at the start of each session.
- I agree to provide emergency contact information.

Technology Risks:

- Sessions may be disrupted due to internet failure, power outages, or equipment malfunction.
- If video connection fails, we will attempt to reconnect. If unsuccessful, we may continue by telephone or reschedule.

Confidentiality

Confidentiality laws and ethical standards apply to telehealth services as they do to in-person services. Exceptions to confidentiality include, but are not limited to:

- Risk of harm to self or others
- Suspected abuse or neglect of a child, elder, or dependent adult
- Court orders or legal requirements

Sessions will not be recorded by the provider without my written consent. I agree not to record sessions without prior written permission from the provider.

Client Rights

I have the right to:

- Refuse telehealth services at any time without affecting future care and treatment, and without risking the loss or withdrawal of a MO HealthNet benefit to which you are entitled.
- Be informed of alternatives to the telehealth service that are available.
- Be informed of the parties who will be present at the originating site and the distant site during the telehealth service and shall have the right to exclude anyone from either site.
- Object to the videotaping or other recording of a telehealth service.

Client Responsibilities

I agree to:

- Participate from a private, safe location
- Minimize distractions during sessions
- Use a secure device and internet connection when possible
- Inform the provider immediately if I experience technical difficulties

If I experience a mental health emergency, I understand that I should:

- Call 911 (or local emergency services)
- Contact the nearest emergency room
- Call 988 (Suicide & Crisis Lifeline, U.S., if applicable)

The provider may contact emergency services or my emergency contact if there is concern about my safety.

ELEOS Privacy Notice

Introduction

As a part of our commitment to providing high-quality behavioral health and substance use care, North Central Missouri Mental Health Center utilizes Eleos Health, In an advanced AI-powered tool designed to enhance various aspects of your care. This document provides information about Eleos Health, Inc and Intake or Annual Consent Group that you sign acknowledges your consent for its use in your treatment.

What is Eleos Health, Inc.?

Eleos Health, Inc. is a HIPAA-compliant AI application that assists behavioral health and substance use providers in tasks such as:

- Note-taking and documentation
- Care plan development and personalization
- Symptom assessment
- Treatment planning support
- Patient education material generation

How Eleos Health, Inc. is Used

The primary purpose of using Eleos Health, Inc. is to enhance the efficiency, accuracy, and personalization of your care. It helps reduce administrative tasks, assist in decision –making, and provide relevant information. However, all outputs from Eleos Health, Inc. are reviewed by your behavioral health and/or substance use provider to ensure they align with clinical expertise and your specific needs.

Data Protection and Privacy

Eleos Health, Inc. processes information provided during your sessions, which may include sensitive health data. The following measures are in place to protect your information.

- All data is encrypted during transfer and storage, complying with HIPAA regulations.
- Information is used solely to support your care and is not used to train the AI model, sold to third parties, or used for marketing.
- Technologies comply with strict privacy standards, and Business associate Agreements (BAAs) ensure third-party compliance.
- Your provider reviews all AI-generated content to confirm accuracy and appropriateness.

Potential Benefits

Allows your provider to focus more attention on your session.

Reduces the need for note-taking during sessions.

May provide additional clinical insights to improve therapeutic outcomes.

Enhances the overall quality and efficiency of care.

Potential Risks

While Eleos Health, Inc. aims to enhance your behavioral health and/or substance use care, potential risks include:

- Occasional inaccuracies in AI-generated outputs (subject to provider verification).
- Small risk of unauthorized data access associated with any use of technology (despite strong security measures).
- AI limitations in understanding context or interpreting information.

Your Rights and Choices

- You have the right to refuse the use of Eleos Health, Inc. in your care without affecting the quality of your treatment.
- You can request to review any AI-generated notes or materials related to your care.
- You may withdraw your consent at any time by notifying your provider in writing.

Health and Safety Policies

Tobacco Policy

NCMMHC is a smoke-free campus (including electronic smoking devices) and tobacco-free environment agency-wide. All offices and campuses, including outreach facilities and agency vehicles, are smoke and tobacco-free. Smoking (including electronic smoking devices) and use of smokeless tobacco or snuff must be done off agency property.

Alcohol, Drugs, and Weapons

Alcohol, illegal drugs, non-prescribed mood-altering substances, and weapons are not permitted on agency property, vehicles, or during agency activities.

Clients under the influence may be temporarily excluded from services for safety reasons.

Medications

Clients who self-administer medication are responsible for managing their prescriptions. Medications must remain in clearly labeled containers.

Only authorized NCMMHC medical staff may administer medication.

The agency does not provide emergency medication administration. Clients requiring emergency medication will be referred to 911 or the nearest emergency room.

Building Accessibility

Main floor services are wheelchair accessible. The Trenton office has a wheelchair ramp at the rear entrance.

Fire Safety and Evacuation

- Fire exits are clearly marked.
- Evacuation routes are posted.
- Fire drills are conducted quarterly.
- Staff will guide evacuation in an orderly manner to the designated assembly area.

Medical Emergencies

In an emergency:

- Staff will provide first aid/CPR if trained.
- 911 will be called when necessary.
- Emergency contact information from your record will be used.

Please provide current emergency contacts, medications, allergies, and medical concerns at intake.

Emergency Response Practices

NCMMHC does not use seclusion or restraint. Staff are trained in de-escalation and emergency response procedures.

