**Services**

Services are always provided in a respectful and inclusive manner-you and your family are a part of the treatment team All of our services are available based on clinical presentation and therapist and family agreeing on treatment plan. Length of services is based on treatment plan. Discharge from services occurs when treatment goals are met or at a mutually agreed upon time.

* Assessment
* Service Plan Development
* Individual Therapy
* Family Therapy
* Intensive Family Intervention
* Community Support Individual
* Crisis Intervention
* Community Linkage
* Diagnostic Assessment
* Psychiatric and Nursing Assessment and Care

At this meeting an explanation of transition and discharge criteria and procedures will be provided, as well as Safety planning to identify and reduce potential risk to you or your child.

More details about any of the information presented in the pamphlet is available on our website; dynamicinterventions.org or by calling 478-333-6197.

**Mission Statement**

Provide the highest quality home and community-based mental health treatment services available to Georgia's youth and their families.

Mandated Services

If you are mandated by the court or other legal agency (i.e. DFCS) to receive services, DII must follow up with this agency to ensure compliance with case plan. We will inform them of your participation and progress, regardless of your discharge outcome. We will work with all mandated clients in the same manner as voluntary and we expect these clients to follow the same standards as outlined in this orientation.

Outcomes Management and Satisfaction

In order to continue to monitor the quality of services Dynamic Interventions has established a quality assessment and improvement process, reviewed quarterly. The Continuous Quality Improvement (CQI) Committee reviews results with recommendations made to CEO and Leadership Team members for performance improvement. Results of clinical assessment outcomes are reevaluated at treatment intervals to assess effectiveness of treatment services.

Open Door Policy

Dynamic Interventions maintains an open door policy that guarantees access to program leadership in person, in writing, or by telephone. You will be asked to complete a satisfaction survey at the end of the treatment episode. This will be given to you by your therapist and will be confidential.

Seclusion and Restraints

The use of physical restraints or seclusion by personnel of the agency are prohibited

Tobacco Use

Because of health concerns and regulations, the use of any kind of tobacco (smoking, chewing, snuff, etc.) is prohibited in all facilities as well as in the cars of personnel when involved in transport.

Weapons

No type of weapon is allowed on the property at any time.

Illegal/Legal Drugs

Dynamic Interventions, Inc. is a drug free environment. No illegal drugs may be brought into our facilities at any time. All clients are expected to remain free of controlled substances while receiving services. No drugs will be housed on corporate property.

Restrictions of Service or Denied Rights

No client will be deprived of their rights; civil, political, personal or property; nor will they be declared legally incompetent without due process of law. When justified according to legal or other mandate, temporary restrictions or denials may occur. For the comfort and safety of all, rules and standards of conduct must be followed.

Prescription Medication Brought into Program

At no time should a client or anyone transporting them or participating with them in treatment have their prescribed medication with them unless: The physician asked that it be provided; or a dose is needed during the session and then, only the amount necessary should be on hand.

#### Areas of Concern

**Contact Us**

524 South Houston Lake Road, Suite G

Warner Robins, GA 31088

(P) 478-333-2498

(F) 478-333-6531

www.dynamicinterventions.org

# Orientation to Services

**Dynamic Interventions, Inc**

**Consumer Rights & Responsibilities**

Services are available without regard to age, sex, gender, identity, sexual orientation, race, creed, color, ancestry, national origin, disability, familial status, or marital status. Individuals have the right to request or refuse treatment to the extent provided by law. Copies of Client Rights are posted in the corporate office.

You have the right to be free of physical abuse, including sexual abuse and physical punishment.

No staff member should engage in any sort of sexual activity with any client, or allow sexual activity between or among consumers while under the care or supervision of Dynamic Interventions.

 **Consumer Responsibilities**

-Provide accurate information at assessment to determine best treatment options.

-Work with the team to develop treatment plan and follow it.

-Sign releases and other paperwork necessary to ensure continuity of care

-Treat staff in respectful manner

-Notify therapist of intent to discontinue treatment

-Refrain from bringing drugs or alcohol to agency property

-Refrain from violent or aggressive behavior, threats, theft, property damage or other criminal acts.

-Participate in all scheduled appointments and giving 24 hours’ notice if appointment cannot be kept.

-Comply with any payment plans

**Hours of Operation**

Monday: 9 a.m. to 5 p.m.

Tuesday: 9 a.m. to 5 p.m.

Wednesday: 9 a.m. to 8 p.m.

Thursday: 9 a.m. to 5 p.m.

Friday: 9 a.m. to 5 p.m.

Saturday: By Appointment

Some of our programs offer 24/7 availability through our on-call system

For medical or mental health emergencies, please call 911. When the office is closed, if there is a non-life threatening emergency please call the Georgia Crisis and Access Line for problems with mental health, drugs, or alcohol at 1-800-715-4225.

**Safety Information**

While on the premises at Dynamic Interventions should an evacuation of the building be required or other serious incidents occur; staff will instruct you to safety. Staff is trained on all emergency situations including severe weather and acts of violence. In addition, evacuation maps and the location of first aid kits and fire extinguishers are posted at each program. If you would like more information please contact the program manager at your service delivery site. Our primary goal in these situations is to ensure the safety of consumers, visitors and staff.

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**Orientation Information**

During your initial appointment, after you fully understand the purpose and process of assessment, it will be completed to determine the level of service needed for you or your child.

At that time, you will receive information regarding: Client Rights & Responsibilities, Consent for Treatment, Limits on Confidentiality, Privacy Practices and HIPPA, Release of Information, Grievance Policy, and Treatment Planning.

**Confidentiality**

All services and written information at Dynamic Interventions are confidential as mandated by federal and state laws and HIPAA regulations. Information will not be released without the written consent, except as outlined in the Notice of Privacy Practices of Dynamic Interventions. You will receive a copy of the Notice of Privacy Practices at your first contact. Please be aware that clinical staff may listen to information about you volunteered by an outside source; however, information will not be shared with that source unless you have signed a release. Additional information regarding confidentiality issues may be obtained at our website or by calling the Operations Manager at 478-333-2498.

**Complaints and Grievances**

Any client, guardian, parent of a minor, representative, or family member may file a complaint alleging violation of the client’s rights. Every compliant will be fully investigated and undergo formal review. You will be provided a copy of the formal complaint procedure and assisted in filing a complaint by contacting the Clinical Director at (478) 333-6197.