



## Guidance/Care Center, Inc.



# Handbook Of Services For Children and Families

### Locations of Facilities:

#### **Upper Keys**

99198 Overseas Hwy.,  
Suites 3, 4, 5 & 6  
Key Largo, FL 33037

phone (305) 434-7660  
*\*option 6*  
fax (305) 451-8019

#### **Middle Keys**

3000 41<sup>st</sup> Street, Ocean  
Marathon, FL 33050

phone (305) 434-7660  
*\*option 5*  
(305) 434-9040 fax

#### **Lower Keys**

1205 Fourth Street  
Key West, FL 33040

phone 434-7660  
*\*option 4*  
(305) 292-6723 fax

[www.GuidanceCareCenter.org](http://www.GuidanceCareCenter.org)  
[www.Westcare.com](http://www.Westcare.com)

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# WELCOME!!

You have taken an important step to improve your life. The Guidance/Care Center (G/CC) is pleased that you chose us to assist you and your family. You will be involved in planning the services that will focus on your unique needs. G/CC offers a variety of services for children and their families. Prevention Services are for those who demonstrate no current problems. Intervention Services are for those who are at risk for developing problems. Outpatient Services are for those with a mental health problem or substance use disorder and include Therapeutic Behavioral On-Site Services or our Community Action Team for those who need a more intensive level of Outpatient Services.

You will review your plan with us regularly to see if the services are helping you to reach your goals. Your counselor will work with you. Medical staff also will be involved in your care as needed. The doctor, nurse practitioner, or physician assistant will consult with you to assess whether or not medication(s) may help you. S/he thoroughly will explain the risks and benefits of all medications prescribed to you.

We look forward to working with you. Thank you for choosing the Guidance/Care Center.

## OUR MISSION

WestCare and the Guidance/Care Center empower everyone with whom we come into contact to engage in a process of healing, growth and change benefiting themselves, their families, coworkers and communities.

## OUR VISION

WestCare and the Guidance/Care Center devote our best collective and individual efforts toward “uplifting the human spirit” by consistently improving, expanding and strengthening the quality, efficacy and cost-effectiveness of everything we do in building for the future.

## GUIDING PRINCIPLES

Several principles provide further guidance in delivering behavioral services to individuals, families, and communities. They are:

- **Excellence:** Our first priority is to provide the highest quality service to the people and communities we serve. We value and reward success and are committed to continual improvement in all we do. We have the willingness to succeed and we have the means to create and foster success for ourselves, our coworkers, and those we serve.
- **Dedication:** WestCare and the Guidance Care Center are committed to doing what it takes to get the job done ethically and efficiently. We are committed to hard work. We are passionate about what we do. We are compassionate with our coworkers and everyone we serve.
- **Growth:** We are committed to learning and continuous improvement. We recognized that growth is a dynamic process, not an event. We recognize that the key to success is meeting our goals and building the resources we need to fulfill our mission.
- **Ethical Behavior:** We value and expect integrity in every aspect of our work and will accept nothing less.

## **ABOUT US:**

The Guidance Clinic of the Middle Keys, Inc. was founded in August 1973 as a private not-for-profit behavioral healthcare agency serving the Middle Keys. The Care Center for Mental Health Inc. was founded in October 1983. It was a private not-for-profit behavioral healthcare agency that provided services to the Upper and Lower Keys. Independently, The Guidance Clinic of the Middle Keys and Care Center for Mental Health affiliated with WestCare Inc., in 2003.

In October 2009, the agencies merged to become the Guidance/Care Center, Inc. (G/CC) to create a unified 501(c) 3 private not-for-profit behavior healthcare agency serving all of Monroe County. The new Guidance/Care Center has 3 facilities throughout the Keys. They are located in Key Largo, Marathon and Key West. G/CC offers a variety of mental health and substance use services throughout Monroe County. G/CC currently has over 100 employees. This includes licensed professionals (psychiatrists, physician assistants, social workers, mental health counselors, nurse practitioners, and nurses), certified addiction professionals, counselors, administrators, and computer, fiscal, clerical, clinical support, transportation, and maintenance staff. The services G/CC offers includes outreach, prevention, transportation, crisis support, assessment, intervention, outpatient, psychosocial rehabilitation /drop-in, residential crisis stabilization and detoxification, residential mental health treatment, case management, intensive on site, HIV pre-post counseling and testing and aftercare. We welcome you whether you have a mental health and/or substance use disorder.

***Guidance/Care Center does not discriminate on the basis of age, race, sex, religion, color, disability, national origin, sexual orientation, gender identity or marital status.***

***Child Welfare involved clients do receive priority consideration.***

## Routine Hours of Operation

Hours of Operation: 8:30am – 5:00pm M – F

**Upper Keys**

**Middle Keys**

**Lower Keys**

All Children's Services are available throughout the Keys. Crisis support for youth is available 24 hours a day, please call the Crisis/Emergency number below or for medical issues visit the nearest Emergency Room.

*Crisis Support including After Hours Crisis and Mobile Crisis Response*  
**Call: 434-7660 ext. 8**

For the Hearing Impaired, please call the Florida Relay Service at 1 (800) 955-8771.

## CONFIDENTIALITY

*Our staff wants to gain your trust and protect your privacy!*

Guidance/Care Center staff will not talk to anyone or send anyone information about you. You or your parent or legal guardian must give us written permission to do this. We will ask you to sign a form called "Release of Information." The form will tell you what we are sharing, why we are sharing it, and how much information we need to share.

There are certain times when we will not be able to keep your records confidential.

Some examples are: if there is a medical emergency; if you are in danger of hurting yourself or others; if your records are court ordered.

Federal law and rules do not protect ALL information. If we suspect abuse or neglect of a child or an elderly or disabled person, we MUST report it to the Abuse Hotline.

And as always, if you have concerns about any issues, please feel free to contact us.

## Description of Services

**Assessment/Evaluation** An interview that helps us decide what you and your family needs, what type of care is best for you, what services will help you the most, and how often you should get the services.

**Case Management:** A collaborative process that helps you become well by managing your services. It does this through advocacy, assessments, communication, managing resources, and service delivery.

Discharge Criteria: Once you have achieved your goals successfully, you will be ready for discharge from Case Management.

- Philosophy of Program: Coordinating services and providing good assessment, planning, linkage, support, and monitoring is important. This helps someone getting case management reach their highest level of wellness, self-management, and functioning. Case Management encourages the involvement of the individual, regardless of how severe his or her illness is. These services work best when they allow everyone involved in care to talk directly to each other. This would include the client, the case manager, the doctor, family, and other people involved in care.

**Information and Referral:** Services that connect a person that needs help with the providers that can best give that service. It also provides information about agencies and organizations that offer services.

**Crisis Support:** Non-residential services provided 24 hours a day, 7 days a week. These services handle crises and emergencies. Services include mobile crisis, emergency screenings and walk-ins. 24-hour crisis hotline (305) 434-7660 option #8

**Prevention:** Services that use information, education, awareness, and other strategies to prevent, delay, or stop someone from using alcohol or other drugs.

- Admission Criteria: Prevention services are available to all youth under 18. But, if a youth has specific risk factors for using substances, he or she can get specialized prevention services.
- Discharge Criteria: Universal programs are open to youth and their community groups. They can go to these services continually. Targeted prevention services end when the youth no longer needs help with his or her specific risk factors or if the teen needs more intensive level of care.
- Philosophy of Program: We know that people differ in the way they see and experience their lives. We believe in the value of, and need for, a variety of approaches to prevention. We do our best to provide various approaches to meet the needs of the individual or community.
- Target Population: Prevention programs are available to teens in our local community. Our programs are designed for children and teenagers.
- Specific Prevention Programs currently available include:
  - **Apple A Day:** Apple A Day is an evidence-based prevention program. It is specifically for youth ages kindergarten to fourth grade to build skills, making friends, learn about

drugs and alcohol, making good choices and feel safe. This program is part of your school day in weekly meetings for 8 weeks.

- **Catch My Breath: CATCH My Breath** is an evidence-based youth nicotine vaping prevention program that provides students with the skills to resist peer pressure and media influences to try e-cigarettes. The overall goal is to prevent the initiation of e-cigarette use among preteen and teen adolescents.
- **Teen Intervene:** Teen Intervene is an evidenced based prevention program. It consists of 3 or 4 sessions with a prevention specialist. Teen Intervene aims to help teens to identify an alcohol or drug use disorder by themselves. It also provides a brief plan for intervention and guides the referral to more intensive services, when appropriate. Teen Intervene engages both the teen and the parents.
- **Project SUCCESS:** Project SUCCESS is a research-based program. It uses activities that are useful in reducing risk factors and increasing protective factors. The trained staff teach youth how to communicate, make decisions, manage stress and anger, problem solve, and resist peer pressure. The staff works with the teens in many ways. They may work with them individually and in small groups. They may conduct large group discussions. They also may train school staff or consult with them. They also may make referrals for the students and families that need substance abuse or mental health treatment. G/CC currently provides Project SUCCESS in the Monroe County High Schools and Middle Schools.

**Intervention:** These services aim to decrease risk factors that make substance use and mental health problems worse. These services include basic assessment, support services, counseling, and referral.

- Admission Criteria: Individuals at risk of developing an alcohol, drug, or mental health problem. Or, individuals at risk for these problems getting worse. These people are willing to learn the skills they need to deal with the current problems.
- Discharge Criteria: Intervention services end when the individual met their goals and objectives successfully. Services also end when the person is not participating. Services also end if the person no longer wants the services or if he or she needs a higher level of care.
- Philosophy of Program: G/CC provides short-term counseling services to individuals at risk of developing alcohol, drug, or mental health problems. The counselor helps the person find community resources that will best meet their needs.
- Target Population: Children, teens, adults, and families.

**Medical Services:** A doctor, nurse, or other medical person gives these services. The services include prescribing medicine, giving medicine, and checking to make sure the medicine is working. The doctor also may do an evaluation to see if there is a mental health problem.

- Target Population: Children, teens, adults, older adults, and families. G/CC provides service to everyone. It does not matter what your age, sex, race, culture, sexual identity, or religion is. It does not matter whether you or your family can pay for services.

**Outpatient:** Therapy and support services that help improve functioning. The services also stop mental health or substance use problems from getting worse if someone has either of these. Services must be face-to-face between the staff member and the client.

- Admission Criteria: The person has a diagnosis consistent with DSM5. He or she shows symptoms that make it difficult for him or her to do things in at least one area of life. There is an expectation that the person will improve because of therapy or other services.
- Discharge Criteria: Discharge can occur for several reasons. (1) The person completes treatment plan goals and objectives successfully. (2) The person no longer wants to be in therapy. (3) The person or their family takes withdraws consent. (4) The person needs a higher or lower level of care.
- Philosophy of Program: G/CC offers high quality and cost-effective services to people having substance use and/or mental health problems. We do this in an environment that is welcoming. G/CC has services throughout the Keys.
- Target Population: G/CC provides services to everyone. It does not matter what your age, sex, race, culture, sexual identity, or religion is. It does not matter whether you or your family can pay.

**In Home and On-Site Services – Therapeutic Behavioral On-Site Services (TBOS):** Therapeutic services and support that G/CC provides outside of its office locations. Locations include school, DJJ, and consumer's home.

- Admission Criteria: The person must have a targeted mental health or substance use diagnosis. He or she has problems functioning at home, school or in the community.
- Discharge Criteria: Discharge can occur for several reasons. (1) The person completes treatment plan goals and objectives successfully. (2) The person no longer wants to be in therapy. (3) The person or their family withdraws consent. (4) The person needs a higher or lower level of care.
- Philosophy of Program: Therapeutic services provided to clients and their families outside of the office. The services aim to increase coping and resiliency.
- Target Population: Children who have specific targeted diagnoses. They also have problems that interfere with their functioning.

### **Community Action Team (CAT)**

- Admission Criteria: The person must have a targeted mental health or substance use diagnosis and have been in mental health hospital at least twice, involved with DJJ and/or problems in school.
- Discharge Criteria: Discharge can occur for several reasons. (1) The person completes treatment plan goals and objectives successfully. (2) The person no longer wants to be in therapy. (3) The person or their family takes withdraws consent. (4) The person needs a higher or lower level of care.
- Philosophy of Program: Therapeutic services provided to clients and their families outside of the office. Coordinated team approach including therapist, mentor, case manager, nurse and psychiatric prescriber.
- Target Population: Youth ages 11-21 who meet admission criteria. Children under the age of 11 can receive services if they meet all three options under admission criteria.



**Family Therapy:** Family Therapy occurs with TBOS services and CAT team. It has the same admission and discharge criteria and the same philosophy. It serves the same target population as TBOS or CAT.

**Mobile Crisis Response Team (MRT):** 24-hour triage and on-site crisis response to prevent the need for psychiatric hospitalization, emergency room utilization or jail and link to community based behavioral health services. MRT hotline (305) 434-7660 option #8

**Crisis Stabilization and Residential Treatment:** The Guidance/Care Center does not provide either service directly. There is no inpatient or residential treatment services for children in Monroe County. G/CC will help people get these services if they need them. You can initiate crisis services in several ways. You can do it (1) at any of our 3 office locations during the business day, (2) through the Mobile Crisis Response team emergency number (305-434-7660 ext. 8) which operates 24 hours a day/7 day a week.

Sometimes a person needs longer term residential treatment. G/CC staff will work with the appropriate agencies to make that happen.

## **RULES OF CONDUCT**

Everyone who comes to or receives services from G/CC is responsible for promoting and maintaining a safe and respectful environment. Every consumer, staff member, visitor and volunteer who comes to the clinic can expect to be treated respectfully and feel safe at all times.

As a consumer, I agree to the following:

1. I agree to be verbally respectful at all times while in the clinic. I will not use obscene or disrespectful language, make threats, tell abusive jokes or make abusive comments. This includes sexual comments, sexual advances, teasing, insulting or making fun of others.
2. I agree to be physically respectful at all times while in the clinic. I will not strike, punch, slap or intimidate anyone. I will not damage any property or equipment or threaten to do so.
3. I will not bring alcohol, illegal drugs, or weapons into the clinic or onto clinic grounds.
4. I accept my personal responsibility to promote and maintain an atmosphere of safety and respect in the clinic.
5. I will speak to a staff member if I feel that I am unable to meet these rules of conduct and understand that if I break these rules, I could lose my clinic privileges and services.

## **You are responsible for...**

1. Working with your treatment team to develop and follow an individualized service plan suited to your needs.
2. Respecting the privacy of others.
3. Being on time for your appointments.
4. Giving 24-hour notification when you are unable to keep your appointment.
5. Treating all people with courtesy and respect and all facilities with care.
6. Most program services will take place in your home or another location in which you feel safe and comfortable. Please respect the safety of our therapists and case managers as they may be conducting services on your property. Ensure that conditions are adequate and safe to conduct therapeutic services.

## **CLIENTS RIGHTS**

### Right of Individual Dignity:

- To be related with respect at all times
- To be free from abuse and neglect
- To have freedom of movement, unless it has been restricted as part of your treatment or by a judge

### Right to Treatment

- To appropriate treatment, regardless of your ability to pay
- To participate in the development of Wellness & Recovery Plan and its review
- To receive treatment in the least restrictive setting
- To participate in activities that help your self-esteem

### Right to Express and Informed Consent

- To consent or not to consent to treatment, unless restricted by a judge or in an emergency. For mental health services, if you are under 18 years of age, your guardian must also be asked to give express and informed consent for you.
- To be informed about:
  - The reason for your admission
  - Your proposed treatment
  - Any potential side effects of any treatment
  - Your approximate length of stay
  - Other possible treatments
- To take back any consent to treatment, either verbally or in writing by you, your guardian or guardian advocate.
- If necessary to provide through the court, a guardian advocate to make decisions regarding your treatment.

### Right to Quality Treatment

- To receive services that are fit your needs and skillfully, safely and humanely administered
- To receive appropriate medical, vocational, social, educational and rehabilitative services

### Right to Communication, Abuse Reporting and Visits

- To have visitors at reasonable hours, unless visits are restricted as part of your treatment.
- To send and receive mail and use the telephone, unless restricted as a part of your treatment
- To report any possible abuse or neglect to the Florida Abuse Hotline.

### Right to the Care and Custody of Personal Effects

- To have your personal clothing and belongings, unless restricted as a part of your treatment
- To have a written inventory of any of your personal clothing or belongings that are taken from you.

### Right to Vote in Public Elections

- To be assisted in registering to vote and voting

### Right to Ask for A Court Order

- To question the cause and legality

#### Right to Confidential Records

- To have reasonable access to your own records
- To authorize release of information to people or agencies
- To have your records kept confidential

#### Right to Education for Children

- To receive education as appropriate and in the least restrictive setting possible in accordance with state statutes

#### Right to Designate Representatives

- To designate a person to receive any required notices

#### Right to Participate in Treatment and Discharge Planning

- To help make decisions about your treatment and provide written comments on your treatment plans
- To help make plans for your discharge

#### Guidance/Care Center specific additional Client Rights not specifically required by other entities are adopted as follows:

- Right to be informed of any and all financial obligations (if any) that may be incurred over the course of treatment
- Right to request that HIV/AIDS data not be disclosed in the record of the person served
- Right to know what support services are available, including whether an interpreter is available and/or needed if English is not the primary language spoken by the person served
- Right to access information regarding care, the planned course of treatment, alternatives, risks, prognosis and progress.
- Right to know if treatment is for purposes of experimental research and to give consent or refusal to participate in such experimental research
- Right to have religious beliefs respected

Guidance/Care Center promotes the following rights of persons served in that all person have the right to be free from Abuse, Financial or other exploitation, Retaliation, Humiliation, Neglect.

# **ETHICAL STANDARDS**

Guidance/Care Center has high ethical standards in everything it does. Staff must follow these high moral and ethical standards. A summary is below.

- All G/CC staff must follow the agency ethical standards.
- The Guidance/Care Center provides quality services to people in need. The primary concern of each staff member must be the welfare of clients. Staff must respect the individual dignity of each client at all times and upon all occasions.
- G/CC keeps information about the clients confidential. G/CC will not release information without the client giving permission unless the law requires it.
- G/CC only will bill clients for services they received.
- G/CC will let clients know the sources of payment and any limitations placed on the duration of services.
- Guidance/Care Center staff cannot engage in business with clients for money or for goods or services. Staff is not to borrow or lend money to clients.
- Guidance/Care Center staff may only accept gifts of no monetary value from clients. He or she must report each occurrence to the supervisor. G/CC does not allow monetary gifts. You can give gifts and donations to G/CC since it is a charitable, not-for-profit agency.
- G/CC staff cannot have a dual relationship with clients. A client is a person currently getting services from G/CC or a person who was receiving services from G/CC in the past 12 months. Some of these relationships include doing business, having financial relationships, friendships, and social, dating or sexual contacts. These are examples and not the only relationships.

Your welfare is always our primary concern. All clients are to be treated in a fair and equal manner. No one is given special consideration or advantage over anyone else. Staff is not allowed to accept monetary gifts from clients. A staff member cannot be a sponsor for a client. This is for any recognized self-help or peer support group such as Alateen, Alcoholics Anonymous, Narcotics Anonymous, etc. Staff cannot have personal or social relationships with any client who is receiving or received services from WestCare.

## **COMPLAINT - GRIEVANCE PROCESS**

If you have a complaint about a staff person or a service, G/CC takes this seriously. G/CC has a formal process for you to make a complaint. A detailed description of what you need to do if you want to make a complaint is reviewed at orientation or can be accessed from any G/CC staff.

# **HIPAA**

G/CC must follow a law known as HIPAA (Health Insurance Portability and Accountability Act). This federal law protects your health information. An information sheet is provided at orientation, and you can request one at any time from G/CC staff.

## **AUDIO AND/OR VIDEO RECORDING**

Sometimes G/CC staff will ask if they may video or audio record a session. This sometimes helps improve the quality and types of services received. Until we listen to or see the recording, G/CC keeps the information safe. We keep it in a secure place. This only is for training reasons. The recording may be viewed by our clinical staff. After reviewing the recording, G/CC will completely erase or destroy it.

In order to video or audio record, G/CC must get your or your legal guardian's consent. This is completely voluntary. If you do not want to do it, it will not affect the care you receive from G/CC.

## **HEALTH AND SAFETY**

- > All Guidance/Care Center buildings, vans, and cars are smoke free and vaping free environments. There are outside designated areas, but anyone not legal age to use tobacco products may not use them.
- > G/CC must protect the safety and health of our clients, staff, and visitors. You cannot have any weapons, alcohol, or illegal drugs on G/CC property.

## **SEXUALLY TRANSMITTED DISEASES**

### **HIV Information**

During your admission process, you will receive an informative brochure on HIV facts. We also will ask you to answer an HIV Risk Assessment questionnaire. We will keep the information confidential. You do not have to complete the questionnaire if you do not want.

### **What is HIV and AIDS**

HIV stands for Human Immunodeficiency Virus (say: ih-myoo-nuh-dih-fih-shun-see).

AIDS stands for Acquired Immunodeficiency Syndrome. HIV is actually the virus that causes the disease AIDS.

People must get a special test to know if they have HIV. If they have HIV in their blood, they are called HIV positive. HIV destroys part of the immune system. Specifically, it affects a type of white blood cell called the T lymphocyte or T cell. T cells are one type of "fighter" cell in the blood that help the body fight off all kinds of germs and diseases.

After HIV enters the body, it piggybacks onto a T cell and works its way inside of that cell. Once it is inside, the virus completely takes over the T cell. It uses the cell like a factory and makes a lot of copies of itself. The newly made viruses then leave the T cell and go on to infect and destroy other

healthy T cells as they continue to multiply inside the body. T cells invaded by the virus can no longer fight infections properly. It may take years for the virus to damage enough T cells for that person to get sick and develop AIDS. The person may feel okay. But, the virus is reproducing itself silently and destroying T cells.

Thanks to new medicines, someone infected with HIV can stay fairly healthy and not have symptoms for many years. These medicines are very expensive though.

When the person's immune system becomes weak and the virus destroyed more of the blood's T cells, the person can no longer fight off infections. This is when he or she gets very sick. A doctor diagnoses someone with AIDS when the person has a very low number of T cells or shows signs of a serious infection.<sup>1</sup>

### **Hepatitis:**

Hepatitis is an infection of the liver. It is caused by a virus. The liver is on the right side of the abdomen. It is an important organ. (1) It cleans out poisons from your blood. (2) It makes an important digestive liquid called bile. (3) It keeps your body fueled up with just the right amount of glucose. (4) It regulates hormones. (5) It does other important jobs too. If the liver is affected by Hepatitis, it cannot effectively do all of its jobs.

There are five different infections that lead to Hepatitis: A, B, C, D, and E.

### **Hepatitis A (HAV):**

For kids, Hepatitis A is the most common type of Hepatitis to get. The virus lives in poop from people who have the infection. That is why it is so important to wash your hands before eating and after going to the bathroom. If you don't, and then go make yourself a sandwich, Hepatitis A virus might end up on your food, and then in you.

Vegetables, fruits, and shellfish (such as shrimp and lobster) also can carry Hepatitis. This usually is because they were gathered from dirty water or in unclean conditions. Hepatitis A affects people for a short time, and when they recover, it does not come back.

Your body will likely clear the virus on its own with rest and hydration. Most children heal in 1 or 2 months with no permanent damage to the liver. A vaccine is now available to prevent Hepatitis A.

### **Hepatitis B (HBV):**

Hepatitis B is liver disease caused by a virus. You do not get Hepatitis B from food or water. You can get Hepatitis B in several ways. (1) Contact with infected blood, (2) Having sex without a condom or protection, (3) During pregnancy, or (4) During delivery from mother to baby.

Treatment is injections with Interferon alpha. You also can get a vaccine for long-term protection.

### **Hepatitis C (HCV):**

Hepatitis C is liver disease caused by a virus. You do not get Hepatitis C from food or water. You can get Hepatitis C in several ways. (1) Contact with infected blood, (2) Having sex without a condom or protection, (3) During pregnancy, or (4) During delivery from mother to baby. This is the most serious type of Hepatitis.

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<sup>1</sup> Adapted from kidshealth.org

There are many new medicines for Hepatitis C treatment for adults. The person takes these medicines by mouth for several weeks. They cure more than 90% of people having Hepatitis C.

There are other medicines for children. These medicines require getting shots and taking medicines by mouth. This treatment cures between 50% and 80% of patients.

There is no vaccine for Hepatitis C.

### **Hepatitis D (HDV):**

Hepatitis D is liver disease caused by a virus. It is not common in the United States. You must have Hepatitis B to get Hepatitis D. Hepatitis D cannot live without Hepatitis B. You get it by having contact with body fluids that have the infection.

There are no known treatments for Hepatitis D. You may get shots of a medicine called Interferon alpha. This is the medicine they use to treat Hepatitis B.

There is no vaccine for Hepatitis D.

### **Hepatitis E (HEV):**

Hepatitis E is liver disease caused by a virus. It is not common in the United States. You can get Hepatitis E by drinking water that has been contaminated by poop. You also can get it from eating undercooked meat from an animal that has the virus. Pregnant women also can give it to the fetus.

Hepatitis E goes away on its own in most cases. You will need to get rest, drink a lot of fluids, and practice good hygiene.

There is no vaccine for Hepatitis E.

### **Tuberculosis (TB):**

Tuberculosis or TB is a disease caused by bacteria. The bacteria's name is *Mycobacterium tuberculosis*. It mainly infects the lungs. It can affect other organs too.

TB is contagious. The bacteria can travel through the air and spread from one person to the next. This happens when infected people cough, sneeze, or spit. It is very hard to get TB by casual contact with someone who has it.

You will need a special test to find out if you have TB. It is called a tuberculin skin test.

If you have TB, you will need treatment. You will need to take an antibiotic that can kill the bacteria. You must take all of the medicine for it to work.

## What are the Common Sexually Transmitted Diseases (STD'S)?

### Facts about STD

<http://www.std-gov.org>

- 65 million people living in the US have an STD
- 15 million new STD cases are reported each year
- 2/3 of all STD's occurs in people 25 yrs of age or younger
- One in four new STD cases occur in teenagers
- Cervical cancer in women is linked to HPV
- Doctors must report new cases of Gonorrhea, Syphilis, Chlamydia and Hepatitis B to state health departments and the CDC
- One in four Americans has genital Herpes. 80% of those with Herpes are unaware they have it
- At least one in four Americans will get an STD at some point in their lives

STD and Basic Facts	Signs & Symptoms	Treatment
<p><b>Chlamydia</b> (pronounced: kluh-MID-ee-uh)</p> <ul style="list-style-type: none"> <li>• Caused by a bacteria</li> <li>• One of the most common STDs</li> <li>• Incubation period: 7-21 days</li> <li>• Get it through sex without a condom or other protection</li> <li>• A pregnant woman can give it to her baby when she is giving birth</li> <li>• Can't catch it from a towel, a doorknob, or a toilet seat</li> </ul>	<p><b>Girls:</b> Most girls have no symptoms. If a girl does have symptoms, they may be:</p> <ul style="list-style-type: none"> <li>• pain while peeing</li> <li>• discharge from the vagina</li> <li>• pain during sex</li> <li>• pain in the lower abdomen</li> <li>• bleeding in between periods</li> </ul> <p><b>Boys:</b> Most boys have few or no symptoms. If a boy has symptoms, they may be:</p> <ul style="list-style-type: none"> <li>• pain when peeing</li> <li>• discharge at the tip of the penis</li> <li>• itching or burning around the penis</li> <li>• pain in the testicles</li> </ul>	<ul style="list-style-type: none"> <li>• You will get antibiotics</li> <li>• It should be gone in 7-10 days</li> <li>• Without treatment, it may spread to other parts of the body. This can cause serious and long-term problems.</li> </ul>
<p><b>Gonorrhea</b> (pronounced: gah-nuh-REE-uh)</p> <ul style="list-style-type: none"> <li>• Caused by a bacteria</li> <li>• Incubation period: 1-14 days</li> <li>• Get it through sex without a condom or other protection</li> <li>• A pregnant woman can give it to her baby when she is giving birth</li> <li>• Can't catch it from a towel, a doorknob, or a toilet seat</li> </ul>	<p><b>Girls:</b> May have no or mild symptoms. If a girl does have symptoms, they may be:</p> <ul style="list-style-type: none"> <li>• pain while peeing</li> <li>• yellow-green discharge from the vagina</li> <li>• bleeding in between periods</li> </ul> <p><b>Boys:</b> Most boys have symptoms.</p> <ul style="list-style-type: none"> <li>• pain when peeing</li> <li>• yellowish-white discharge at the tip of the penis</li> </ul>	<ul style="list-style-type: none"> <li>• You will get antibiotics</li> <li>• It should be gone in 7-14 days</li> <li>• You cannot have sex for 7 days after finishing the antibiotics</li> </ul> <p>Without treatment, it may spread to other parts of the body. This can cause serious and long-term problems.</p>



STD and Basic Facts	Signs & Symptoms	Treatment
<p><b>Syphilis:</b> (pronounced: SIFF-ill-iss)</p> <ul style="list-style-type: none"> <li>• Caused by a bacteria</li> <li>• Incubation period: 7 days – 3 months</li> <li>• Get it through sex without a condom or other protection</li> <li>• Can get it by kissing or touching someone who has a syphilis sore</li> <li>• A pregnant woman can give it to her baby when she is giving birth</li> </ul> <p>Can't catch it from a towel, a doorknob, or a toilet seat</p>	<p>Syphilis happens in stages:</p> <ul style="list-style-type: none"> <li>• Primary Stage: Red, firm, painless and sometimes wet sores appear on the vagina, rectum, penis, or mouth. The sore is called a chancre.</li> <li>• Secondary Stage: If not treated in the Primary Stage - the person will often break out in a rash. The person might get flu-like symptoms. This can happen weeks to months after the chancre first appears.</li> <li>• Latent Syphilis: If still not treated - the person will have a period of the illness called latent (hidden) syphilis. This means that all the signs of the disease go away. But, it is still very much there.</li> <li>• Tertiary Stage: If still not treated – The bacteria have spread all over the body and can affect the brain, the eyes, the heart, the spinal cord, and bones. Symptoms can include difficulty walking, numbness, gradual blindness, and even death.</li> </ul>	<ul style="list-style-type: none"> <li>• You will get antibiotics</li> <li>• How long you will need antibiotics depends on the Stage</li> </ul> <p>Without treatment, it may spread to other parts of the body. This can cause serious and long-term problems, even death.</p>
<p><b>Herpes (Herpes Simplex)</b></p> <ul style="list-style-type: none"> <li>• Caused by a bacteria</li> <li>• Incubation period: 5-20 days</li> <li>• Get it through sex without a condom or other protection</li> <li>• Can't catch it from a towel, a doorknob, or a toilet seat</li> </ul>	<p>Some girls and boys have no symptoms. If they do, they may be:</p> <ul style="list-style-type: none"> <li>• a burning sensation in the vagina or penis</li> <li>• low back pain</li> <li>• when peeing</li> <li>• flu-like symptoms</li> <li>• small red bumps may appear around the vagina, penis, testicles, butt, anus, or mouth</li> <li>• the bumps become painful blisters which then crust over, form a scab, and heal.</li> </ul>	<ul style="list-style-type: none"> <li>• Currently there is no cure</li> <li>• A doctor may give you an antiviral medicine to help control it</li> <li>• It is not life threatening</li> </ul>

STD and Basic Facts	Signs & Symptoms	Treatment
<p><b>HPV (Human Papillomavirus)</b></p> <ul style="list-style-type: none"> <li>• Caused by a virus</li> <li>• There are more than 100 types of the virus</li> <li>• Incubation period: 1 month – several years</li> <li>• Get it through sex without a condom or other protection</li> <li>• Can't catch it from a towel, a doorknob, or a toilet seat</li> </ul>	<ul style="list-style-type: none"> <li>• Most HPV infections have no signs or symptoms.</li> <li>• Some people get visible warts. <b>For Girls</b> – warts would be on the outside genital area, vagina, cervix, or anus. <b>For Boys</b> – warts would be around or on the penis, testicles, or anus</li> <li>• The warts usually are flesh-colored and painless. They can itch.</li> </ul>	<ul style="list-style-type: none"> <li>• Currently there is no cure</li> <li>• There is treatment to reduce the number of warts or to help them go away faster</li> <li>• Some types of HPV may lead to cervical cancer. If not treated, this can lead to death.</li> <li>• Doctors recommend that all girls and guys get the vaccine at these ages: <ul style="list-style-type: none"> <li>◦ Girls: 11 through age 26</li> <li>◦ Guys: 11 through age 21</li> </ul> </li> </ul>
<p><b>Trichomoniasis</b> (also called “trich”)</p> <ul style="list-style-type: none"> <li>• Caused by a protozoa</li> <li>• One of the most common STDs</li> <li>• Infection is more common in girls than boys</li> <li>• Incubation period: 5-28 days</li> <li>• Get it through intercourse without a condom or other protection</li> <li>• Can't catch it from a towel, a doorknob, or a toilet seat</li> </ul>	<p><b>Girls:</b> May have no symptoms. If a girl does have symptoms, they may be:</p> <ul style="list-style-type: none"> <li>• pain while peeing</li> <li>• gray, yellow, or green discharge from the vagina</li> <li>• itching, burning, redness or soreness of the vagina</li> <li>• achy abdomen</li> <li>• pain during intercourse</li> </ul> <p><b>Boys:</b> May have no symptoms. If a boy does have symptoms, they may be:</p> <ul style="list-style-type: none"> <li>• irritation inside the penis</li> <li>• mild burning while peeing</li> <li>• mild burning after sex</li> </ul>	<ul style="list-style-type: none"> <li>• You will get antibiotics</li> <li>• It should be gone in 7-14 days</li> <li>• You cannot have sex for 7-10 days after finishing the antibiotics</li> </ul>

## GUIDE TO MEDICATION

Many medicines can harm unborn babies or children who are breastfeeding. Different medicines can do different things. If you can get pregnant, are pregnant, thinking about getting pregnant, or breastfeeding your baby, let your doctor, nurse, or other medical person know.

You must take your medicine the way the doctor or medical professional told you. Do not stop taking it. Do not change how much of the medicine you take, how often you take it, or when you take it. You must talk to your doctor or other medical professional first. It can be dangerous to stop taking some medicines some medicines are dangerous suddenly. Some are dangerous to increase how much you take or how often you take them. Some will not work if you are not taking the correct amount or taking them often enough.

If you are having problems with your medicine, call G/CC. Ask to speak with your case manager or client advocate. If it is after hours, call the on-call number. If it is an emergency, call 911 and/or go directly to the emergency room.

Some medicines do not work well together and may be dangerous. Let the doctor or medical professional know the other medicines you are taking. Let your other doctors know what medicine your G/CC doctor or medical professional prescribed. Get in the habit of bringing your medicines with you to your meeting with all your doctors. Ask your pharmacist if the medicines you are taking interact. It is also a good idea to use the same pharmacy for all medicines.

No medicines mix well with alcohol and drugs. Do not drink or use drugs while you are taking the medicines. All medications take some time for your body to get used to. Expect to have some side effects for a few days after you start taking the new medicines. Side effects should not be severe. If they are, call your case manager or stop the medicines until you reach someone at G/CC.

When we start a new medicine, we do not know the effect it will have on us. Do not drive a car, operate equipment, or do difficult tasks until you find out what the effect is on you. Begin doing these activities slowly and cautiously.

Some medicines require blood tests. This is so the doctor or medical professional knows that the medicine is working and not hurting you. The blood tests are important. You **MUST** get the blood test when the doctor or medical professional tells you to get it. The doctor or medical professional will give you a written or printed order for the test. Follow the directions of the laboratory or medical professionals when you get the test. We have a list of the laboratories. Let the your case manager or client advocate know if you cannot afford the test.

If you are having money problems and cannot pay for your medicine or laboratory test, you're your doctor, medical professional, client advocate or case manager. We may be able to help you find ways to get it.

If the medicine does not help you or makes you feel bad, tell your doctor or medical professional at your next visit. You also can call your case manager. Not all medicines help people. Everybody is different. There are usually other medicines that will help.

Some medicine requires you to slowly increase the dose to the prescribed amount. This is so the medicine does not cause side effects or make you feel bad. Ask your doctor or medical professional if you should start with a low dose.

## **EMERGENCIES**

### **For medical emergencies please call 911**

G/CC does not expect you to help if there is a medical emergency. Your responsibility is to tell staff immediately that there is an emergency. Let them know what the emergency is. Staff will take any and all appropriate action.

- For fires and other disasters, including fire drills, it is expected that you follow all instructions and directions given by staff and leave the building by the emergency exits or as instructed by staff

### **For threatening or violent emergency situations**

If there is a threatening or violent emergency situation, G/CC staff will contact the police. They also will take steps to make sure you, other clients, and staff is safe.

***Please note:  
If you bring a concealed weapon on site, you have broken the law.  
G/CC will call the police.***

### **Disasters**

For fires and other disasters, G/CC expects you to follow all instructions and directions given by staff. You are to leave the building by the emergency exits. If the staff tells you to leave the building another way, you must follow their instructions.

## **EMERGENCY DRILLS**

- You MUST respond immediately to all emergency drills including:
  - Fire
  - Bomb
  - Violence
  - Medical Emergency
  - Natural Disaster
  - Utility : Power/Water Outage or Failure
  - Active Shooter
- You are to leave G/CC by the proper exit as directed by staff members.
- All fire exits are posted.
- G/CC encourages you to report any unsafe conditions to staff.
- Escape route floor plans are posted in all hallways throughout the facilities.

## FREQUENTLY ASKED QUESTIONS

### **How do I make an outpatient appointment?**

Call the Front Office at the corresponding location, walk into the nearest GCC office or talk to the GCC staff at your school. You can find the addresses and phone numbers on cover of this handbook.

### **What do I need to bring to my first appointment?**

- Any paperwork GCC staff may have mailed or given to you.
- All insurance cards or referral forms from other agencies.
- Any previous medical records.
- For DUI clients, referral form and/or certificates of completion from DUI school.
- Important for children: Legal guardian must bring proof of court ordered custody and bring you to your appointment if receiving medical services.

### **How do I have input into my treatment?**

After the assessment, G/CC will assign you a counselor or support staff. You will also receive written material for you to complete to tell us what brings you to G/CC. When you first see the counselor, he or she will discuss a lot of things with you. This will include information about alcohol, drugs, school, family, friends, and more. The counselor will also discuss the results with you. He or she will then help you come up with goals that will help you change your behavior and make things better for you. To help you come up with these goals, your counselor will use your strengths, needs, abilities, and preferences. Your counselor will review your progress periodically. We strongly encourage and welcome your input. We want to know what you think.

### **How do I ask for an interpreter or other auxiliary tools?**

Ask the Front Office staff when you call to make an appointment or your G/CC counselor.

### **How can I submit a client satisfaction survey?**

Surveys are available in the lobby of all locations and via email. Staff also may ask you to complete a survey at regular intervals. We ask that you take the time to complete the survey. Surveys are anonymous. Surveys can be completed via email, mailed in, given to a staff member and/or put in the survey boxes available in the lobby at all locations.

### **What happens if I miss one appointment?**

Not showing up for an appointment without calling to cancel is called No-Showing. If you No-Show for one appointment, G/CC will cancel all other appointments you have scheduled. You only will be able to have “stand-by” appointments. “Stand-by” means that you can come and wait to see a service provider. He or she will see you when he or she has time.

### **How do I get reinstated?**

If you are on “stand-by,” there is a way to get scheduled appointments again. (1) Keep showing up for “stand-by” services. (2) Schedule an appointment and be sure you come for it and on time.

### **What do I do if I am going to miss an appointment?**

You **MUST** call the Front Office at least 24 hours prior to appointment time. If you do not do this, it will be a No-Show.

**What is an administrative discharge?**

There are several ways that your discharge could be administrative. (1) You voluntarily drop out of treatment. In other words, you decide you no longer want the services. (2) You say or do something to staff that is abusive or threatening. (3) You are involved in illegal activity. Examples are selling your medicines or forging prescriptions.

**What are discharge criteria?**

There are several ways you can have a discharge from G/CC. (1) You move away. (2) G/CC refers you to another agency. (3) You voluntarily drop out of program. (4) You improve and do not need services anymore.

**How do I provide input 3 months after my discharge?**

If you signed a release, a follow-up phone call or mailing will occur.

**How do I request a copy of my record?**

You may ask at the G/CC office, or the G/CC staff assigned to you. The Front Office will give you the request and release forms. G/CC strongly recommends that you ask for your record before your discharge. This way the doctor or counselor can go over the content with you. You may need to pay a fee. The request may take up to 30 days to complete.

**What do I do if I am in crisis or feel like hurting or killing myself?**

Being overwhelmed where you cannot function or having thoughts of hurting or killing yourself is serious. You matter and we want to keep you safe. Support from trained staff can help you cope and connect you to help so you can feel better. 24-hour crisis support, triage and on-site crisis response available through our crisis hotline *(305) 434-7660 option #8*

## **ABUSE REPORTING**

State law requires that staff report suspected abuse of children or the elderly to the authorities. If you feel you have been abused, or your rights have been violated, you may contact the state abuse registry at **1-800-96ABUSE**. You may also contact DCF Alcohol Drug Abuse and Mental Health Program Office **1-305-377-5029** or Florida Human Rights Advocacy Center **1-800-342-0825**

## **Americans with Disabilities Act (ADA)**



G/CC will not exclude you from services because you have a disability. Please let us know if you have a special need or disability. If you do, we can make special arrangements for you. This will make sure that you are comfortable and are receiving quality care.

## **PAYING FOR SERVICES**

Guidance/Care Center wants people to have the best quality of life possible. Being able to pay for services is an important part of the recovery process. You will not be denied service for inability to pay.

### **MEDICAID**

If you have Medicaid, you must bring your Medicaid identification card to your first visit. Once G/CC can verify you are eligible, we will submit the claims on your behalf. G/CC expects that you or your parents will keep us informed of any changes in your Medicaid status. If your plan requires co-payments, G/CC will ask that you or your parents pay them.

### **PRIVATE INSURANCE**

Guidance/Care Center accepts private insurance. We strongly recommend that your parents call your insurance company to find out what your insurance covers and how much they will have to pay. G/CC will verify benefit coverage and co-pays. Co-pays are due at the time of service. G/CC will bill your parents for dollar amounts that your insurance does not cover.

A G/CC intake or accounts person will assist your parents in finding out about and understanding the specifics of your coverage. Once G/CC can verify you are eligible, we will submit the claims on your behalf. Your parents are responsible for any deductible or co-insurance amounts specified by your coverage. G/CC may ask your parents for a predetermined or estimated co-payment amount the time of service.

*Please Note:*

*G/CC expects you to pay something at the time you receive the service.*

*We accept cash, check, money orders and major credit cards.*

*You must make arrangements for regular consistent payments on any unpaid balances.*

## SLIDING FEE SCALE

G/CC offers a sliding fee scale to assist in the associated costs of providing services. Discounts are based on income and family size. In order to best assess a discounted payment for the services you are receiving, please provide G/CC with documentation supporting your request for a discounted fee. Proof of income may include:

- Copy of Bank Statement
- Copy of most recent taxes
- Copy of pay stub

Self-declaration of income may also be considered to assess for discount fee. An individual's failure to make payment under a provider's sliding fee scale shall not prevent you or your family from receiving services. G/CC will not give you a certificate of completion for court ordered or other mandated treatment until the balance is paid in full.

G/CC understands the high cost of living in our community and wants to help you.

*Thank you!*



## **PROGRAM ORIENTATION**

### **GENERAL PROGRAM STRUCTURE**

The Guidance/Care Center provides education, counseling and treatment for adults and children. The process begins with an intake and orientation. It also will include a tour and showing you where the emergency exits are located. G/CC does not allow the use of seclusion and/or restraints in its programs for youth. Our locations are smoke free facilities, but you may smoke in specific outside smoking areas. If you are not of legal age to use tobacco products, you are not allowed use them. G/CC will give you a copy of our policies on prescription medicine, illegal or legal substances brought into the program. You also will get a program schedule of groups and activities. Front office staff will explain fees that you will have to pay. You also will get information about specific fees in the program specific information pages you receive. G/CC expects that you will participate in group and individual sessions. You must follow the program rules. You will participate in developing a plan for your services. We call this a Wellness and Recovery Plan. If there are any assignments in this Plan, you must complete them. We also will be reviewing this Plan regularly with you. You will participate and give input into any revisions to your Plan. For many of our programs, we must do a comprehensive assessment with you. This assessment is called a biopsychosocial. This assessment will help us figure out the services you need and what the focus of the services should be. We will use the information so that we can work together to develop your Wellness and Recovery Plan. We like it when you help us with this so that the Plan is about what you want and want you want to achieve. This is called person-centered. The Wellness and Recovery Plan has personal goals and objectives that you helped pick. We use the information on the assessment to decide what they are. We also will use this information to guide your Service Plan. You may have other needs and G/CC may not have services for them. If that happens, we will give information about other agencies that give those services. If needed, we will give a referral for the other services you need. After completing your Wellness and Recovery Plan, we will work with you to develop a continuing care plan. We also will give you information about other community resources you might need. Some people are involved with the legal system or with court. If that is your situation, we will give reports to them. We also may go to court on your behalf if this is needed. We have specific program guidelines to do this. In these cases, we will let the court or legal system know about your progress or lack of progress. We also will let them know if you are going to your services and what your urine drug screen results are. Incentives are program specific. If you are in a program that uses them, we will address that also. We welcome your input regarding our services. During your time with us, we also will ask you to complete a satisfaction survey. We also will try to follow-up with you after discharge from our programs. We will do this whether you had a successful discharge or not. In addition, we will follow up with you to see if you need any more services from G/CC or another agency. We also want to know if you were satisfied with our services. We are interested in your input about what we are doing well and what we can do better.

## Community Resources

### Hotlines

211 of Miami-Dade and Monroe .....	855-883-4429 or 211 or Text your ZIP code to 898211
AARP .....	888-687-2277
Abuse Hotline .....	800-96-ABUSE (962-2873)
Alcoholics Anonymous .....	888-672-4442
Alliance for Aging .....	800-963-5337
Alzheimer's Association of SE FL .....	800-272-3900
American Cancer Society.....	800-227-2345
American Pregnancy Helpline .....	800-672-2296
American Red Cross .....	800-733-2767
Cancer Information Service .....	800-4CANCER (422-6237)
Child Support Enforcement .....	888-369-0323
DCF Abuse Hotline .....	800-962-2873
Disaster Hotline (Monroe) .....	800-955-5504
Early Steps Southernmost Coast .....	888-624-7837
Elder Abuse Hotline .....	800-962-2873
Family Health Line of FL .....	800-451-2229
FEMA .....	800-621-FEMA (3362)
FL Bar Lawyer Referral Service .....	800-342-8011
FL Department of Elder Affairs .....	800-963-5337
FL Domestic Violence Hotline .....	800-500-1119
FL Kid Care .....	1-888-540-KIDS (5437) or TTY 1-800-955-8771
Gamblers Anonymous .....	888-ADMITIT (236-4848)
GCC Mobile Crisis Response .....	305-434-7660 #8
Healthcare.gov (ACA Insurance) .....	800-318-2596
Immigration (USCIS) .....	800-375-5283
JCS Community Helpline .....	855-883-4429
LGBTQ Helpline .....	305-646-3600
Medicare .....	800-633-4227
Nat'l Child Sex Abuse Line .....	800-4ACHILD (422-4453)
Suicide and Crisis Lifeline .....	988
Poison Control .....	800-222-1222
Postpartum Support International .....	800-944-4773
Runaway Helpline .....	800-RUNAWAY (786-2929)
Quit Smoking Line .....	800-QUITNOW (784-8669)
Social Security Administration .....	800-772-1213
Veteran's Assistance .....	800-827-1000
Veteran's Crisis Line .....	998, then press 1; or text 838255

### Comprehensive List @ [Keys Help - United Way of Collier and the Keys \(keyshelp.org\)](https://www.keyshelp.org)

- **CareerSource- South Florida:** Assistance writing resumes, job seeking, networking and job readiness skills. [careersourcesfl.com](https://careersourcesfl.com) – Key Largo 305-853-3540, Key West 305-292-6762
- **Conch Republic App:** Essential information from DOH-Monroe. A searchable guide to health providers and the insurances they accept. Listings and information regarding businesses, community organizations and events in the Keys. To get the app text "Conch" to 305-422-1212
- **Cornerstone Resource Alliance:** Supportive services such as case management, ID assistance, bus tickets, medical and mental health referrals, mail, and connection to services such as food stamps etc. [keyscra.org](https://www.keyscra.org) – Key West, 305-240-1191 or 305-240-4226

- **Keys Immigrant Coalition** Volunteer-led non-profit committed to protecting and defending the rights of immigrants in the Florida Keys through education, advocacy, and outreach. [keysimmigrant.org](http://keysimmigrant.org)

### **Domestic Abuse & Sexual Assault Services**

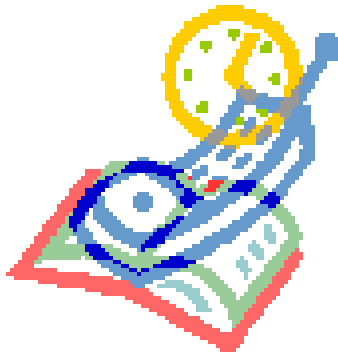
- **Christina’s Courage:** Services for survivors of sexual assault regardless of reporting intention, Sexual Assault Nurse Examiner (SANE) exams, advocacy services, and therapy. Key West 305-916-0673, Therapy Services [christinascourage.org](http://christinascourage.org) 305-295-8839
- **Coordinated Victim’s Assistance Center (CVAC):** Provides crisis intervention, education, case management, and supportive services. [casa-us.org/cvac-office](http://casa-us.org/cvac-office) – Statewide 305-285-5900
- **Domestic Abuse Shelter of the Florida Keys, Inc:** Emergency housing, crisis intervention, and case management. [domesticabuseshelter.org](http://domesticabuseshelter.org) – Countywide 24-hour hotline 305-743-4440, Office 305-743-5452, text message 24-hour hotline 305-240-0105
- **Florida Council Against Sexual Violence:** Emergency shelter sites, support services, education, resource & referral, counseling services, case management. [fcasv.org](http://fcasv.org) – Statewide 888-956-7273
- **Florida Dept of Children and Families - Domestic Violence:** 24/7 emergency shelter, counseling, supportive services, legal services, resource and referral. [myflfamilies.com](http://myflfamilies.com) – Statewide 800-500-1119, Southern region 786-257-5148
- **Living Springs Counseling:** Workshops for community leaders, churches and parents on reducing domestic violence in our families. Parenting workshops approved by Upper Keys Family Court for mandated parenting classes. [dolphinslivingsprings.com](http://dolphinslivingsprings.com) – Countywide 305-432-9554
- **Monroe County Sheriff’s Office Victim Advocate Program:** Emergency response and support services. [keysso.net](http://keysso.net) – Lower Keys 305-745-3184, Middle Keys 305-289-2430, Upper Keys 305-853-3211

### **Food & Nutrition**

- **Burton Memorial Church:** Ongoing food assistance, food pantry, faith-based community outreach, volunteer opportunities. [bmumc.net](http://bmumc.net) – Tavernier 305-852-2581
- **First Baptist Church of Islamorada:** Food pantry, clothing closet, weekly community dinner, faith-based community outreach/referral program. [fbcislamorada.org](http://fbcislamorada.org) – Islamorada 305-664-4910
- **First Baptist Church of Key Largo:** Emergency food assistance, faith-based community outreach, weekly community dinner, volunteer opportunities. [fbckl.com](http://fbckl.com) – Key Largo 305-451-2265
- **Florida Department of Children and Families (DCF):** Federal Food Stamp (SNAP) program, referral services. [myflfamilies.com](http://myflfamilies.com) – Statewide 866-762-2237 or 850-300-4323
- **Florida Keys Outreach Coalition - Loaves & Fish Food Pantry:** Emergency and on-going food assistance, resource & referrals. [fkoc.org](http://fkoc.org) – Key West 305-295-7580
- **Glad Tidings Tabernacle:** On-going food assistance & Thanksgiving boxes. [gttkeywest.org](http://gttkeywest.org) – Key West 305-741-7843
- **Independence Cay:** Hot lunch daily, supportive services & referrals. [indycay.org](http://indycay.org) – Marathon 305-743-4582
- **Inez Martin Backpack Nutrition Program:** Food sent home with enrolled students to supplement weekend meals. [wesleyhouse.org](http://wesleyhouse.org) – Key West 305-809-5000
- **Keys Area Interdenominational Resources (KAIR):** On-going emergency food assistance, brown bag lunches, volunteer opportunities. [kaironline.org](http://kaironline.org) – Marathon 305-743-4582
- **Metropolitan Community Church:** Meals & grocery delivery for homebound individuals, holiday food baskets. [facebook.com/mcckw](https://facebook.com/mcckw) Key West/Stock Island 305-294-8912
- **Monroe County Social Services:** On-going emergency food assistance, home delivered meals. [monroecounty-fl.gov](http://monroecounty-fl.gov) – Key West 305-292-4408, Tavernier 305-852-7125
- **SOS Foundation:** On-going and emergency food assistance, clothing distributions, daily hot meal deliveries to congregate sites for children and seniors, community-based cooking classes, volunteer opportunities. [sosfoundation.org](http://sosfoundation.org) – Key West & Key Largo 305-292-3013

## Legal Services

- **Americans for Immigrant Justice:** Legal, interpretation and translation services, citizenship, and immigration assistance. [aijustice.org](http://aijustice.org) – Statewide 305-573-1106
- **Crime Stoppers of the Florida Keys:** Neighborhood watch crime prevention program, anonymous tip telephone and email, financial rewards for tips. [keyssso.net](http://keyssso.net) – Countywide 305-471-8477
- **Federal Public Defender’s Office:** Legal representation for people accused of federal crimes who are financially unable to retain their own private counsel. [fls.fd.org](http://fls.fd.org) – Countywide 305-536-6900
- **Florida Department of Juvenile Justice:** Legal advocates, court diversion programs, resource and referrals, detention facilities. [djj.state.fl.us](http://djj.state.fl.us) – Countywide 305-293-1500
- **Legal Services of Greater Miami (Monroe County):** Free legal services for low income individuals and families in the areas of housing, government benefits, consumer issues, & family law as well as legal clinics. Kiosks located at the Key Largo, Marathon and Key West Public Libraries. [legalservicesmiami.org](http://legalservicesmiami.org) – Countywide 866-686-2760



## **ORIENTATION CHECKLIST**

The following items are identified and discussed in the Client Handbook:

1. **AGENCY INFORMATION**
2. **GENERAL PROGRAM STRUCTURE**
3. **HOURS OF OPERATION, ACCESS AFTER HOURS & EMERGENCY COUNSELING SERVICES**
4. **CODE OF ETHICS**
5. **DESCRIPTION OF SERVICES AND PROGRAM INFORMATION (INCLUDING RESTRICTIONS, TRANSITION CRITERIA, DISCHARGE PROCEDURES, CRIMINAL JUSTICE FOLLOW-UP, REQUIREMENTS FOR FOLLOW-UP AND INCENTIVES)**
6. **DESCRIPTON OF INPUT INTO QUALITY, SATISFACTION AND OUTCOMES**
7. **PROGRAM SCHEDULE AND FEES/SLIDING FEE SCALE**
8. **CLIENT RIGHTS & RESPONSIBILITIES**
9. **WELLNESS AND RECOVEY PLAN PROCESS**
10. **RULES OF CONDUCT**
11. **GUIDE TO MEDICATIONS (INCLUDING PREGANCY AND BREASTFEEDING)**
12. **PROGRAM RULES INCLUDING THOSE REGARDING DRUG SCREENS, SMOKING, NO WEAPONS, NO ALCOHOL, AND NO ILLEGAL DRUGS OR LEGAL DRUGS WITHOUT PROPER PRESCRIPTON**
13. **PROCEDURES FOR AGGRESSION CONTROL**
14. **CONFIDENTIALITY AND LIMITS OF CONFIDENTIALITY**
15. **HIPAA - PRIVACY STANDARDS CLIENT NOTIFICATION – HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT OF 1996 (HIPAA)**
16. **THE GRIEVANCE PROCEDURE**
17. **COMMUNITY RESOURCES INFORMATION**
18. **EMERGENCIES AND YOUR RESPONSIBILITIES IN EMERGENCIES**
19. **ADVANCE DIRECTIVES**
20. **INFECTIOUS DISEASES INFORMATION AND RESOURCES**
21. **UNIVERSAL PRECAUTIONS**
22. **FAMILIARZATION WITH PREMISES**
23. **CONSENT FOR TREATMENT, COOPERATION WITH TREATMENT AGREEMENT**

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### **RECEIPT OF AND UNDERSTANDING OF INFORMATION CONTAINED IN CLIENT HANDBOOK.**

I have read and understand all of the information referenced above or someone has read and explained all of it to me. I am aware and informed of the nature and purpose of the services, possible alternative options and approximate length of care. I understand that, while there are clear benefits to receiving services, desired outcomes are not guaranteed. I have been provided the opportunity to ask questions throughout this process. I agree to follow all of the rules described and am aware of my rights and responsibilities in the program. I understand that I can revoke my agreement with any and all of the conditions listed in this document, but understand that it may result in being transferred or referred to another facility.



**The following G/CC programs are CARF accredited:**

- Case Management/Services Coordination: Mental Health (Adults)
- Case Management/Services Coordination: Mental Health (Children and Adolescents)
- Community Integration: Psychological Rehabilitation (Consumer-Run)
- [Crisis Stabilization](#): Mental Health (Adults)
- [Detoxification](#): Alcohol and Other Drugs/Addictions (Adults)
- Diversion/Intervention: Alcohol and Other Drugs/Addictions (Children and Adolescents)
- [Outpatient Treatment](#): Alcohol and Other Drugs/Addictions (Adults)
- Outpatient Treatment: Alcohol and Other Drugs/Addictions (Children and Adolescents)
- Outpatient Treatment: Alcohol and Other Drugs/Addictions (Criminal Justice)
- Outpatient Treatment: Integrated: AOD/MH (Adults)
- Outpatient Treatment: Integrated: AOD/MH (Children and Adolescents)
- Outpatient Treatment: Mental Health (Adults)
- Outpatient Treatment: Mental Health (Children and Adolescents)
- Prevention: Alcohol and Other Drugs/Addictions (Children and Adolescents)

The accreditation outcome, which represents the highest level of accreditation, is awarded to organizations that show substantial fulfillment of the standards established by CARF. An organization receiving a Three-Year Accreditation Outcome has put itself through a rigorous peer review process and has demonstrated to a team of surveyors during an on-site visit that its program and services are accountable, measurable and of the highest quality.



**Guidance/Care Center Inc. is sponsored by:**

State of Florida, Department of Children and Families  
Thriving Mind South Florida  
Monroe County  
Commission for Transportation Disadvantaged  
SAMHSA  
and other governmental/private entities.



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