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Our Mission...

The mission of New River Behavioral HealthCare is to provide high quality, accessible mental health, developmental disabilities, and substance abuse services to the people of our communities. We provide services in which people are valued and treated with respect and we offer support and encouragement in their efforts to build better lives.

We Value...

- Partnerships with the individuals, families and communities which we serve
- Provision of person centered services: individualized, appropriate services based on individuals' strengths and preferences that identify the least intrusive, least restrictive and most effective arrays of services
- Treating people with courtesy and respect
- Ensuring the most effective service outcomes in the most cost-efficient manner
- Continuous improvement of all aspects of service delivery
- Outcomes that can be measured, observed, demonstrated and that positively affect each person's quality of life
- Timeliness in delivering services according to each person's need
- High satisfaction experienced by the people we serve, our staff, other agencies and members of the community

We Serve...

New River Behavioral HealthCare serves people who need mental health, developmental disabilities or substance abuse services and supports. New River does not discriminate against anyone based on disability, race, ethnicity, national origin, sexual orientation, age, religion, education, or occupation. We provide services for people who have special communication needs.

We Believe...

We believe in recovery! The philosophy of recovery is central to our services. Recovery is a personal and unique process. Each person must develop his or her own definition of recovery and then take responsibility for managing it. The factors that are common to recovery are: Hope, Healing, Empowerment, and Connection. New River Behavioral HealthCare can partner with you in your recovery process.

How Is Your Privacy Protected?

New River Behavioral HealthCare understands peoples' needs for privacy when they are receiving services. All information about people served is kept confidential, including the fact that a person is receiving services. Written consent is required before any information about a person is shared outside New River offices. This includes sharing of information with the Primary Care Physician for coordination of care. Information about persons served may be shared with other agency staff only on a "need to know" basis as part of planning for a person's needs.

All personal information is kept in a record and is guarded very carefully.

Confidentiality of people served is protected by law except in the following situations:

- When a judge orders that records be shared in a court case,
- When a qualified staff person thinks that a person being served is a danger to others or to him / herself. The staff person may take protective action that may include notifying the police, warning the intended victim or seeking a person's hospitalization.
- When there is reason to believe that a child or disabled adult is being abused, neglected, or exploited as defined by State law.

What Services Are Available?

New River provides mental health, developmental disabilities and substance abuse services to adults, children, and families.

We employ counselors, social workers, doctors, case managers, psychologists, nurses and other workers who provide services in Alexander, Alleghany, Ashe, Avery, Caldwell, Iredell, McDowell, Watauga, Wilkes, Surry, and Yadkin Counties. Emergency workers are available 24 hours a day, 365 days a year, to help people or family members who are having crises.

We can help people with...

Sexual Abuse	Developmental Disabilities
Mood Disorders	Marriage and Family Issues
Eating Disorders	Anger and Stress Management
Crisis Stabilization	Attention Deficit-Hyperactivity
Domestic Violence	Childhood Behavior Disorders
Parenting Education	Severe & Persistent Mental Illness
Depression, Anxiety & Grief	Alcohol and Drug Abuse
Other Mental Health Problems	

We Also...

- Work closely with the court system as “friends of the court”
- Work in consultation with other agencies
- Work in consultation with the school system to help students
- Provide services to people in school settings

How Do You Access Services?

People can ask for information or enter services at any of the New River Behavioral HealthCare facilities in the eleven counties we serve. This is done either by calling or by coming in. People may get screened for services at any of these sites. The table in the back of this book has phone numbers and addresses for each of our clinics.

Screening & Triage

Routine screenings are available Monday through Friday 8:00 AM to 5:00 PM by telephone or face to face at any of the eleven New River outpatient sites. Screenings will determine the need for emergent, urgent or routine care.

Assessment

A clinical assessment is provided to determine each person’s service needs and then to match those needs with the service that can help them the most. The clinical assessment is the first step in developing a service plan that is just right for each person. The assessments are performed by qualified professionals who have at least a master’s degree and who are trained in all three disability areas: mental health, developmental disabilities, and substance abuse.

Referrals

If further service is necessary, New River staff will work with each person to get authorization for the service(s) and to decide which provider the person would prefer to see.

Development of the Service Plan

Each person getting services has the right to an individualized, age appropriate treatment plan. At New River Behavioral HealthCare, this is called the service plan, the “Person Centered Plan,” or the Educational Plan. We want to work together with you to create this plan. It will be based on your strengths and preferences, and will contain goals for you to work on. You have the right to take part in the development and review of your individualized service plan. This plan must be in use no later than 30 days after your services start. You also have the right to receive a copy of your service plan.

What Does It Cost?

New River Behavioral HealthCare charges a fee for most of the services it provides to people. Medical insurance policies, such as private insurance, Medicaid and Medicare cover many of our services. We bill those companies for covered services.

If you have insurance, including Medicaid and Medicare, you will be charged the co pay amount that your insurance company requires.

If you do not have insurance, there may be a small cost for some services. This cost is based on your eligibility for federal, state, and local government funding that New River receives. The financial eligibility specialist in your county can give you more information on what your services will cost.

Payment for services is expected when the services are received. If you are having difficulty paying the fee, please speak to the Office Manager for payment arrangements. If someone does not make a payment on a bill for over 90 days, that account will be submitted to our collections department.

How Can You Be Sure that You Are Getting High Quality Services?

New River Behavioral HealthCare has a complete system of Quality Management to make sure that we meet the highest standards of care. This keeps us constantly improving and making services better and better for everyone. The Department of Quality Management coordinates and oversees the Quality Assurance and Quality Improvement activities for the agency.

This department also gives information and support to people served by New River Behavioral HealthCare. The Quality Management Department helps protect human rights and helps to resolve consumer complaints so that everyone can get the best services possible.

How Can You Be Sure that You Are Receiving Ethical Care?

New River Behavioral HealthCare has taken steps to make sure that the services we provide are ethical. The Corporate Compliance Committee makes sure that the agency follows all federal and state laws that relate to workplace rules, consumer care rules, and billing /financial rules. All staff are required to comply with the New River Behavioral HealthCare Code of Ethics. They also must comply with any professional ethical code that applies to them if they have a license. You have the right to expect that all staff, interns, and volunteers follow this code. Here is a list of the standards in the code that apply to staffs' relationships to people served:

- **STANDARD:** All staff will conduct themselves in a professional manner at all times while providing services for New River Behavioral HealthCare.
- **STANDARD:** The needs of consumers and professional responsibilities of the staff will always take precedence over the personal interests of the staff.

- **STANDARD:** Every staff person will place service before material gain and strive at all times to provide services consistent with the need for quality health care and treatment.
- **STANDARD:** No staff person shall discriminate against any consumer or applicant for services based on race, gender, color, creed, national origin, age, sexual orientation, or disability.
- **STANDARD:** All staff shall accord respect to the fundamental rights, dignity and worth of all people. The rights of each individual to self-determination, autonomy, and freedom of choice will be upheld.
- **STANDARD:** The rights to privacy and confidentiality relating to each consumer served by New River Behavioral HealthCare, as defined by State and Federal law, will be protected. Staff will not access confidential information unnecessary to fulfilling their official duties, or take advantage of any confidential information accessible in the workplace.
- **STANDARD:** In the course of all service provision, human rights for each consumer as defined by State and Federal law and rules of the Division of MH/DD/SAS will be protected.
- **STANDARD:** Staff are instructed to provide willing assistance to consumers in following New River's Consumer Complaint Procedure.
- **STANDARD:** All consumers have the right to refuse to participate in clinical studies or other research without the fear of negative consequences.
- **STANDARD:** All decisions relating to service provision or care shall be based solely on the diagnostic and treatment needs of each consumer.
- **STANDARD:** Staff must not conduct themselves in any way that puts a consumer at significant risk of physical or psychological harm.
- **STANDARD:** Professional relationships between staff and consumers will be maintained at all times. Staff must establish and maintain objectivity and neutrality between themselves and consumers.

- **STANDARD:** All staff shall accord respect to the diversity in all consumers' cultural, religious and social backgrounds.
- **STANDARD:** The boundaries of the therapeutic relationship will be maintained and respected at all times.
- **STANDARD:** All interactions with consumers will be characterized by respect.
- **STANDARD:** Under no circumstances are staff to use alcoholic beverages, illicit drugs, engage in gambling or view pornographic materials with consumers.
- **STANDARD:** Interactions with consumers shall not result in personal gain for staff.
- **STANDARD:** In all cases where staff handles money for consumers, assist consumers with any financial transactions, or serve as guardians or payees of consumers, records of all financial activity will be maintained.
- **STANDARD:** Recruitment or transferring of consumers to a staff person's private business or to another agency when the staff person leaves New River Behavioral HealthCare is prohibited.

How Can You Provide Input into Your Services?

Input from people served is very important to New River Behavioral HealthCare.

- We conduct consumer satisfaction surveys at least once a year.
- Each service unit has a "Quality Circle." This is a group of people who looks at ways to improve the quality and outcomes in each unit. All Quality Circles use input from service recipients, and some groups have service recipients as members.
- Comment boxes are in each of our offices for people to use. The Quality Circles read the comments and use them to improve things in the units.
- If things do not go well, consumers are encouraged and helped in using the Consumer Complaint Procedure.
- Our Human Rights Committee is made up of people served and their family members. This group oversees and helps protect the rights of all people receiving services from New River Behavioral HealthCare.

All of these things are part of a complete Quality Management system and they provide important information on how we can keep improving and providing the best services to you and your family.

What Are Your Rights?

As someone who receives behavioral healthcare services, your rights are protected by federal and state law. New River Behavioral HealthCare has additional policies that further support its commitment to protecting the human rights of its customers.

You Have the Following Rights:

- The right to be told about your rights in a way that you can understand
- The right to be told about any rules you need to follow
- The right to privacy in your treatment
- The right to have information about you kept private
- The right to be treated with respect, dignity, and kindness
- The right to be free from humiliation or revenge
- The right to be free from mental and physical abuse, neglect and exploitation
- The right to ask for special help with language, your eyesight, and hearing problems
- The right to be involved in making your service plan
- The right to agree to or say no to medicines or services
- The right to get a copy of your service plan. You may get a copy of this plan by asking the staff member who works with you. If you have any problems getting a copy of your service plan, ask for a meeting with the director of the unit that is providing your services.
- The right to look at your record under certain circumstances. A New River Behavioral HealthCare clinician must be with you when you see your record so that you can ask questions about what is in it.
- The right to treatment suitable to your age and your needs.

- The right to have information about all treatments, including medications, before they are begun.
- The right to know the cost of your services. Fees for services should be discussed with you at your first visit.
- The right to agree to or to refuse treatments unless you have been committed to treatment by the courts.
- The right to be informed at the time of admission of any additional rules that apply to your program or service.
- The right to be free from unfair suspension or termination of services.
- The right to be free from being searched without a good reason. (When you are going into a 24-hour program, staff may search you and your belongings to prevent dangerous things from being brought into the program.)
- You have the right to make an advance instruction for mental health treatment. This is a legal document that tells doctors and healthcare providers what mental health treatments you would want and what treatments you would not want if you later become unable to decide for yourself. If you have questions about this, please ask the staff person who is in charge of your care.

Additional Rights in 24 hour Facilities

When you receive services in a 24 hour facility, you have rights in addition to those listed above. These rights must be shared with you within 72 hours after entering the facility. Those rights are:

- The right to live as independently as possible
- The right to talk to a lawyer, doctor or other private professional if you pay for it
- The right to talk to someone who can help you with your rights
- The right to receive medical care if you are sick
- The right to get only the medicine that you need
- The right to talk about what treatment you want
- The right to buy or sell goods, sign contracts, vote, marry, or get a divorce

- The right to have visitors
- The right to send and receive unopened mail
- The right to worship as you wish
- The right to go outdoors
- The right to use the telephone in private
- The right to keep and spend your own money
- The right to keep your own clothing and personal items
- The right to keep your driver's license
- The right to have a safe place to keep your things
- The right to shave and have a shower or bath daily
- The right to have privacy in the bathroom
- The right to have quiet for sleep

Children and Minors Also Have These Rights:

- The right to adult supervision
- The right to opportunities to help them grow
- The right to structure, care, and control
- The right to treatment apart from adults

Rights Restrictions

New River Behavioral HealthCare provides services to people in the least restrictive settings that are suitable for each person's treatment. The decision to restrict your rights when you are receiving services from New River Behavioral HealthCare will be considered only as a last resort, and only if you agree to the restriction. Any restriction must be part of your service plan and approved by New River Behavioral HealthCare's Human Rights Committee before its use, except in emergency situations. All restrictions must be for a limited time. They are reviewed by a qualified professional before they can be used again after the approved time has ended.

There are three rights for adults in 24-hour facilities that cannot ever be restricted. Those are the right to:

- Talk to a lawyer, doctor or other private professional if you pay for it
- Receive medical care if you are sick
- Send and receive unopened mail

Medicaid Appeal Rights

If your services are paid for by Medicaid, you have the right to make an appeal if someone wants to change your services

Please contact your Local Management Entity (LME) for a full explanation of your appeal rights for mental health, developmental disabilities and substance abuse services from New River Behavioral HealthCare. The person working with you can help you with this.

NEW RIVER BEHAVIORAL HEALTHCARE DOES NOT USE PHYSICAL RESTRAINT, ISOLATION TIME-OUT, OR SECLUSION IN ANY OF ITS PROGRAMS OR SERVICES.

CORPORAL PUNISHMENTS OF ANY KIND ARE NOT ALLOWED IN NEW RIVER BEHAVIORAL HEALTHCARE OR IN ANY COMMUNITY BEHAVIORAL HEALTHCARE PROGRAMS.

What Are Your Responsibilities?

New River Behavioral HealthCare wants to work together with you to provide you with the best services possible. In order to do this, we ask you to:

- Keep appointments and attend all activities that are part of your service plan
- Call us as soon as you know you cannot keep an appointment.
- Be responsible for the fee you must pay for services. Let us know if you have problems making payments.
- Be considerate of our staff and other people you may meet in our offices.
- Respect the rights and confidentiality of other people receiving services.

- Participate in the development of your service plan, and do your best to follow your plan.
- If attendance in court is a part of your treatment, please make sure you appear at scheduled times.
- New River Behavioral HealthCare is a drug and alcohol free workplace. Please do not bring alcohol or unlawful drugs with you onto New River Behavioral HealthCare premises. If you must bring prescription or over-the-counter drugs with you during your treatment, please talk about this with the staff person in charge of your care.
- New River Behavioral HealthCare is a tobacco free workplace. The use of tobacco products (smoking and nonsmoking) is not allowed in any buildings or agency vehicles.
- For the safety of staff and people served, New River Behavioral Healthcare does not allow weapons to be brought into any of its programs or facilities. Please leave all weapons at home while receiving services. If you are receiving home based services and there are weapons in your home that may present a danger to staff, you may be asked to secure those or to move them to a different place so that we may continue to provide services to you in your home.

How Do You Make a Complaint?

You have the right to make a complaint if you are not happy with your services. You will never have your services taken away or be treated differently by staff for making a complaint. New River Behavioral HealthCare considers complaints from people served to be some of the best information we get on how to improve our services. We want to know your concerns, and we try very hard to resolve everyone's complaints.

NRBHC Service Recipient Complaint Process

Following the steps listed here will usually make resolving your complaint faster and simpler:

- If you are not satisfied with a service you are getting from New River Behavioral HealthCare, we suggest that you talk to the person who provides your services. It is the quickest way to solve your problem.
- If you cannot do this, talk to that person's supervisor or to anyone else who works for New River Behavioral HealthCare.
- When you make your complaint, the staff person will write down your concerns on a complaint form. It will be helpful if you can tell the staff person exactly what you would like to see happen as a resolution for your complaint. If you wish to add a written statement of your own, you may do it at this time.
- The staff person will work with you to resolve your complaint, or will contact someone who can work with you to help you with your concerns.
- Someone will contact you to let you know how your complaint is being resolved. If you do not hear from someone within a reasonable amount of time, contact the Unit Director where you receive your services.
- You also have the choice to call or write New River's Department of Quality Management about your complaint. That phone number is 828-264-9007. The address is:

NRBHC Department of Quality Management
895 State Farm Road, Suite 508
Boone, NC 28607

If you are not satisfied with the way your complaint was handled in the unit where you get your services, you may ask for further action be taken.

- Ask someone if you can speak to the Unit Director where you receive your services. He or she will review your complaint and see if anything else can be done.
- If you are still not satisfied, ask the Unit Director to refer your complaint to New River Behavioral HealthCare's Director of Quality Management. The Director of Quality Management will review your complaint and send it to New River Behavioral HealthCare's Chief Executive Officer. This person will review your complaint

and see if anything else can be done. For most complaints, this is the final step in New River Behavioral HealthCare's complaint process.

- If your complaint is about a violation of your rights, the Human Rights Committee may review it after the Chief Executive Officer reviews it. That is the final step in New River Behavioral HealthCare's complaint process.

If you are not satisfied with the way New River Behavioral HealthCare responds to your complaint, please call the Local Management Entity (LME) in your area.

- If you live in Alexander, Alleghany, Ashe, Avery, Caldwell, McDowell, Watauga, or Wilkes County, your LME is Smoky Mountain Center. To contact them by phone 24 hours a day, 7 days a week, call 1-800-849-6127, or you may write to them at:

Smoky Mountain Center Area Administrative Office
44 Bonnie Lane • PO Box 127
Sylva, NC 28779

- If you live in Iredell, Surry, or Yadkin County, your LME is Crossroads Behavioral Healthcare. To contact them by phone 24 hours a day, 7 days a week, call 1-888-235-HOPE (4673), or you may write to them at:

Crossroads LME
200 Elkin Business Park Drive
Elkin, NC 28621

You may also call or write the Office of Advocacy and Customer Services at the Division of Mental Health, Developmental Disabilities and Substance Abuse Services. Their phone number is 1-919-715-3197, or toll free, 800-662-7030, and their address is:

NC Division of MH/DD/SAS
Office of Advocacy and Customer Services
3009 Mail Service Center
Raleigh, NC 276993009

If you have a complaint about a licensed facility, you may also call the **Division of Health Service Regulations: (919) 855-3795**

Complaint Intake (*within North Carolina*):(919) 855-4500
Toll free:(800) 624-3004.

If you choose, you may also contact:

Disability Rights North Carolina:(Voice) 1-877-235-4210
or(TTY) 1-888-268-5535

Remember...

You will not be punished, treated differently, nor have your services taken away if you make a complaint.

What if You Have An Emergency?

Immediate help is available 24 hours a day/seven days a week. A toll free number is available to anyone needing help in a crisis.

A toll free number is also available for people calling from outside the New River Area. The table in the back of the book has the crisis numbers for each county. If you have a crisis, a qualified professional will always be available to help you.

If you are having an emergency, you will be helped within one hour. If you are not having an emergency, you will talk to someone about your needs. This is called a screening. After the screening, you will have either an appointment made for services or an appropriate referral made, depending on your problems, needs and preferences.

Thank you for partnering with New River Behavioral HealthCare in your recovery process!

New River Behavioral HealthCare provides services in Alexander, Alleghany, Ashe, Avery, Caldwell, Iredell, McDowell, Surry, Watauga, Wilkes, and Yadkin counties. Each county has at least one New River Behavioral HealthCare Office from which information may be obtained about services.

New River Behavioral HealthCare provides services in:

Alexander County New River Behavioral HealthCare

397 3rd Avenue Southwest; Taylorsville, NC 28681

To Access Service: 828-632-0668

Toll Free 24/7 Crisis Line: 877-492-2785

Alleghany County New River Behavioral HealthCare

1650 Highway 18 South • PO Box 159; Sparta, NC 28675

To Access Service: 336-372-4095

Local 24/7 Crisis Line: 336-372-HELP (4357)

Toll Free 24/7 Crisis Line: 877-492-2785

Ashe County New River Behavioral HealthCare

221 West Main St. • PO Box 216; Jefferson, NC 28640

To Access Service: 336-246-4542

Local 24/7 Crisis Line: 336-246-HEAL (4325)

Toll Free 24/7 Crisis Line: 877-492-2785

Avery County New River Behavioral HealthCare

360 Beech St. • PO Box 40; Newland, NC 28657

To Access Service: 828-733-5889

Local 24/7 Crisis Line: 828-733-HELP (4357)

Toll Free 24/7 Crisis Line: 877-492-2785

Caldwell County New River Behavioral HealthCare

2415 Morganton Boulevard SW; Lenoir, NC 28645

To Access Service: 828-757-5685

Toll Free 24/7 Crisis Line: 877-492-2785

Iredell County New River Behavioral HealthCare

318 Turnersburg Hwy • PO Box 832; Statesville, NC 28625

To Access Service: 704-873-1114

Toll Free 24/7 Crisis Line: 888-235-HOPE (4673)

McDowell County New River Behavioral HealthCare

486 Spaulding Road; Marion, NC 28752

To Access Service: 828-652-5444

Toll Free 24/7 Crisis Line: 877-492-2785

Surry County New River Behavioral HealthCare

351 Riverside Drive Suite 100; Mt. Airy, NC 27030

To Access Service: 336-783-6919

Toll Free 24/7 Crisis Line: 888-235-HOPE (4673)

Watauga County New River Behavioral HealthCare

132 Poplar Grove Connector, Suite B; Boone, NC 28607

To Access Service: 828-264-8759

Local 24/7 Crisis Line: 264-HELP (4357)

Toll Free 24/7 Crisis Line: 877-492-2785

Wilkes County New River Behavioral HealthCare

1430 Willow Lane PO Drawer 1287; North Wilkesboro, NC 28659

To Access Service: 336-667-5151

Local 24/7 Crisis Line: 838-9936

Toll Free 24/7 Crisis Line: 877-492-2785

Yadkin County New River Behavioral HealthCare

320 East Lee Avenue • PO Box 818; Yadkinville, NC 27055

To Access Service: 336-679-8805

Toll Free 24/7 Crisis Line: 888-235 HOPE (4673)

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