



Crisis Services: services for people who are in need of immediate attention. Crisis help can be provided at the Wellness Center, by telephone, at the hospital ER, or in the community.



Family Support: family members may receive information about how to help the person in treatment by understanding their needs and goals better.

Group Education: educational groups that focus on learning information about a particular subject.

Group Therapy: groups that focus on education as well as processing and healing for various personal troubles.

Health Promotion and Prevention: trainings and community events facilitated by Wellness Center staff to raise awareness of issues such as alcohol and drug use, suicide, and violence. These events help community members learn how to stay healthy and avoid negative choices and behaviors.

In-Patient Services: coordination with other health professionals to arrange for care in a 24-hour facility for mental health or substance abuse issues.

Intake: the initial appointment with a professional, where you will be asked to sign legal forms to give the Wellness Center permission to see you or your child. Information about you will also be gathered to pass along to your counselor or therapist

Point-of-Pines Wellness Camp: a facility at Point-of-Pines, managed by the Wellness Center is used to hold retreats and training that support health and wellness.

Psychosocial Rehabilitation Groups (PSR): a day program specially designed for those individuals identified as needing support with activities of daily living, medication management, and social skills training.

Referrals: follow through with recommendations for services at other facilities based on the needs of an individual.

Third Party Billing: a service where we bill insurance companies, AHCCCS, IHS, or other funding agencies for care provided to you. This means there is no cost for Wellness Center services for community members.



PAYMENT FOR CARE



- AHCCCS: Arizona Health Care Cost Containment System provides coverage for costs of services for those people with low income or disabilities. If you are not enrolled in the AHCCCS program, we can help you or you can call 1-800-352-8401 to enroll.
- Other insurances: if you have a private insurance, they will be billed for services.
- If you are not enrolled in AHCCCS and do not have insurance, the Wellness Center will still be pleased to give you service at no charge.

TRANSPORTATION

Emergency Transportation - If you need transportation in a life-threatening emergency situation, call the EMS office at 475-2388. We encourage clients to get rides to appointments by working with family, friends, or neighbors. Taking care of your own needs, including transportation, is a goal of our program. If you cannot get a ride from any relative or friend and you don't have a car or can't walk to the clinic, then we recommend you use CHR resources.

Routine Transportation - Community Health Representatives (CHR) will take individuals to medical and Wellness Center appointments. CHR needs to be called 24 hours in advance to schedule your ride. They will require a "voucher" for the return trip which will be provided by the Wellness Center's receptionist.

CANCELING OR RESCHEDULING APPOINTMENTS:

If you need to cancel or reschedule an appointment, please call as soon as possible. Our weekly appointment slots are sometimes very full, and there may be others who are waiting for an appointment. You will also get another appointment sooner if you call right away.



TRANSITION OR CHANGES IN SERVICES



Transition is a term used to indicate a change in the frequency or type of services offered. In treatment, sometimes clients move away and need to be referred elsewhere for care, or those who have improved may want a decreased level of care, or treatment is complete and a client's file needs to be closed. Transition is mutually agreed upon by the client and care provider, based on the needs of the client. If you move or are going to move out of the area, notify us and we will help you with referrals to new providers and services in your new location. When you move, you will need to sign release forms so we can share information, including all or part of your record, so that the new clinic can continue your care. There may be a cost for copying the record.

CLIENT RIGHTS

At your intake, your rights as a client will be fully explained and you will be offered a written copy of these rights. In summary, when you receive services at the Wellness Center, you have the right to:

- be treated with dignity and respect regardless of race, religion, age, sex, sexual preference, or ability to pay
- quality care from trained providers
- take part in making decisions about your care
- information in a language you understand
- be treated with your culture in mind
- have information about you kept private
- file a complaint or grievance without retaliation
- enjoy the civil rights of all American citizens

CLIENT RESPONSIBILITIES

For counseling and therapy to work, you must participate in the process. The Wellness Center cannot force change on anyone. We need your help to make sure that you and your family receive the highest quality of service.

Your care will be best if you:

- work closely with your counselor/therapist
- give all the information needed to help make good decisions about your care
- follow the plans that you have agreed to
- are on time for your appointments
- call ahead if you are unable to keep an appointment
- play an active role in your child's treatment
- take any medications given to you by your doctor as prescribed
- tell your counselor/therapist if you are experiencing a change, either negative or positive



If you or someone you know is having a behavioral health emergency you should:



- Call (475-4875) or come to the Wellness Center during open hours
- Call (475-7315) or go to the IHS Emergency Room after hours
- Call (475-0911) for EMS after hours
- Call the free, 24-hour CENPATICO Crisis Line: 1-866-495-6735

CONSENT TO TREATMENT

You must agree to your care before services can begin. This is done by signing a Consent of Treatment form. If you are under 18 or have a guardian, your parent or guardian must sign, too. Signing this form means that you are requesting services and understand confidentiality.

HOW INFORMATION IS KEPT CONFIDENTIAL

Confidentiality means that information shared between you and the Wellness Center Staff remains private. It also means that staff only gets to know what they need to provide you the best care. We do not talk about what you share outside of the Wellness Center and every file is protected so that only you and the provider working with you can see it. There are some exceptions to confidentiality. These include if a person is suicidal, homicidal, or reports child or elder abuse. The law requires that the confidentiality and privacy of your records at the Wellness Center be protected. Should you wish to review your records, your care provider will assist you in this process.

SERVICES OFFERED AT THE WELLNESS CENTER

AA Meetings: Alcoholics Anonymous meetings run by local AA Members. These meetings are open to anyone and meet Monday, Wednesday, and Friday from 12:00 pm to 1:00 pm.

Assessment: an interview done by a professional with special training in substance abuse and mental health. This interview provides information about what care is best for you.

Case Management: coordination of care by an assisting professional, including but not limited to the initial contact with you, setting up an appointment with a counselor or therapist, arranging out-of-home placements, and home visits.



At the San Carlos Apache Wellness Center, we make sure that our services:

- respect the culture of the client and family
- are given in the Apache language and/or English
- are provided when they are needed
- are based on each person's individual strengths and needs
- are based on research about what works best with Native Peoples



OUR CODE OF ETHICS

The Wellness Center upholds the standard that anyone who comes to us for help will be supported towards greater health and independence. In this way, we intend to "do no harm", promote good, be faithful to honor our commitments to you, and be fair in our efforts to serve you.

GETTING SERVICES STARTED

The San Carlos Apache Wellness Center has a variety of services available. If you or someone in your family needs services, we can help. Our staff can answer your questions and help you find services that best meet your needs. Call the San Carlos office at (928) 475-4875 or the Bylas office at (928) 475-3450. You can also visit us at either office during office hours:

San Carlos office: Monday to Friday from 8:00 am to 4:30 pm.

Bylas office: Monday to Friday from 8:00 am to 4:30 pm.

EMERGENCY SERVICES

If you have a behavioral health emergency, it is important that care starts right away. Emergencies can include:

- thoughts about hurting yourself
- thoughts about hurting someone else
- serious reactions to medicines you take for an emotional problem or mental illness
- a significant increase in symptoms (such as hearing voices or feeling very sad, angry, or panicky)
- having "blackouts" or "shakes" while using alcohol or drugs or right after you stop using them.



POSSESSION OF WEAPONS

The Wellness Center is committed to providing a safe environment for clients, staff, and visitors. To promote safety and security, possession of firearms, ammunition, or weapons of any kind is strictly prohibited, with the exception of police officers on duty.



FREQUENTLY ASKED QUESTIONS:

01. What if I am court-ordered to treatment?

If you are court-ordered, it means that you are legally required to attend all of your scheduled appointments or treatment groups. Individual and group counseling will be complete when court requirements have been met and your counselor or therapist also agrees that your treatment goals have been met. Court-ordered treatment is not optional. You will be referred back to the court if you do not keep your appointments

02. If I come in on my own, how long will I need to be in treatment?

This depends on your individual needs and challenges. It can be discussed any time with your counselor or therapist, and is usually agreed upon together based on your treatment goals.

3. What can I do if I have a question or a complaint about my care?

We care about you and want to give you the best services possible. We understand that at times you may have questions or a complaint about your care. If you are not happy with your services, it is best to talk about it with the staff that is providing the care. If you are uncomfortable with this, you may choose to fill out a complaint form which is available in the pamphlet rack in the lobby. The Program Manager will look into every written complaint. Our policy assures that you are protected, and a complaint will not result in retaliation or any form of punishment. We want to provide the best services possible and appreciate your feedback. You may speak with the Wellness Center Clinical Coordinator or Program Director. If you are still dissatisfied, you may call the Director of the Tribal Health and Human Services Department at 475-2871. Finally, you can call the Arizona Department of Health Service/Division of Behavioral Health Services at 1-800-867-5808.



A NOTE ABOUT SELF CARE:

Feeling “stressed out”, depressed, or unhappy over a long period of time can be harmful to your health. Try these tips to help control the amount of stress in your life:

- » try to keep a positive attitude.
- » don't let worries drain your energy.
- » exercise, eat well, and get plenty of rest
- » give yourself a break.
- » don't try to do too much in too little time.
- » try not to feel bad about saying “no”.
- » learn to share and work with others.



We are committed to your well being and welcome the opportunity to help if you are suffering or in need of support. Please call on us.



VISION STATEMENT

We envision the San Carlos Apache Nation to be self-sufficient and in control of its future - - practicing spiritual, physical, emotional and social well-being.

MISSION STATEMENT

To increase the health and well-being of the San Carlos Apache Nation by promoting healthy lifestyles, delivering the highest quality services, expanding services that adapt to the community's needs, embracing our history and strengthening pride in our cultural identity.

Welcome to the Wellness Center!



The San Carlos Apache Wellness Center provides services to enrolled tribal members and other Native Americans who request our services, as well as to anyone who presents in crisis. Our program is committed to providing mental health and substance abuse care to help people of all ages think, feel and act in healthy ways.



This handbook includes information about our program such as:

- what services are available through the Wellness Center
- how to get the services you want and need
- what are your rights and responsibilities
- who to talk to if you have a problem

The best time to take care of a problem is before it gets too big. Please call us if you or someone in your family needs care. You can visit us at our clinics (San Carlos: across from the Cattle Association Office; Bylas: behind the Clarence Wesley Health Clinic). Or, you can call or write us with questions about our program:

San Carlos Apache Wellness Center
P.O. Box 0
San Carlos, AZ 85550
(928) 475-4875

OUR COMMITMENT TO YOU

The San Carlos Apache Wellness Center wants to provide quality care to every person we serve.

Additionally, we want to provide services that:

- are easy for you to use
- help children live with their families
- help your children succeed in school
- help you support healthy relationships
- help you feel good about yourself
- help you avoid involvement with the law
- help you become a stable and productive adult

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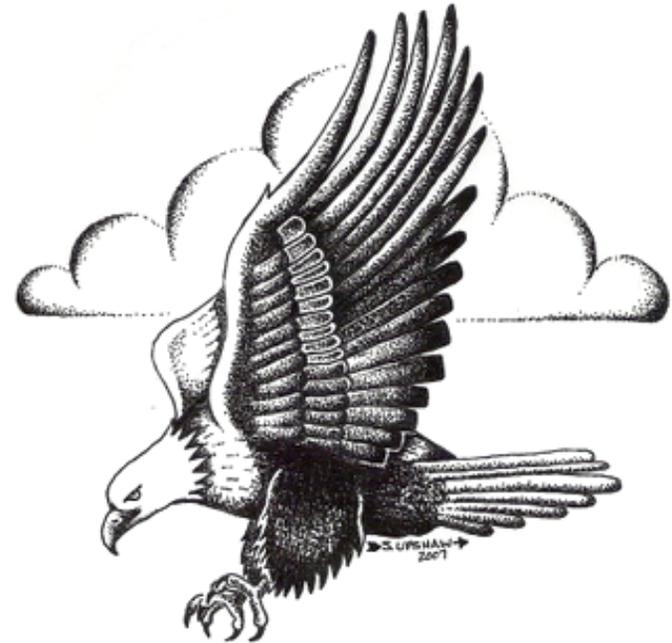
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SAN CARLOS APACHE TRIBE
 WELLNESS CENTER
 P.O. BOX 0
 SAN CARLOS, ARIZONA 85530

Phone:
 (928) 475-4875 (San Carlos)
 (928) 475-3450 (Bylas)

Fax:
 (928) 475-4880 (San Carlos)
 (928) 475-3453 (Bylas)

Office Hours for San Carlos and Bylas:
 Monday to Friday from 8:00 am to 4:30 pm