

# SANTÉ

AFFILIATED SANTÉ GROUP

## **CONSUMER HANDBOOK**

**The Affiliated Santé Group  
12200 Tech Road  
Suite 330  
Silver Spring, Maryland 20904  
(301) 572-6585 – Office  
[www.thesantegroup.org](http://www.thesantegroup.org)**

# Welcome to The Affiliated Santé Group

## MISSION

Santé facilitates the wellbeing and safety of individuals at risk for emotional distress, as well as their communities. We develop and deliver tailored, recovery-based health services and innovative crisis intervention and response systems.

## VALUES

- **Recovery.** We provide services knowing that recovery is possible and hope is always present.
- **Accountability.** We are responsible for our actions and committed to fostering autonomous functioning and accountability among our staff as well as our consumers.
- **Innovation.** We strive to foster a spirit of learning and creativity that supports innovation for the ultimate benefit of individual consumers as well as the public agencies and others that are involved in their care.
- **Diversity.** We embrace diversity as it brings strength and fresh perspectives to the development and delivery of our services, as well as the growth and durability of our organization.
- **Safety.** The physical and emotional safety of our consumers, staff and the communities we serve are an upmost priority.
- **Resiliency.** We are not discouraged by setbacks, but instead see them as opportunities to learn.

# Hours of Operation

Monday	8:30am – 4:30pm
Tuesday	8:30am – 4:30pm
Wednesday	8:30am – 4:30pm
Thursday	8:30am – 4:30pm
Friday	8:30am – 4:30pm
Saturday	Office Closed **
Sunday	Office Closed **



*\*\* Please note Mobile Crisis Teams are available 24/7 for emergencies before, during, and after normal business hours.*

## **Staff Directory**

### Lanham, Maryland Location

Front Office Manager	(301) 429-2171 ext. 100
PRP Manager	(301) 429-2171 ext. 3108
PRP Counselor	(301) 429-2171 ext. 3109
PRP Counselor	(301) 429-2171 ext. 3110
PRP Counselor	(301) 429-2171 ext. 3112
PRP Director/PRP Specialist	(301) 429-2171 ext. 3111

### Silver Spring, Maryland Location

Front Office Manager	(301) 589-2303 ext. 100
PRP Counselor	(301) 589-2303 ext. 110
PRP Counselor	(301) 589-2303 ext. 107
PRP Director/PRP Specialist	(301) 589-2303 ext. 109



# Treatment Options available at The Affiliated Santé Group

## Crisis Response Services

Affiliated Santé Group prides itself in offering dynamic, comprehensive and tailored crisis services to the specific needs of the community. We are mental health first responders for those individuals or groups who are experiencing a mental health crisis. (We offer emergency psychological assessment, immediate intervention for individuals, family and community crisis events).

Although typically we assist persons with mental health, (developmental disabilities), or substance abuse issues, we also can be utilized to help individuals and families or communities overwhelmed in a situational crisis; such as a victim of crime, hostage situation, witness of violence or fatal or multiple injury scenes, post homicide or suicide. Crisis is very personal.

Following our initial comprehensive crisis support, we remain involved until the crisis is resolved or until appropriate support is established. We utilize services databases and resources, together with established relationships with local providers, to facilitate a rapid connection with other appropriate resources that may be beneficial.

## Operations Call Center

- Operates 24 hours a day/365 days a year
- Calls are answered and screened by mental health counselors
- Danger/lethality of the caller's situation is assessed
- Calls may be triaged to urgent care, mobile crisis team or in home intervention team
- Cases are managed with a crisis plan
- Information and referrals draw from a comprehensive resources database
- Linkages are made to treatment and support systems

## Mobile Crisis Team

- Comprised of a specially trained and selected police officer, paired with a licensed mental health clinician.
- Dispatched by 911/law enforcement radio or operations center (crisis response)
- Operates seven days a week between 10:00 a.m. and 1:00 a.m.
- The team can be dispatched for suicidal subjects, mentally ill subjects, situational crisis, emergency petitions and other acute situations

## Urgent Care

- Consumers are seen within 48 hours
- Offers both diagnostic assessments and medication evaluations
- The clinics provide an alternative to costly emergency department services
- Transportation and pharmacy assistance are available

## Critical Incident Stress Management

- Debriefing for community disasters or crisis events
- Available to groups and individuals
- Staff are specifically trained for managing stress following a critical incident

## Community Education

- Mental health education is provided for all first responders: (fire department, law enforcement, emergency medical technicians)
- Education and training is also available to community providers
- Suicide prevention and intervention education
- Seminars are available regarding crisis intervention, mental health.

## Community Oriented System

- Relationship with local first responders
- Continuously updating an electronic community providers database
- Community-based crisis stabilization
- Mental health first responders who follow-up with wrap-around services
- Focus on community education and outreach
- Monitored by an advisory committee
- Uses a single point of access to manage consumers in crisis
- Serves as hub of a wheel of community agencies and provider

### **In Home Intervention Team**

- Delivered by Mental Health Clinicians
- Individuals and families needing intense service
- Short time period/ brief/ solution-focused
- In-home or in community setting
- Non acute crisis interventions and follow-up
- Appointment based service available Monday - Friday.

### **Seniors Services offered:**

The following services and programs are free to homebound seniors, 60 years of age and older, who reside in Montgomery County, Maryland. Services are offered in English and Spanish.

- In-home Therapy with Homebound Seniors: Assessments, brief psychotherapy and practical support helps homebound individuals and families deal with issues like difficult behaviors, stress, depression, adjustment and chronic disease management.
- Hispanic Outreach Program: This program provides culturally sensitive, bi-lingual short-term therapy and geropsychiatric care to homebound seniors in our community who speak Spanish.
- Gero-psychiatric Consultation: In-home consultations with an English or Spanish speaking psychiatrist can determine appropriate treatment interventions. These recommendations are shared with the primary care physician for ongoing care.
- Family Therapy: Families experiencing lifespan transitions, strong emotional response to the health of a senior or caregiver stress may benefit from psychotherapy services.
- Educational Seminars for Seniors: Classes on mental health and wellness issues for seniors. The primary goal of these seminars is mental illness prevention and early intervention for seniors.
- Professional Consultations & Educational Seminars: Free case consultation, staff training and collaborative activities are offered to aging service professionals and community organizations that provide services to seniors in Montgomery County.
- Drop-in Support Groups for Seniors: Community outreach and drop-in support groups are offered throughout Montgomery County. Drop-in groups offered at Senior Centers are designed to decrease social isolation, help seniors make friends and encourage learning about self-care and wellness.
- Mental Health Support for Caregivers: Professionals that understand the unique mental health needs of seniors and caregivers offer ongoing education and support services to caregivers in our community.

### **Outpatient Mental Health Clinic (OMHC) Services**

The Affiliated Santé Group Outpatient therapy Services are located in Lanham and Silver Spring, MD. Offering comprehensive psychiatric services to residents in Prince Georges and Montgomery Counties, Maryland and surrounding areas. We provide recovery-based psychiatric services through an interdisciplinary team approach. We embrace recovery-based models. We believe our consumers should be empowered to live meaningful and hopeful lives, through the process of community integration and self-determination.

What recovery means for our consumers:

- Choosing their treatment
- Deciding their own goals
- Focusing on their relationships
- Respecting their decisions
- Recognizing that difficult feelings and behaviors are normal responses to trauma and stress and not merely symptoms or diagnoses
- Developing a sense of hope
- Assisting in discovering and using their natural community supports
- Services emphasizing self-responsibility, empowerment, self determination and self-advocacy
- Help in recovery from their mental illness at their own pace
- Help with developing strategies that work
- Help in achieving their plans for the future

How we work with you:

- Medication evaluation and management
- Diagnostic evaluation
- Individual psychotherapy
- Group therapy
- Co-occurring groups
- Cognitive behavioral therapy (CBT)
- Dialectical behavioral therapy (DBT)

- Reality based therapy
- Supportive therapy
- Supportive group therapy for parents with children with mental illness.
- Relapse prevention group

### **Psychiatric Services**

- Psychiatric Evaluation
- Medication Management

#### Payment Options:

- Maryland Medicaid and Self Pay; If you need assistance on payment options, please contact us.

#### Populations Served:

- Adults with severe and persistent mental illness
- Adults with developmental disabilities and mental illness
- Adults with emotional and/or behavioral challenges

#### Areas served:

- Prince Georges and Montgomery Counties, MD. Please contact us if you would like to consider receiving services at these locations.

### **Psychiatric Recovery Programs**

Our psychiatric recovery services provide a multi-faceted range of services for individuals with chronic mental illness with or without the complicating problem of alcohol/substance abuse. Our focus is to assist individuals in recovery in reaching their desired goals. We believe in person-centered care and the use of a strengths based approach. We utilize evidence-based practice models of care. An emphasis is on developmental and daily living skills that support each person's unique ability to live in the community, to recognize symptoms of potential relapse, and to use strategies to prevent it and enhance personal independence.

Based on need, consumers may attend on a part time or full time basis.

Residential and employment services are provided by our sister company the Rock Creek Foundation at 301-586-0900.

#### What recovery means for our consumers:

- Choosing their treatment
- Deciding their own goals
- Focusing on individualization
- Focusing on their relationships
- Respecting their decisions
- Recognizing that difficult feelings and behaviors are normal responses to trauma and stress and not merely symptoms or diagnoses
- Developing a sense of hope
- Assisting in discovering and using their natural community supports
- Services emphasizing self-responsibility, empowerment, self determination and self-advocacy
- Help in recovery from their mental illness at their own pace
- Help with developing strategies that work
- Help in achieving their plans for the future

#### How we work with you:

- Preparing for school and employment
- Opportunities for community and cultural awareness
- Opportunities for creative expression
- Consumer run Wellness and Recovery Center (Silver Spring only)
- Psycho-education
  - Relationship enhancement
  - Emotional enhancement and regulation
  - Social skills development
  - Recognizing signs of potential relapse to prevent it

### **Community Outreach PRP Services:**

For individuals who may not be able, willing or for whom a traditional Day Service setting is not appropriate, our psychiatric recovery counselors will work with individuals in their home or other safe community locations. Services are flexible and meet the individual needs of the individual. Counselors are able to provide the following assistance through our Outreach Recovery Services:

- Vocational and Educational preparation
- Full community integration
- Entitlements/Benefits support
- Financial Planning
- Psycho-education

### **Supported Independent Housing (Prince George's County Only):**

We work with clients to individually develop their own housing based on their unique resources. Affiliated Santé Group will provide wraparound psychiatric recovery services to support these individuals in their home in reaching their recovery goal of independent living.

Populations served:

- Adults with severe and persistent mental illness
- Adults with developmental disabilities and mental illness
- Adults with emotional and/or behavioral challenges

Payment Options:

- Maryland Federal Medical Assistance and Self Pay. If you need assistance with payment options, please contact us.

Areas served:

- Prince Georges and Montgomery Counties, MD. Please contact us if you would like to consider receiving services at these locations.

Our hours of operation are 8:30 – 3:30 Monday through Friday. Community Outreach PRP Service hours are flexible.

We take pride in providing individualized services. This includes flexibility in scheduling and attendance; contact us to speak about your scheduling needs.

## **Types of Discharge**

### **Discharged Completed**

- Consumer has fulfilled all goals in the treatment plan or agrees to continue working on goals post discharge.
- The treatment team agrees that consumer is appropriate for discharge.
- Contract consumers will be discharged per the contract and treatment team.
- Mandated consumers must complete minimum requirements recommended.
- A discharge form will be completed including copies for referral source and a copy given to the consumer.
- The counselor will assist the consumer when making necessary referrals.

### **Consumer Terminated Services**

- The consumer terminates treatment despite staff recommendations that the consumer should remain in treatment.
- Consumer fails to return to treatment after a minimum of 3 consecutive weeks and ASG has attempted to contact the consumer (unless the team decides to extend the limit).
- Whenever possible, consumer will be given a discharge form that includes referral.
- The counselor will assist consumer when making necessary referrals

### **At Staff request**

- Consumer is asked to leave treatment by the staff for rule violations.
- Discharge form will be completed with referral and a copy will be given to the consumer.
- The counselor will assist consumer when making necessary referrals.

### **Increased Level of Care**

- Consumer is discharged by the staff to enter into an increased level of care. Most consumers are eligible to re-admission once the increased level of care is completed.

### **Re-entry Requirements**

If you have been discharged from the program and want to return to ASG for treatment then, you must call the front desk to set up an appointment. Based on the amount of time that has passed since your last contact with ASG, you may have to do one or more of the following things:

- 1) Have an individual session with your counselor to be re-instated.
- 2) Have an assessment update completed in order to update any new information.
- 3) Complete a new assessment.

(Consumer's who were discharged for violent behavior or who committed a crime on a the premise are not eligible for readmission and will be referred to another comparable provider)



## Things You Need To Know



### **For Court Ordered Clients**

If you have been referred here by the courts, we will ask you to sign a consent in order for ASG staff to be able to speak with the one who referred you to treatment. This is to provide information to the court regarding compliance and progress. You have the right to refuse to sign the consent for the release of confidential information or to revoke that consent at any time. However, if you do this, it could impact your treatment and ASG's ability to effectively coordinate your treatment. Individuals will be excused from treatment to attend required legal appointments, sanctions, and court.



### **Tobacco**

Tobacco is strictly PROHIBITED inside of all ASG facilities. Designated smoking areas are located outside of each exit. Please refrain from smoking directly in front of the doorway to allow consumers, visitors, and employees to be access the building easily.



### **Drug and Alcohol Use**

You will be asked to remain abstinent from all mood or mind altering substances while participating in this program. This includes alcohol, illegal drugs, and possibly some prescription medications. You may be subject to random drug screens. If you are prescribed medication by your physician, please ensure to inform your counselor so that it can be properly documented. **NO DRUGS OR ALCOHOL ARE ALLOWED ON THESE PREMISES AT ANY TIME.** We ask that all prescription medication be secured as ASG will not be responsible for dispensing or storing any medications.



### **Advance Directives**

In Maryland, **Advance Directives for Mental Health Treatment** is a legal document that tells doctors and health care providers what mental health services or treatment you would want and what services or treatment you would not want if you later become unable to decide for yourself. You can name a person to make health care decisions for you if you are not able to make them yourself. You may contact the Maryland Disability Law Center at 1-800-233-7201 or TTY 410-727-6387 if you would like more information.



## Returning Calls

ASG is not able to return calls to numbers that are blocked, numbers marked restricted, or are private based on federal confidentiality laws. If your phone has a block, please know that ASG will not be able to return your call. You may leave an alternative number, call ASG back, or remove the block.



## After Hours

ASG has a counselor available 24 hours a day, 7 days a week, and 365 days a year for emergencies. Simply call the Mobile Crisis Team at:

ASG after-hours emergency: 301-589-2303  
Montgomery County Crisis: 240-777-4000  
Prince George's County: 301-429-2185  
Baltimore County: 410-931-2214  
Eastern Shore: 888-407-8018

## Feedback

During your course of treatment, you will be asked to participate in a survey possibly more than once. This is to allow ASG a chance to get feedback about the quality of services and you a chance to make suggestions. The administrative team uses this information to improve services and the quality of care that is provided. Your input is vital in helping us with that process. There may be a suggestion box in the front lobby that you may utilize at any time. The staff is open to any and all suggestions and you are free to approach any staff member with your suggestions or concerns as well.





### **The Assessment, Treatment Plan and Transition Plan**

The purpose of the assessment is to identify strengths weaknesses, abilities and preferences of a client through an interview process with a qualified counselor. Based on information identified in the assessment, together, client and counselor will develop an individualized treatment plan to identify goals, objectives, and specific treatment interventions to be used. Any transition from the ASG program or to another level of care will be based on an on-going assessment process throughout treatment. If ASG is not able to meet the specific needs of a client at any point in the treatment experience, ASG will make an appropriate referral. If the client successfully completes the program, the counselor and client will develop a transition plan to include referrals that will support and enhance on-going recovery.



### **Weapons are prohibited.**

The agency prohibits the possession or use of dangerous weapons on agency property, regardless of whether or not the person is licensed to carry the weapon. Areas covered by this policy include all agency leased buildings and surrounding areas such as sidewalks, walkways, driveways, and parking lots under the agency's control.



### **Use of Restraints**

ASG will not use restraint or seclusion on any of the participants enrolled in the ASG program. ASG staff will address conflict situations primarily with positive interventions such as by separating individuals and talking out problems.



### **Use of email and text messages**

ASG employees will not communicate with consumers through email or text messages regarding the specifics of the consumer's treatment. ASG, in certain circumstances, may communicate with consumer's with email and/or text messages regarding non-clinical issues. ASG cannot ensure the level of protection with these forms of communication.



### **Fees and Financial Obligations**

Financial obligations are discussed at the time treatment recommendations are made. ASG accepts several types of payment. Medicaid and state funds are also utilized..

### **Positive Environment**

ASG works hard to promote a positive healthy environment. We believe in an open and welcoming facility and program. Awards and incentives are used as a way to encourage and promote personal growth. We celebrate success and use encouragement during setbacks. Please feel free to approach any staff member with any questions, concerns, or requests.



### **Forms and Consents**

A copy of all the forms and consents you are asked to sign are included in this handbook for your review. If you should have any questions, please feel free to ask questions.

### **Emergency and Fire Safety**

Fire and emergency safety procedures along with evacuation maps are posted in each service building. Staff will review procedures and conduct regular emergency evacuation drills. A copy of the emergency evacuation map is included in this handbook.





## Receipt of Client Handbook

I \_\_\_\_\_ have received a copy of the ASG Consumer Handbook and have been given an opportunity to ask questions. I understand that this handbook is not all inclusive and will merely serve as a reference to general guidelines. If I should have any questions, I will consult my counselor or appropriate ASG staff member.

\_\_\_\_\_  
Consumer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness Signature

\_\_\_\_\_  
Date