Code of Ethics

It is the policy of Edwin Fair Center that all staff, consultants, interns, and volunteers who are bound by codes of ethics for their professions are expected to remain familiar with and adhere to their respective codes. The complete Ethics Policy for Edwin Fair Center is available for review upon request.

**Services**

When you request services at Edwin Fair Center, the following areas will be given primary consideration:

* Your eligibility for admission
* Your needs and preferences
* Availability of service

**Assessment and Referral**

You will be asked to complete a questionnaire and participate in a screening and assessment interview with a qualified behavioral health clinician to establish your status and service needs.

**Treatment**

No matter what type of service you receive from Edwin Fair Center, your treatment will be individualized, based on your needs and preferences.

You will be given the opportunity to establish personal goals and objectives and to periodically review progress of treatment.

Based on the assessment, the following services and programs may be obtained at Edwin Fair Center:

* Counseling Services
* Case Management
* Home-Based Services
* Systems of Care
* Substance Abuse Services
* Consultation and Education
* Group Therapy
* Family Therapy
* Program of Assertive Community Treatment (PACT)

Your treatment team may consist of a Licensed Professional Counselor, Behavior Health Rehabilitative Specialist, Case Manager, Psychiatrist and Recovery Peer Support specialist to assist to triage your individual treatment needs.

**Consumer Feedback**

Pink Cards are available at all locations for consumer input. Consumer surveys are also distributed twice a year for feedback.

**Emergency Services**

Emergency Services are available 24 hours a day. You can obtain Emergency Services by calling any of our clinics during working hours (see back of brochure for phone numbers) or after hours by calling 1-800-566-1343.

**Discharge Planning**

As you progress through treatment, the Edwin Fair Center staff will assist you in discharge planning. A successful discharge from your treatment is a very important component in your recovery. You and your service provider will jointly agree on what conditions must be met before discharge and what services you will need.

**Edwin Fair Center's Responsibility**

* To provide you quality services.
* To respect and protect your rights.
* To adhere to legal and ethical standards for delivery of care.
* To involve you in all aspects of your treatment and aftercare planning.
* Provide a full copy of the Consumer Bill of Rights when requested.

**Consumer's Responsibility**

* To be courteous to other consumers and to respect their right to confidentiality.
* To cancel any appointments at least 24 hours in advance.
* To be on time for all appointments.
* To be compliant with agreed Treatment Plan.

**Emergency Exits**

All offices of Edwin Fair Center prominently display floor plans including the locations of emergency exits, tornado shelters, fire extinguishers, and first aid kits.

# Non-Smoking/Drugs/Weapons Policy & Procedure

As part of EFCMHC’s effort to support the overall health of Oklahomans, and in particular, attend to health factors that greatly impact people with mental health and/or substance abuse issues, use of tobacco in all service settings is prohibited. EFCMHC shall prohibit possession or use of any form of tobacco products by any consumer, visitor, or staff on any grounds or premises, including company owned/leased vehicles, over which EFCMHC has physical control. To further support consumers’ pursuit of positive health choices, EFCMHC will have procedures and practices in place to ensure that, for consumers who so desire, information about tobacco use, health impacts, and referrals to prevention and cessation programs is consistently provided. No illicit drugs or weapons are allowed on premises.

# Seclusion/Restraint

Edwin Fair Center does not use seclusion and/or restraint under any circumstances.

All staff will be given *Therapeutic Options* training. Personnel will be trained in detecting, preventing, and intervening in the development of escalating behavior. Staff will be equipped with intervention techniques, including consumer observation, active listening, providing support, providing information, giving feedback, problem solving, and offering alternatives to the consumer. Staff will also be given instruction on assisting consumers and others to a safe location.

All staff will participate in an annual update of *Therapeutic Options* training.

In the event of handling an emergency, staff is to call 911. Some locations have telephone systems where you must dial nine (9) to obtain an outside line prior to dialing 911.

# Grievance and Appeal Procedure

Although Edwin Fair Center strives to provide quality, professional services at all times, situations might occur when a consumer feels dissatisfied or has a complaint about service or treatment. In these situations, the following procedures are in place:

**1.** Present your complaint in writing to your primary service provider or appropriate department representative. **2.** Your primary service provider will have five (5) working days to respond to you. If a resolution is not reached, the matter will be referred to the supervisor or administrator of your service provider. **3.** If you still remain dissatisfied, the matter will go to the Clinical Director and the Executive Director, or the Executive Director's designee, for final determination. **4.** The Clinical Director and/or Executive Director will respond to you in writing within fourteen (14) days.

**CARF Accreditation**

EFCMHC holds a three-year accreditation

from CARF, the Rehabilitation Accreditation Commission. Based on this accreditation, EFCMHC meets internationally recognized standards of quality in the provision of outcome-driven programs and services to enhance the lives of the persons served.

**Consumer Resources**

Oklahoma Alliance for the Mentally Ill

Oklahoma City, OK 800-583-1264

Oklahoma Alliance for the Mentally Ill

Children and Adolescent Network

Okla. City, OK 800-583-1264

Okla. Mental Health Consumer Advocate’s Office

Oklahoma City, OK 405-573-6605 or 866-699-6605

Oklahoma Mental Health Consumer Council, Inc.

Oklahoma City, OK 888-424-1305

**Hotlines**

* Reach Out (24 Hours) 1-800-522-9054
* Safeline (24 Hours) 1-800-522-7233
* Teenline (3pm to Midnight) 1-800-522-TEEN
* Poison Control 1-800-222-1222

**Hours of Operation**

The Edwin Fair Center will attempt to schedule your appointments at a time convenient for you. Our hours of operation are 8:00 a.m. to 5:00 p.m., Monday - Friday. Hours may vary in smaller centers. There are a limited number of evening hours at our facilities.

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**Edwin Fair Community**

**Mental Health Center Locations**

**KAY COUNTY**

**Administrative Office, Outpatient Clinic,**

**And Systems of Care**

1500 N. 6th Street, Ponca City, OK 74601

(580) 762-7561/1-800-566-1343

**Medication Clinic & Case Management**

201 E. Chestnut, Ponca City, OK 74601

(580) 763-6017

**(PACT) Program of Assertive Community Treatment**

205 E. Chestnut, Ponca City, OK 74601

(580) 763-0931

**OSAGE COUNTY**

**Outpatient Clinic & Systems of Care**

124 E. 6th St., Pawhuska, OK 74056

(918) 287-1175

**NOBLE COUNTY**

**Outpatient Clinic & Systems of Care**

505 N 14th Street Suite 4, Perry, OK 73077

(580) 336-5200

**PAYNE COUNTY**

**Outpatient Clinic & Systems of Care**

800 E. 6th St., Suite B, Stillwater, OK 74074

(405) 372-1250

**(PACT) Program of Assertive Community Treatment**

800 E. 6th St., Suite B, Stillwater, OK 74074

(405) 372-2342

**Medication Clinic & Case Management**

712 Devon St., Stillwater, OK 74074

Med Clinic (405) 372-1621 / CM (405) 372-6100

**PAWNEE COUNTY**

Served by Payne County Offices

(405) 372-1250

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**Consumer Handbook**

Belief in Hope.....

Discovery in Growth

***Mission Statement***

*To provide services that foster mental health*

*recovery in our consumers.*

***Purpose Statement***

*We exist to improve mental health in the*

*communities we serve.*