



## Counseling Services Information

### ABOUT OLD MILL CENTER FOR CHILDREN AND FAMILIES

We are a full-service provider of preschool, mental health, early intervention, occupational therapy, and parent support for children birth to 18 and their families. Our services address the educational, social, emotional, and family needs of a diverse population of children. Our Child & Family Therapy program helps children of all ages, their families and adults find the opportunities for growth and improvement hidden in the challenges of life. Counseling has been shown to improve family relationships, reduce the impacts of trauma, navigate school difficulties, assist in accessing services in the community, and address many other concerns, bringing enrichment and comfort to families.

### CONFIDENTIALITY

The information you disclose to your counselor cannot be released to others without your permission. There are some exceptions: If there are serious offenses such as child abuse or a threat to the welfare and safety of others, the counselor is legally obligated to seek appropriate help or make a report and may break confidentiality. If you have any legal involvement and our records are subpoenaed, we will contact you. Sometimes the court will force the records to be disclosed. Your health insurance provider may request information from your records to process your claim. Please review our posted Notice of **Privacy Practices and Privacy Practices** booklet for further information.

### CONTACTING YOUR COUNSELOR

- Our phones are answered from 7:30 am to 5:30 pm, Monday through Friday except holidays.
- If you need to change your appointment, please contact your counselor directly or our clinical support specialist at the front desk 541-228-5310.
- If you need urgent assistance, your counselor will be notified. If your counselor is not available, a staff member will return your call as soon as possible.
- For emergencies please call:

Benton County Crisis Line 888.232.7192  
Lincoln County Crisis Line 888.232.7192

Linn County Crisis Line 541.967.3866 or 800.304.7468  
Emergency Services 911 or your local Urgent Care

### FEES FOR SERVICE

#### **Individual Counseling**

Initial Intake/Annual Assessment:	\$250
16-37 Minutes:	\$120
38-52 Minutes:	\$160
53-89 Minutes:	\$220
90-134 Minutes	\$300
Every 30 Minutes after 134 Minutes	\$ 80

#### **Family Counseling**

w/patient 26+ Minutes:	\$200
w/o patient 26+ Minutes:	\$160
Every 30 Minutes after 79 Minutes	\$ 80

#### **Skills Training**

8-22 Minutes:	\$40
23-37 Minutes:	\$80
38-52 Minutes:	\$120
53-67 Minutes:	\$160

#### **Groups**

1 Hour Adult/Child Groups:	\$60
1.5 Hour Adult Groups (includes childcare & dinner):	\$120

#### **Case Communication/Service Coordination**

8-22 Minutes:	\$40
23-37 Minutes:	\$80
38-52 Minutes	\$120
53-67 Minutes:	\$160
Every 15 Minutes after 67 Minutes:	\$ 40

#### **Interactive Complexity**

\$15

#### **Additional Services**

1 Hour Rate for Court Testimony	\$180
1st Copy of Records to Client	\$0-\$10
Additional Copy of Records to Client	\$5-\$25
Copy of Records to External Party	\$5-\$25

## PAYMENT POLICY

All fees, copays, and payments for services and materials are your responsibility and are **due at the time of service**. In the event an account becomes past due, services may be suspended or terminated until the account can be brought current or a payment plan is put in place. Severely past due accounts may be sent to our independent collection agency.

**A \$30 fee will be assessed for any checks returned for non-sufficient funds.**

It is the policy of Old Mill Center for Children and Families (OMCCF) to provide exceptional service. OMCCF can offer financial assistance programs to assist those who are uninsured or underinsured. Please let us know if you need to arrange a payment plan or want to apply for financial assistance. OMCCF also offers a discount for cash pay at the time of service.

## INSURANCE

We are happy to provide an invoice for your insurance company on your behalf to submit a reimbursement claim if we are not currently accepting your insurance. Please bring current proof of insurance coverage to each appointment. Co-pays and any known deductibles are due at the time of service. You are responsible for checking your eligibility for insurance benefits. Some policies require pre-authorization for service or require a referral from your primary care physician. Other restrictions may also apply. Having insurance does not guarantee that your claim will be paid. Your policy is a contract between you and your insurance company. You will be responsible for the balance if the claim is denied and for any portion due of the annual deductible or co-insurance.

## CUSTODY ISSUES

Old Mill Center does not provide custody evaluations, home studies, or supervision of parenting time. If you need these services, your attorney or your DHS worker can assist you in finding a qualified professional that can provide them.

The parent who has custody of a child is the parent who may initiate counseling services. Permissions must be individually granted in writing to authorize any other individuals to be involved, transport etc. your child after a counseling session.

## INCLEMENT WEATHER

In the event of inclement weather, Old Mill Center adopts Corvallis or Albany School Districts' closure schedules based on the district the office is located in. Information regarding school closures or delays is broadcasted by 6:30 am on local radio and television stations and typically listed on the school district websites. In some instances, telemental health services may be provided during building closures. If you have questions about your appointment, please contact your provider directly.

Schools closed: **ALL Old Mill Center programs and in person appointments within each district will be cancelled** and no staff will be onsite to answer calls or staff the front desk in that location. Other locations may be open with normal operating hours based on the closures in the district in which the office is located. Your provider may offer to set up a telemental health appointment and will coordinate with you the day of the scheduled service.

Schools on 2 hr. delay: **ALL in-person appointments before 10:00 am will be cancelled for offices within the district that is listed with a delay** and staff will not be onsite until 10:00 am to answer calls or staff the front desk in that location. Other locations may be open with normal operating hours based on the closures in the district in which the office is located. All telemental health appointments will continue as scheduled.

As weather changes, individual counselors may be able to provide in person services later in the day and they will contact you directly regarding appointments and location details.

## SCHEDULING AND RESCHEDULING APPOINTMENTS

You can schedule up to 3 future appointments at a time. You may cancel or reschedule an appointment up to 24 hours before your appointment time. We offer appointment reminders for your convenience.

After the first missed or no-show appointment, our office staff will attempt to contact you to find out why you missed the appointment and to schedule a new appointment. You may not be able to schedule future appointments if you miss several appointments. See the **Late Cancellation and No-show Policy** for more information.

## LATE CANCELLATION AND NO-SHOW POLICY

### INTRODUCTION

Our clinic schedules appointments and reserves the time for families in good faith. We offer you 'next appointment' slips, reminder calls and text messages to help you remember your next appointment.

Please assist us in our goal of offering consistent appointment times for all the families that we serve, by adhering to this policy. We want to work together with families to help limit barriers to services but also provide enough appointments for all the families that we serve.

Please arrive for your appointment on time. If you arrive late, your appointment might be shortened to accommodate the next scheduled client. If the schedule permits, we will do everything we can to accommodate clients who arrive 8-10 minutes late.

### POLICY

- If you have two (2) consecutive "no show" or "late cancellation" appointments, your provider will be contacted, and you will not be able to make the next appointment until you have spoken to your provider/therapist regarding moving forward with services. All future scheduled appointments will be removed at that time.
- If you have three (3) "no show" or late cancellation appointments for your family within a six (6) month period, your provider/therapist will be contacted with the number of appointments missed and you will receive a follow up letter or phone call from your provider/therapist regarding moving forward with services. All future scheduled appointments will be removed at that time.
- If we are unable to reach you or your family and are unable to come to an agreement about maintaining consistent appointments, therapy services will be closed.
- Families whose services were closed due to this policy may return to therapy services after a period of three (3) months but will be asked to attend an intake appointment with the clinical supervisor prior to restarting services.

### DEFINITIONS

A "no show" appointment is defined as:

1. Client arrives greater than 10 minutes late after the scheduled appointment start time.
2. Client does not show up at all.
3. Client does not make a courtesy call prior to the appointment start time to cancel.

A "late cancellation" appointment is defined as:

Client making a courtesy call to cancel the appointment but calls less than 24 hours prior to the start time of the appointment.

## TELEMENTAL HEALTH SERVICES

### Definition of Telemental Health

Telemental health involves the use of electronic communications to enable Old Mill Center for Children and Families (OMCCF) mental health professionals to connect with individuals using interactive video and/or audio communications. Telemental health includes the practice of psychological health care delivery, diagnosis, consultation, treatment, referral to resources, education, and the transfer of medical and clinical data.

### Confidential Space

All laws that protect the confidentiality of medical information also apply to telemental health. Please review our posted Notice of **Privacy Practices and Privacy Practices** booklet for further information.

You have the right to a confidential space for telemental health appointments. This includes but is not limited to the environment in which the telemental health session is taking place and those around you. It is the family's responsibility to assist in developing a space for the telemental health appointments that meets the confidentiality expectations as agreed upon by you and the providers upon the start of services.

### Risks and Benefits

There are risks and consequences from telemental health. These may include, but are not limited to, the possibility, despite reasonable efforts on the part of your psychotherapist, that: the transmission medical information could be disrupted or distorted by technical failures; the transmission of medical information could be interrupted by unauthorized persons; the electronic storage of medical information could be accessed by unauthorized persons and/or misunderstandings can more easily occur, especially when care is delivered in an asynchronous manner.

Telemental health-based services and care may not yield the same results nor be as complete as face-to-face service. If your psychotherapist believes you would be better served by another form of psychotherapeutic service (e.g., face-to-face service), you may be referred to a psychotherapist in your area who can provide such service if they are unable to provide directly. There are potential risks and benefits associated with any form of psychotherapy, and despite your efforts and the efforts of your psychotherapist, your condition may not improve and in some cases may even get worse.

In general, there are risks and benefits to all mental health services. You may benefit from mental health services, but results cannot be guaranteed or assured. The benefits of mental health services either in person or virtually may include, but are not limited to, finding a greater ability to express thoughts and emotions, developing coping strategies to manage distress, relief from symptoms or behaviors that have been impacting life functioning, learning how to make healthier choices, improved communication skills and interpersonal relationships, feeling more confident and empowered, and improved quality of life. Specific benefits of telemental health services may include increased flexibility with transportation and scheduling, travel difficulties are avoided, and time constraints are minimized.

### Safety Plan

You may need to create and maintain a safety plan in collaboration with your provider in the event there are concerns or risks identified. You will also need to provide the contact information or alternative means to reach an adult that can intervene since your providers may be remote at the time of crisis and need an in-person intervention. If you are in crisis or in an emergency, you should immediately call 9-1-1 or seek help from a hospital or crisis services in your immediate area.

## STATEMENT OF INDIVIDUAL & FAMILY RIGHTS AND RESPONSIBILITIES

Old Mill Center for Children and Families will protect the human, civil, constitutional, and statutory rights of children, their families and adults who are enrolled in services.

Upon admission the rights of individuals will be made available in writing and through discussion with the parent/guardian.

In addition to all applicable statutory and constitutional rights, every individual receiving services, as per OAR 309-019-0115, has the right to:

- ... choose from available services and supports that are consistent with the Service Plan, culturally competent, provided in the most integrated setting in the community and under conditions that are least restrictive to the individual's liberty, that are least intrusive to the individual and that provide for the greatest degree of independence.
- ... be treated with dignity and respect at all times.
- ...participate in the development of a written Service Plan, receive services consistent with that plan and participate in periodic review and reassessment of service and support needs, assist in the development of the plan, and to receive a copy of the written Service Plan
- ...have all services explained, including expected outcomes and possible risks.
- ...confidentiality and the right to consent to disclosure in accordance with ORS 107.154, 179.505, 179.507, 192.515, 192.507, 42 CFR Part 2 and 45 CFR Part 205.50.
- ...Give informed consent in writing prior to the start of services, except in a medical emergency or otherwise permitted by law. Minor children may give informed consent to services in the following circumstances:
  1. Under age 18 and lawfully married.
  2. Age 16 or older and legally emancipated by the court or
  3. Age 14 or older for outpatient services only. For purposes of informed consent, outpatient service doesn't include service provided in residential programs or in day or partial hospitalization programs
- ...inspect their Service Record in accordance with ORS 179.505
- ...refuse participation in experimentation
- ...receive medication specific to the individual's diagnosed clinical needs, including medications used to treat opioid dependence
- ...receive prior notice of transfer, unless the circumstances necessitating transfer pose a threat to health and safety.
- ...be free from abuse or neglect and to report any incident of abuse or neglect without being subject to retaliation.
- ...have religious freedom
- ...be free from seclusion and restraint.

- ...be informed at the start of services, and periodically thereafter, of the rights guaranteed by this rule.
- ...be informed of the policies and procedures, service agreements and fees applicable to the services provided, and to have a custodial parent, guardian, or representative, assist with understanding any information presented.
- ...be informed of suicide risk and receive best practice lethal means counseling and a safety plan, including methods for the individual, family, and guardian to mitigate risk over time;
- ...have family and guardian involvement in service planning and delivery
- ...make a Declaration for Mental Health Treatment when legally an adult;
- ...file grievances, including appealing decisions resulting from the grievance.
- ...exercise all rights set forth in ORS 109.610 through 109.697 if the individual is a child, as defined by these rules.
- ...exercise all rights set forth in ORS 426.385 if the individual is committed to the Authority; and
- ...exercise all rights described in this rule without any from reprisal or punishment
- ...notification of Rights; The provider must give to the individual and, if appropriate, the guardian, a document that describes the applicable individual's rights as follows;
  1. Information given to the individual must be in written form or, upon request, in an alternative format or language appropriate to the individual's need
  2. The rights and how to exercise them must be explained to the individual, and if applicable the guardian; and
  3. Individual rights must be posted in writing in a common area.

#### REGISTER TO VOTE (OAR 309-019-0135)

- Eligibility:
  - be at least 16 years old (you cannot vote until you are 18 yrs)
  - a citizen of the United States of at least 21 days prior to the voter registration deadline
  - an Oregon resident
- How to:
  - Online – use the My Vote portal at <https://secure.sos.state.or.us>
    - Must have valid OR driver's license or no-driver ID card
  - By Mail – with the application for an OR Voter Registration Card (Form SEL 500)
    - Mail the form to your local County Elections Office (listed on the form)
  - In Person – at your local county elections office
  - DMV – when filling out driver's license application or vehicle registration

Registration cards are also available at OR Secretary of State Office and during voter registration drives.

## NON-DISCRIMINATION

As a recipient of Federal Financial Assistance, OMCCF does not exclude, deny benefits to, or otherwise discriminate against any person on the grounds of race, color, or national origin, or on the basis of handicap or age in admission to participation in, or receipt of the services and benefits of any of its programs and activities or in employment therein, whether carried out by OMCCF directly, or through a contractor or any other entity with whom OMCCF arranges to carry out its programs and activities. (This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and regulations of the US Department of Health and Human Services issued pursuant to the Acts, Title 45 Code of Federal Regulations parts 80, 84, and 91. Other Federal laws and regulations provide similar protection against discrimination on grounds of sex and creed.)

## GRIEVANCES & CONCERNS ABOUT CARE

Old Mill Center for Children and Families (OMCCF) is committed to providing responsive and comprehensive services to our community. It is important that you discuss any concern or grievance about your care with your mental health provider or their supervisor. If you feel unable to talk with your provider or their supervisor directly, or the issue remains unresolved, please see the *OMCCF Grievances Procedures*, which outlines the steps to address concerns. A copy of this *procedure* is posted in the reception area and available at the front desk and a *Client Grievance Form* is included in this packet.

## QUESTIONS & COMPLAINTS ABOUT COUNSELING SERVICES INFORMATION

In case of questions concerning the policies outlined in this Counseling Services Information packet, or in the event of a desire to file a complaint alleging violations of the above, please contact the OMCCF Executive Director at (541) 757-8068 or contact the Office for Civil Rights at (206) 553-7483.



## **CLIENT COMPLAINT AND FEEDBACK FORM**

Old Mill Center staff want to work with you to make sure you are getting your needs met to the best of our ability and within the scope of our programs. We welcome concerns, complaints, and feedback at all times. All issues will be addressed in an open, respectful, timely and cooperative manner.

### **Procedure:**

You are welcome to discuss your concern with your Old Mill Center staff person first. We may be able to resolve the issue together.

Please use the form below if you would like a formal response to your concern or complaint.

We will contact you directly after we review the feedback you give us. You will get a written response within 20 calendar days.

You are welcome to drop the form off at Old Mill front desk or give it to your Old Mill Center staff person. You can also:

1. Mail to: Old Mill Center, 1650 SW 45<sup>th</sup> Place, Corvallis, OR 97333
2. Call Old Mill Center's Executive Director at (541) 757-8068 to give your feedback over the phone.



**Contact Information**

**Your Name:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Name of OMC Client:** \_\_\_\_\_ **Program Area:** \_\_\_\_\_

**Client's Date of Birth:** \_\_\_\_\_

**Best method and time to contact:** \_\_\_\_\_

**PLEASE DESCRIBE YOUR CONCERN OR COMPLAINT:**

(Use an additional page if more room is needed).

**Your Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_