

## PROGRAM POLICIES

Meridian affords people with disabilities the same access to all programs per the ADA. Meridian Behavioral Healthcare also has policies in place to work with persons for whom English is a second language as well as deaf and/or hearing impaired persons.

Smoking is permitted in designated areas only. Alcohol or illegal drugs are not permitted on the premises. Any medications brought on Meridian campuses need to be prescribed to you by a medical professional.

Case management staff is not authorized to perform any seclusions or restraints. Meridian has strict policies that staff are to follow including a Code of Conduct & Ethical Standards of Practice (tell your case manager if you would like to review these policies).

Federal law requires Meridian to assure the privacy and confidentiality of protected personal health information of clients. Meridian employees and volunteers shall not permit the unauthorized disclosure of protected health information except as permitted or required by law.

Every reasonable precaution should be taken in the event of emergency; emergency exits, shelter spots and fire extinguishers are posted in all facilities.

Case management has a program procedure. This procedure includes information on service exclusions, voluntary and involuntary discharge criteria and the follow up that Meridian staff will do six months after discharge from the agency. Let your case manager know if you are interested in reviewing this procedure.

# Meridian . . .

*"A Leader in Behavioral Healthcare in North Central Florida"*

Meridian offers a full continuum of care, making it easy for staff to create the most clinically appropriate, cost-effective individual treatment plan for each person

## OUR MISSION

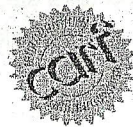
. . . to partner with individuals and communities to promote recovery and offer effective and efficient solutions to those facing mental illness, addiction and other social challenges.

## OUR VISION

. . . A community in which **Choice, Hope and Recovery** are within everyone's reach.

## ACCREDITATION

Meridian is accredited by CARF: The Commission on Accreditation of Rehabilitation Facilities. It is your assurance the Meridian meets rigorous CARF guidelines for service and quality -- a qualified endorsement that Meridian conforms to nationally and internationally recognized service standards and is focused on delivering the most favorable results for you. A CARF-accredited organization shows commitment to continually improving its services . . .



*"A Hallmark of Quality"*



**Meridian**  
**Behavioral Healthcare, Inc.**

## Adult Case Management

352 374-5600

Choice • Hope • Recovery



## PROGRAM PHILOSOPHY

Meridian Behavioral Healthcare, Inc. believes that each person deserves to be treated with respect and to be empowered to direct the care they receive. Care is culturally competent, and multidisciplinary. Individualized services are provided in the least restrictive environment possible with the goal of increasing quality of life in a manner that allows effective integration into the community, activities and lifestyle of choice.

Toward these ends, the Case Management Program is a person-centered and driven program focusing on the individual's strengths, needs, abilities and preferences with respect to religion, culture, education and lifestyle choices. Assessment, planning, linking, monitoring and advocacy are available for an individual to utilize to facilitate recovery and resilience. Hope is encouraged, enhanced and/or maintained as in partnership the individual and case manager develops and enacts a recovery plan.

### WHAT IS ADULT CASE MANAGEMENT?

The Adult Case Management Program assists you in obtaining the services needed to enable you to attain the goals developed by you and your case manager.

**OUR MISSION IS TO ASSIST YOU IN  
BECOMING INDEPENDENT.**

### ADULT CASE MANAGEMENT CORE SERVICES

Case managers provide the following assistance:

- Comprehensive assessment
- Individualized service planning
- Linking with needed services
- Monitoring of services being received
- Client advocacy

## OTHER SERVICES AVAILABLE THROUGH ADULT CASE MANAGEMENT

- Medication Monitoring
- Assistance in Finding Housing
- Rehab Services
- Family Support
- Employment Support

### HOURS OF OPERATION

Adult Case Management operates from 8:00 a.m. - 5:00 p.m. Monday through Friday. Hours of operation in Dixie, Levy and Gilchrist counties are from 8:30 a.m. - 5:00 p.m. For emergencies or problems after hours, emergency screeners may be accessed at 1-800-330-5615 to assist you.

### SERVICE OVERVIEW

#### *The Team Approach*

Adult Case managers work as a team. You will be assigned a primary case manager but you will have access to all team members.

#### *The Individual Approach*

Your assigned case manager will get to know you, and together you will explore your vision of the future. Working together, you will complete an in-depth assessment of your needs and develop a plan for the future. Your plan will include your goals and time frames in which you want to achieve them and can include encouragement and education regarding self-advocacy and diversity depending on your interests. As you take steps towards achieving your goals, you will be able to access services without assistance.

### *Community Resources*

Your case manager will assist you in obtaining food, clothing, housing, medication, transportation, utilities and any other service you might need. Case managers are familiar with community resources and will assist you in accessing needed services.

### *At Home*

Your case manager will visit you at your home on a regular basis. Your case manager will be available to assist you in problem-solving issues that may arise.

### NATIONAL ALLIANCE FOR THE MENTALLY ILL (NAMI)

Family support is offered through NAMI (National Association for the Mentally Ill) as well as through case managers. Support and information is shared at the Gainesville Center. Your case manager can provide you the date and time of the NAMI meetings.

### CLIENT RIGHTS AND RESPONSIBILITIES

The Adult Case Management staff is concerned about your rights and responsibilities. Ask your case manager to review the client rights brochure with you. The brochure outlines confidentiality of your records as well as communications with Meridian and its employees. If you are admitted to our housing program, we will provide you with a supportive housing brochure for you to review with your case manager that will answer any questions you may have.

