



**CHANGING LIVES
— MATTER, LLC —**
BREAKING FREE

CHANGING LIVES MATTERS

704-240-8097

www.changinglivesmaterllc.net

2591 East Main Street
Lincolnton N.C. 28092
704-240-8097

Monday – Thursday 9:00 am – 8:00 pm
Friday – 9:00 – 5:00 pm



MISSION STATEMENT

To provide quality behavioral health care services through a cooperative partnership between our clients, staff of caring professionals and community resources. Services are driven by a belief in the power of recovery through an individual's personal strength and ability to change. Our mission is to assist county clients in achieving and maintaining their highest level of functioning.

YOU'RE RIGHTS

The clients being served at Changing Lives Matter have the right to:

- 01.** Confidentiality of information.
- 02.** Privacy.
- 03.** Freedom from:
- 04.** Abuse.
- 05.** Financial or other exploitation.
- 06.** Retaliation.
- 07.** Humiliation.
- 08.** Neglect.

- 09.** **ACCESS TO.** Information pertinent to the person served in sufficient time to facilitate the person's decision making.
- 10.** **ACCESS OR REFERRAL TO.**
 - 01. Legal entities for appropriate representation.
 - 02. Self-help support services.
 - 03. Advocacy support services.
- 11.** Their own records.
- 12.** **Informed consent or refusal or expression of choice regarding:**
 - 01. Service delivery.
 - 02. Release of information.
 - 03. Concurrent services.
 - 04. Composition of the service delivery team.
 - 05. Involvement in research projects, if applicable.
- 13.** *Adherence to research guidelines and ethics when persons served are involved, if applicable.*
- 14.** *Investigation and resolution of alleged infringement of rights.*
- 15.** *Other legal rights.*



Report abuse and fraud

You can report this to the Corporate Compliance Hotline 24 hours a day, seven days a week. This hotline is run by an outside company. You do not have to give your name when you call.



Code of Ethics

All persons employed by the company are expected to perform in a manner that reflects the highest standards of ethical behavior. We expect the same of our clients.



Drug Free & Safe Environment

Smoking and illicit drugs are not allowed in the building. Weapons are also not allowed.



Alternatives to restrictive Interventions

We refrain from using any kind of seclusion or restraint as a behavioral intervention in the course of treatment for any client.



Opportunities for Involvement and Input

As a client or family member of a client, your contribution is especially important and welcomed.

There are a number of ways you can be involved:

Participate in focus groups
Submittal of surveys

To Request Special Accommodations:
If you need accommodations to participate in services, you may request Accessibility and Accommodations on behalf of yourself or a family member.



Corporate Compliance

Corporate Compliance Hotline:
(980)677-0257



Alleged or Suspected Abuse or Neglect

We report all instances of suspected abuse and neglect to the appropriate protective services department. Any employee who acts in a manner which results in a client being abused or exploited, or who fails to report or take action on behalf of a client shall be subject to disciplinary action.



Treatment Plan

The process used to design your individual treatment plan:

Time and place that is convenient for you

You can invite the people you want to your meeting

You are satisfied with the final plan

The plan will be in a language that you understand



Fee for Service

We charge fees for services provided to Clients. Clients are made aware of the agency's fee policies at admission. We accept Medicaid.



Assessment

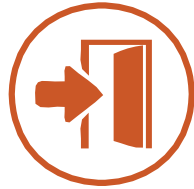
To start services, all clients must have an assessment performed by a licensed clinician.





Discharge/Transition Planning

We initiate the process of transition/discharge planning early in an individual's entry into programming.



Regaining Entrance Once Discharged

Client shall regain entry into program on a conditional basis (if they were discharged due to non-compliance with agency rules) on a 30 day trial basis.



Infection Control

We minimize occupational exposure to communicable disease or infection that spread by using universal procedures.

Info on prevention/treatment of AIDS/HIV and Hepatitis is available at your request.



Concerns & Grievances

If you have a problem or concern about services or the condition in which our program provide services, you are encouraged to file a grievance.





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