



# CSB of Middle GA



## Child & Adolescent Mental Health Services Recovery Handbook

**A person's a person,  
no matter how small.**

-Dr. Seuss

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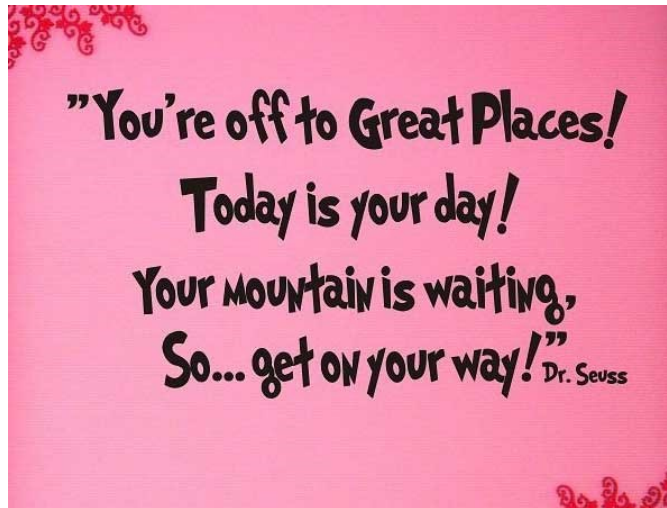
## Our Phone Numbers:

**Child & Adolescent Program, Bldg #4:**  
(478) 275-6850  
2121-A Bellevue Rd Dublin, GA

Child & Adolescent CSI/C&A Group  
**Dublin**  
(478) 275-5175  
110 Russell Dr Dublin, GA

**Telfair C&A Group/CSI**  
(229) 868-3022  
4 Collins Street McRae, GA 31055

**Eastman Mental Health Center**  
(478) 448-1040  
621 Plaza Dr Eastman, GA



### ***Our Motto***

We are dedicated to providing quality innovative behavioral healthcare in a therapeutic environment to those we serve.

This means we will do everything we can to help you with your problems and we want you to be comfortable and happy with the help we give you.

### ***Who We Serve***

We help kids and teenagers ages 3 through 16 and youth and young adults ages 16-25 who live in one of the following counties: Bleckley, Dodge, Johnson, Laurens, Montgomery, Pulaski, Telfair, Treutlen, Wheeler or Wilcox. Young adults who have problems with behavior and their emotions are important to us and are given first chance at getting help.

### ***Confidentiality***

Things that you tell your counselor are not talked about with others unless we are given permission to talk to them. Sometimes we have to talk with people at school to explain to them how to help you. Sometimes if DFCS or DJJ (probation) is involved, we have to talk with them so they know how to help you too. We do not talk with any of these people unless your parent or guardian has signed a paper telling us it's okay to talk to them.

### ***Fees***

If your parent or guardian has insurance, we will collect money for the help we give you. We have a plan worked out so your parents will be able to afford to get you help.

### ***Cultural Diversity***

We employ a culturally diverse work force. What that means is that people from all different walks of life work here. We treat everyone nicely even if they're different from us. Getting help appropriate to your cultural diversity is really important to us. People who work here have knowledge of various different cultures and work to develop skill and attitude that's important to providing services that are in line with what you need.

### ***Your Responsibility:***

Getting better is going to rely on you and your parents keeping appointments and following through with what the doctor and case manager recommends. Make sure you ask your parents to call us if they need to re-schedule or make a new appointment for you. Always be honest with your doctor and your case manager. We always want to hear how we can better serve you. Take your medicines like it's prescribed. If you think we denied you your rights in some way, contact the number listed in the "Summary of Client's Rights"

### ***Our Responsibility:***

We should always keep appointments with you, be honest, let you know your rights and tell you about your medication and diagnosis. We will provide care to you without neglecting you, physically or verbally abusing you. We have to follow up with the referral source if you are made to come here by someone else regardless of your treatment outcome.

### ***Programs***

When you first come in to talk with us about things that are happening in your life, we look at programs that will best help you make things better at school or at home. The programs to choose from are:

### ***Psychiatric Services:***

*This is where you and your parent or guardian talks with the doctor. The doctor might know of medicine you can take that may help you.*

### ***Telemedicine:***

*This is where you'll see a doctor on a computer screen with a microphone so you can talk about how you're feeling. You'll be able to hear everything the doctor is saying just like your doctor will be able to hear you too. This sounds different than seeing a doctor in person — but when we studied about this and asked other people about it, they really liked it because they were able to get help faster and sometimes didn't have to travel so much to get the help they need.*

### ***Therapy:***

*This is where you and your parent or guardians talks with a counselor in an office. The counselor can give you suggestions of changes to make so that you are happier and get along better with others. It is safe to tell your counselor all things that make you sad, angry or feel hurt. This person needs you to tell them how you feel so they can make things better for you. Being honest with your counselor will help you not feel as sad or angry so much because they'll be able to give you the help you need.*

### ***IFI (Intensive Family Intervention)***

*This is a service focused on helping your family improve and strengthen the family unit. The goal is to empower families and ensuring that you are able to stay at home with your family as much as possible and not having to go to places like the hospital to feel better. This is available to the youth and families for 24 hours a day, 7 days a week, providing crisis intervention (that means help from feeling from bad to worse and needing to see a doctor) individual/family counseling and other supports to make sure you stay at home where you're comfortable. We'll also help with coordinating and thinking about goals you want to reach.*

### ***Community Support Individual—CSI***

*A person will meet you at your home, school or in the community to help you get the tools you need to better deal with tough situations. This person will also help your teacher or parent to better understand you and help you communicate better with them. He/she will give everyone suggestions of things we all can do to make your life better and happier. Your CSI case manager will help you learn the resources in the community and tell you about stuff going on around your area.*

### ***Groups:***

***Dealing with Teen Stress***—We have separate groups for boys and girls. Each group focuses on dealing with stress, peer pressure and daily struggles with emotions or behavior.

***Anger Management*** -This is a program for kids and teens who have trouble handling their anger. Sometimes they argue with a lot of people, kids or grown ups. Sometimes they fight with others. This group will teach kids and teens how to let others know how they feel without fighting or arguing.

***Substance Abuse*** — This is a program for kids and teens who take pills or drugs that are not healthy for them. This program helps you learn how to manage feelings without having to take drugs because drugs can make you very sick or make you die. We want to help you avoid getting hurt like that.

***Transitioning Youth*** — This is a group that helps young adults that are struggling with the pressures of becoming independent adults. These groups focus on teaching skills to manage emotions and better communicate and improve oneself. We'll help in various areas including applying for jobs, enrolling in college or getting your GED. We can help with enlisting into military services, learning to manage finances and other responsibilities that come along with adulthood.

## *Family Involvement*

*Your family is important to us. If you would like to bring your family or close friends with you during your first visits, please do so. Be sure to let your loved ones read this pamphlet and have them call us if they have questions. There are family support services available in Eastman and Dublin to help families understand the problems their loved ones are facing.*



## *Determining Your Satisfaction*

We want you and your parents to be happy or satisfied with the services that we provide you. From time to time, we'll ask you and your parents to complete a satisfaction survey. This tells us what you think we're doing good and what we can do better on. We'll use your answers to improve the quality of care we give you and other people.



### **Summary of Clients' Rights**

There are rules made up by the government in a paper called Rules and Regulations in Chapter 290-4-9 that make sure you are treated well while coming into our program. This paper is very long and if you want to read it, we'll give you a copy. Listed below are important rules about how people are to treat you while in our programs:

#### **Your Rights Include:**

- The right to be given help that treats you good and makes sure you are healthy and safe
- The right to have grown ups listen to you in planning this help
- Your parent or guardian can stop this help from our program unless a doctor thinks that stopping wouldn't be good for you
- You have the right to get help from our program even though your family may not have enough money to pay.
- Your parents have the right to look at your records here unless a doctor thinks this is not in your best interest.
- The right to use all the rights you have because you are a citizen of Georgia and the United States
- The right to NOT be restrained or be put in time out unless you are so upset or angry, we have to keep you from hurting yourself or someone else.
- The right to be spoken to and treated fairly.
- The right to talk to your family in private, make phone calls and keep your personal things if you're in a residential (overnight) program.
- The right to fill out a piece of paper and turn it in to us if you think you have not been treated fairly.
- The right to have the address and phone of ORS, the program that gives us a license to operate. To get this information, your parent or guardian can call (478) 272-1190 and ask for Chairman of Consumer Affairs Committee.

*Take Notes:*

1. What is the name of my doctor?
2. What is my case manager's name?
3. When is my appointment?
4. How will I get to my appointment?
5. Are there any questions I need to ask before I go?

A vertical rectangular notebook page with rounded corners. It features a red vertical margin line on the left side. The page is ruled with horizontal blue lines. There are three binder holes punched along the left edge, positioned between the margin line and the outer edge. The page is otherwise blank.

### *Extra Credits:*

#### **Arranging Transportation:**

**We have a designated staff person who will help you and your family schedule transportation when you have a doctor, nurse or therapy appointment. This is including those group therapy appointments too. Remember to ask your parents to schedule your ride 3 days in advance. This gives us enough time to ask for you to be picked up.**



#### **Collaborative Documentation:**



**We provide collaborative documentation. This means you will be involved in documenting your progress. We may type up what we talked about before you leave but that's only because we want to make sure we get everything right. We will look over what we write down, too, so that you can see your progress.**

**Office Hours**

Monday - Friday 8 A.M. – 5 P.M.

*Emergency services available.*

*24/7 Community Based Services available.*

*Ask about our programs – we'll find the perfect one for  
you.*

