

Vail Place Consent to Receive Services

Revised 03/1/2021

Welcome to Vail Place Services! This document contains important information about our services and policies. Please read it carefully and ask staff any questions you might have. When you sign that you have received this document, it represents an agreement between you and Vail Place for services.

Program Services: Vail Place offers a variety of services that are designed to help you on your recovery journey including Clubhouse program, case management, vocational, housing, benefits assistance, health and wellness and other services related to your needs. Staff will encourage and support you in developing recovery goals. Services will be provided at Vail Place, in the community or in your home.

Eligibility: For *some* Vail Place programs, we are required to obtain a Diagnostic Assessment to verify that you have a mental illness and are eligible to receive services. Service eligibility is regularly reviewed and you will be sent a notice if you are determined to be no longer eligible for services.

Confidentiality: Protecting the privacy and confidentiality of your health information is very important to Vail Place. We will get your permission before sharing your information except in an emergency or when required by law. Our ***Notice of Privacy Practices*** outlines your privacy rights. **You have the right to read the Notice before you sign that you agree to the information in this Consent form.**

Communication: The preferred mode of communication with staff is in person or by phone. Texting and email are not secure ways to communicate with staff. Staff will respond to messages during regular business hours, excluding nights, weekends, and holidays. If you have an emergency you are advised to contact COPE at 612-596-1223 or 911. Staff will generally reply to messages within 24-48 hours. You may receive text notifications for appointments with staff. These texts do not contain private information and you may choose to opt out.

Telehealth Services: Confidentiality still applies for video conferencing services, and Vail Place will not record the session. The Vail Place provider will be in a private space and make every effort to avoid or minimize interruptions. This also applies to interpreters. By consenting to Telehealth Services, you are consenting to receive email or text communication regarding appointments, using the contact information you provide to us. Vail Place has identified video conferencing tools which are secure, HIPAA-compliant forms of communication. If you have a legal guardian, we need the permission of your legal guardian for you to participate in video conference sessions. Telehealth services may be discontinued if you decline to use video conferencing services, or if you or your Team identifies safety risks or other barriers to receiving telehealth services.

Verbal Consent: If there are health or safety risks related to meeting in person Verbal consent may be accepted in place of written signatures to coordinate services with other providers and personal contacts you identify. Employees will review all documents with you over the phone and documents will be available to view on the Vail Place website. Paper copies can be mailed by request. If you give verbal consent for communication with other service providers or members of your care team, you may withdraw consent at any time.

- If consent is obtained verbally, records will include the statement, "Consent obtained verbally due to health or safety concerns. Vail Place will make efforts to obtain new forms with written signatures after health or safety risk is resolved."

Benefits and Risks: There are many benefits to receiving Vail Place services. You will have help identifying and accomplishing your goals, receive resource information, and help to access other services. A potential risk

to receiving services is that there may be times when you share information with others that could bring up difficult issues for you. Staff can assist you in locating a therapist if needed.

Alcohol, Illegal Substance, and Tobacco-free Grounds:

Vail Place grounds are alcohol, illegal substance, and tobacco free. If you are under the influence of alcohol or illegal substances you will be asked to leave. We kindly ask you to respect our tobacco free grounds. Individuals who do not comply may be asked to leave. If staff are meeting you in your home, it is requested that you not smoke 30 minutes prior to and during appointments. If you do not comply with the request your appointment may be rescheduled.

Emergency Procedures: Staff are trained to manage crisis or emergency situations:

- If you are experiencing a psychiatric crisis, staff may contact Community Outreach for Psychiatric Emergencies (COPE) at 612-596-1223 or call 911. COPE provides community crisis intervention. Staff will work with COPE or emergency professionals and provide information needed to help you.
- Vail Place is required by law to make a report if you or other persons are in physical danger.

Qualifications of Staff: Most staff are Mental Health Practitioners or Professionals and have diverse education and training backgrounds. All receive ongoing training in the area of mental health.

Alternatives: There are other providers in Hennepin County. We can assist you in contacting other providers or Hennepin County's Intake and Assessment if you do not want to receive services from Vail Place.

Access to records: You have a right to request a copy of your records. The request form is on our website, or you can ask your program staff for a copy.

Encounter Alert System: If you are enrolled in a Medical Assistance paid health plan, Vail Place may receive notifications through the Encounter Alert System (EAS) regarding your hospitalizations and access to emergency departments. Vail Place uses this information to coordinate your services and provide support for your medical and mental health needs. You may "opt out" of these notifications by informing program staff.

Tennessee Warning Notice: The Information you provide is generally private. You are not required to answer the questions asked, but we may not be able to help you if you don't provide us with some information. The information you provide may be shared with other staff in the state system whose jobs require access and with staff in this or other agencies as provided by law.

Required Reporting: Vail Place staff are mandated to report suspicion of physical or sexual abuse, financial exploitation, or neglect to the proper authorities. If we suspect you (or another vulnerable person or child) are being abused in any of these ways, we are required to report it right away to make sure you (or others) stay safe.

Non-Discrimination: Vail Place does not discriminate against anyone seeking services in accordance with all laws, rules, and regulations. **If at any point you feel you have been discriminated against or have not received the services you feel you should, please follow the Grievance Policy that you have received and contact a supervisor.** As an agency, Vail Place is an equal-opportunity employer that values the diversity of its community, both in our staff and in those whom we serve. In our work with people, we strive for respectful relationships that honor the differences in who we are. Just as we do not tolerate discrimination of any kind towards you, we expect the same respect in return. We do not allow sexual harassment, use of racial/homophobic slurs, or any other abusive behavior. Any type of prejudice or harassment experienced by staff will be addressed and may result in changes to your service at Vail Place.

Payment for Services: Vail Place is reimbursed for providing some services. This includes programs such as Case Management, Vail Care (Behavioral Health Home), Vail House (Group Residential Housing), Housing Stabilization Services, Vail Connect & Assertive Outreach. By signing acknowledgment of this form, you are giving permission for Vail Place to request reimbursement from Medical Assistance providers, Hennepin County, or the State of Minnesota for services you receive. In order to get reimbursed, we must share some private information, such as your name, address and date of birth.

For Vail Care Enrollees: *if you have Medical Assistance with a spenddown, you will be responsible for paying any part of the cost for Vail Care services not covered by MA.*

For Vail House Residents: *based on your countable income, service funding rules may require you to pay part of the costs for your housing.*

Vail Place engages in service partnerships with some health systems and associated clinics. If you are referred to Vail Place by one of our community partners, the staff who work in these programs may have limited access to your health information. This access is used to help coordinate your services and care. This information will be held confidential in the same way as your Vail Place record.

Your rights regarding this document: Vail Place employees review this consent with individuals served at the time of intake. We ask you to sign a form to confirm it has been reviewed. Providing your signature confirms you understand this information. If you have questions about any of the items in this form, you can ask the employee working with you to explain. As the person receiving services (or the guardian of a person receiving services), you can choose not to provide your signature. However, you may not be able to access services if you do not provide your signature.

If acknowledgement is not captured in the electronic record, please sign on a paper Signature Page form.