Welcome to Lakeview Center

We’re happy to partner with you on your journey to recovery. Our mission is helping people throughout life’s journey. We do this by offering a wide variety of services, including child protective services, drug and alcohol rehabilitation, mental health services, and vocational services.

Your input is vital in planning the course of your services and your unique path to recovery. You will be assigned a service coordinator (generally a therapist or case manager) who will help you decide on the best course of care. We will help find someone that is a good fit for you. We do not believe in using threats, bribes, or other forms of pressure to get you to participate in services. We will listen to you and respect your decision about your treatment and care. We will work hard to help you fulfill your personal goals. If you have questions or concerns about your care at Lakeview Center, please let your service coordinator know so they can address them as soon as possible.

As you progress on your path to recovery, your service coordinator will work with you to develop a unique, supportive plan to help you maintain your progress.

From time to time you may be asked about your satisfaction with the services we have provided. At these times please provide open and honest feedback. We need and value your input, which helps us improve the services we provide you.

In addition to the information contained in this booklet, specific programs providing services to you will give you other information to complete your orientation to our services. For additional information, please contact your service coordinator. This orientation handbook was prepared with help and input from consumers of Lakeview Center services.

Thank you for choosing Lakeview!

Our Philosophy

At Lakeview Center we believe everyone has strengths, and we can help you in defining and re-connecting to those strengths on your journey to recovery from the challenges you are facing. We provide a number of services that help promote recovery and foster personal resiliency. Recovery is a personal process of overcoming the negative impact of behavioral health problems. Resilience is the ability to rebound from adversity, trauma, tragedy, threats, or other life stressors. Individualized services will be offered to help you overcome the barriers and obstacles to your recovery.
Your Care at Lakeview Center

After you have entered services you will be assigned a staff person who will be responsible for your service coordination while you are receiving care at Lakeview Center. If you receive services elsewhere at Lakeview, your service coordinator may change. You will be notified of any such changes.

Before you begin services at Lakeview Center, you will be given an explanation of the services so that you can make an informed judgment regarding your treatment. You will be asked to sign a Service Agreement, which includes an authorization for treatment here at Lakeview so we can provide the care and services that you require. If you are here on an involuntary basis, your court order may be used as consent for services.

Upon establishing services with us, you will participate in an assessment that will help to determine the best level and manner of care consistent with your needs and preferences. Please keep in mind that your assessment is an on-going process. Please make sure to share with us any significant changes in your life as you continue in services.

Continued Care...

After your assessment is completed, a recovery plan is created based upon your goals, strengths, needs, abilities, and preferences. In order for your services to be effective, your input into this planning process is crucial. You may address concerns or request changes to your recovery plan at any time, by communicating with your service coordinator.

Part of the process of recovery planning is arriving at agreed upon goals as well as a plan for ending services when the time is right for you. Part of that plan may be to transition you to a different level of care and to a different service coordinator, or to transition you to services in the community. Your service coordinator will work with you to set up a personalized plan. Research shows us that good planning improves long-term recovery.

Lakeview Center encourages family involvement in your services as appropriate, and at the level you wish them to be involved. Please let us know if you want anyone involved or informed of your treatment.

Some Lakeview Center programs may use motivational incentives (prizes, rewards) as part of their overall treatment approach. These incentives are meant to help reinforce positive recovery behaviors. You will be informed if the program where you receive services uses such incentives. You may choose to opt out of any incentive plan if you so choose.

If you are mandated for services please note that results of those services may have to be reported to the referral source. This could include whether you completed the service successfully or not. If you are court ordered for services you are expected to fully participate in those services to the best of your ability. Your participation, attendance, and completion status may be reported to court/legal system. If you are mandated/court ordered for services the requirements for participation will be explained to you so that you understand what is expected of you and what information has to be reported and to whom.

Your participation throughout your care is critical. We want to work with you to help you in meeting your therapeutic goals. In order to do this we need your help all along the way. Lakeview staff will seek your input throughout your course of services so that we may serve you better.

Fees

Fees at Lakeview vary based on the specific program and service provided. Upon agreeing to services you will be given information about your specific fees. Any questions you have about your fees can be directed toward your service coordinator or the Business Office at 469-3500.
Your Rights as a Person Receiving Services at Lakeview Center

As a valued person receiving services at Lakeview Center, you are entitled to the following rights:

- To be treated with dignity and respect; including freedom from abuse, financial or other exploitation, retaliation, humiliation and neglect.
- To have unbiased access to treatment, regardless of your religion, gender, ethnic or cultural background, age, handicap or disability, sexual orientation or compensation source.
- To receive individualized treatment services provided by competent, qualified and experienced professional clinical staff in the most unrestrictive setting possible.
- To participate in the planning for your treatment, and when appropriate to have those who you choose also participate.
- To access self-help and advocacy support services.
- To express consent or refusal of treatment regarding service delivery, release of information, concurrent services, the service delivery team, involvement in research projects, if not prohibited by law, and to be informed of any consequences of such consent or refusal.
- To have enough time to review information to make decisions about your treatment.
- To receive confidential services and to have your clinical record kept confidential within the limits of the law. According to Florida Statutes, information may be given to appropriate authorities, under certain conditions including but not limited to, suspected abuse, needed court-ordered treatment, and/or diagnosed infectious communicable diseases.
- To review and obtain information concerning the contents of your records. Upon written request, you are allowed access to your records but must follow guidelines established by 42 CFR and 45 CFR; i.e., must have approval from the physician and/or counselor.
- To be informed of any rules, requirements or expectations of you while you are receiving services at Lakeview Center.
- To be informed of the reasons why your privileges might be suspended and the actions needed to have them reinstated.
- To receive an explanation of fees or charges related to your treatment.
- To request and receive an interpreter or other appropriate assistance with communication during your treatment.
- To request a second opinion from an outside consultant, at your expense, or to request an in-house review of your treatment plan and your treatment options.
- To be represented by your own legal counsel.
- To fill out an “Advance Directive”. This document states in advance what treatment you want or do not want under special, serious medical/behavioral conditions-conditions that would stop you from telling your doctor how you want to be treated. Ask staff involved in your care if you want more information.
Expectations and Responsibilities as a Person Receiving Services at Lakeview Center

As a person receiving services at Lakeview Center we ask that you:

- Provide us with accurate and complete information about your present condition, past illnesses, hospitalizations, medications, and other matters relating to your health.
- Report unexpected or unwanted changes in your condition to staff.
- Tell us if you do not understand any of the treatment recommendations that are made or if you do not understand what is expected of you.
- Follow the recovery plan that you helped develop and let staff know what changes need to be made in the plan to help you meet your recovery goals.
- Keep scheduled appointments, and if you are unable to keep an appointment to notify staff as soon as possible to cancel or reschedule the appointment.
- Keep us informed about your current address. If your address changes call 469.3500 to give us the new information.
- Keep us informed of any changes in your financial status or insurance information. If there are any changes to your income or insurance information call 469-3500 to give us the new information.
- Recognize that you are responsible for your actions if you refuse treatment or do not follow the instructions given to you by Lakeview Center staff.
- Be responsible for assuring that the financial obligations of your health care be fulfilled as promptly as possible.
- Follow the Lakeview Center rules and regulations affecting care and conduct. These include but are not limited to:
  - Respecting the confidentiality/privacy of other persons. Violations of confidentiality may be grounds for change/loss of services
  - Maintaining Lakeview campus as drug free. No possession, use, exchanging or selling of alcohol or illegal substances on campus
  - Maintaining Lakeview campus and programs as smoke free: No use of tobacco, tobacco products, to include smokeless tobacco, or electronic nicotine devices on campus, except in designated areas
  - Abiding by all state and federal laws- illegal activities on campus may be reported to law enforcement
  - No violence or threatening behaviors - law enforcement may be contacted and/or evaluation for acute care placement may be initiated
  - No weapons on campus - law enforcement may be contacted

Lakeview staff will work with you so that you understand the rules and what is expected of you. Failure to follow Lakeview/program rules may result in a change of services and/or a loss of services. Any restrictions or change/loss of services will be discussed with you prior to initiation. How you can regain your lost privileges and/or services will be outlined for you by the program staff. If you feel you have been treated unfairly you may file a complaint, as outlined in the section on Grievances.
Staff Code of Conduct

The mission of Lakeview Center is “Helping people throughout life’s journey”. To help achieve this goal Lakeview Center has set a code of conduct by which its staff is expected to go by Staff are expected to conduct themselves in a manner that protects and promotes organizational-wide integrity. The code of conduct includes a commitment to the organizational values of:

- Ownership: Accountable, Engaged, Stewardship, Responsive, Committed
- Integrity: Honest, Principled, Trustworthy, Transparent
- Compassion: Empathic, Merciful, Sensitive, Kind, Giving, Forgiving, Hopeful
- Excellence: Safety, Quality, Distinguished, Learning, Improving
- Service: Welcoming, Attentive, Humble, Respectful, Exceeds Expectations, Collaborative

Lakeview Center Code of Conduct sets forth the basic principles that staff are expected to follow

These principles are listed below:

- We believe in transparency
- Honesty is our policy
- We engage in fair and ethical business practices
- We avoid fraud, waste and abuse
- We avoid conflicts of interest
- We Protect Private and Confidential Information
- We are Responsible with Our Property and Proprietary Information
- We Embrace Diversity and Promote Inclusion
- We Follow All Legal and Ethical Hiring Standards
- We Have a Safe Work Environment
- We Cooperate with Government Agencies
- We Follow Political and Lobbying Activity Requirements
- We Provide Services with Compassion
- We Value Teamwork
- We Refer the Media to the Marketing Department
- We Retain Documents as Required
- We Expect Our Vendors, Contractors and Subcontractors to Follow this Code of Conduct
- We Report Any Concerns in the Appropriate Way
- We Do Not Tolerate Retaliation

We take violations of the Code of Conduct seriously.
**Advance Directives**

Advance directives give you an opportunity to participate in the management of your care here at Lakeview. Advance directives allow you to make health care decisions about your care in advance. In the event you are unable to make such decisions in the future, your advance directive document will help guide your treatment. You are not required to have an advance directive. If you already have a mental health advance directive please give us a copy to be placed in your record.

A mental health advance directive is a document completed by you that is designed to identify your preferences regarding mental health care. The form is completed when you are not in a mental health crisis, when you are able to make and understand the choices and decisions being made. The form is then used for direction in treatment choices if you do experience a mental health crisis.

The mental health advance directive may also name a person (of your choosing) to make mental health decisions for you in case you are unable to make such decisions for yourself sometime in the future. This person is someone you trust to speak and act on your behalf. Your advance directive also allows you to name people you wish to know about your behavioral health care.

Lakeview Center makes every effort to follow your treatment wishes as outlined on the advance directive. If you would like to complete a mental health advance directive you may ask staff for an advance directive form. Advance directive forms can also be accessed from the MyFlorida website at [https://www.dcf.state.fl.us/programs/samh/MentalHealth/laws/mhadvdir.pdf](https://www.dcf.state.fl.us/programs/samh/MentalHealth/laws/mhadvdir.pdf). We will be glad to assist in completing the form should you need help.

**Protection of Privacy and Confidentiality**

Lakeview Center follows all federal and state laws and rules that pertain to protecting your right to confidentiality, including the Health Insurance and Accountability Act (HIPAA). HIPAA is a set of regulations that pertain to the access to and disclosure of an individual’s health information. The section of HIPAA that deals with the protection of individually identifiable health information is called the “Privacy Rule.” The privacy rule regulates access to and disclosure of Protected Health Information (PHI). PHI is individually identifiable health information that is maintained in, or transmitted by, any form or medium, electronic or otherwise. HIPAA is intended to protect the privacy of all individually identifiable health information in the hands of covered entities, regardless of whether the information is or has been in electronic form. Virtually all health care organizations must comply with these HIPAA standards – including all health care providers, health plans, public health authorities, health care clearinghouses, as well as information systems vendors, various service organizations and universities.

Lakeview Center will not take or use your photograph or video tape you without your written consent.

Your confidentiality is maintained to the limits allowable by law. There may be certain exceptions to your confidentiality to include:

- The reporting of suspected abuse or neglect
- If you are deemed a danger to yourself or to others
- If you experience a medical emergency, or
- If you sign an authorization to release the information.
Additionally Lakeview staff and your medical record may be subject to court orders, subpoenas and other legal requirements.

Due to the regulations governing confidentiality Lakeview Center staff cannot discuss anything about your care with others unless you sign a release of information allowing us to do so (unless we are required to do so by federal or state laws). If you want your family or other persons to be involved with your care, to be able to make and reschedule appointments, etc. please let staff know so that the release of information can be completed. Staff will only release the information you give them permission to release.

Lakeview Center staff is required by law to report any suspicions of abuse, neglect and/or exploitation of children, the elderly or vulnerable adults to the Florida Abuse Hotline and to cooperate with abuse investigations. For your safety and the safety of others, please be aware that Lakeview Center may utilize video surveillance in common/public place. As well as a search of belongings and a physical search may be required.

If you feel your privacy rights have been violated you may follow the grievance process to report this violation.

**Grievance Procedure**

Lakeview wants to provide you with the highest quality of care possible. If you are not satisfied with the care you receive please let us know so that we can try to make it right. You may discuss your concerns with any staff member or supervisor or you can complete a grievance form and turn it in to a staff member. You may also report your concerns to our Grievance Coordinator at 469-3765.

You may follow the procedure outline below for any grievance that is filed within one year of the event for which you feel that your rights were infringed:

You may follow the procedure outline below for any grievance that is filed within one year of the event for which you feel that your rights were infringed:

- Discuss your concern with the staff person you work most closely with or submit the grievance in writing. Staff should address your problem or concern within five working days.
- If you do not receive a satisfactory answer or solution from your plan coordinator, or if you are not comfortable talking to them, you may request to speak with the supervisor of the program. A meeting with the supervisor will be scheduled within five (5) working days. After your meeting, you will receive a response from the supervisor within 15 working days.
- You may also choose to contact the division leader if you feel your situation has not been resolved. This meeting will occur within five (5) working days, and a response will be determined within 15 working days.
- If you wish to pursue this further, you may contact the grievance coordinator for Lakeview Center. Your concern will be investigated and a response will be provided within 15 working days.
- If this response is not satisfactory, you may submit your concern in writing, to the president/CEO of Lakeview Center. The CEO will review all of the information and make a decision regarding further necessary action. You will receive a response within 15 working days after your written concern is received.
If you need assistance with the submission of your written concern or with following this procedure, Lakeview Center will gladly help you.

At no time during this procedure will you be subject to any negative or retaliatory actions as a result of having made a complaint or grievance.

In addition to the above procedure you may contact any of the organizations below to help you:

- Big Bend Community Based Care (850) 410-1020 x116
- Access Behavioral Health: (850) 469-3683 or toll free at 1-866-477-6725
- Department of Children and Families: (850) 483-6705
- Disability Rights—Florida: 1-800-342-0823

Medicaid recipients can request a “Fair Hearing” at any time by calling (850) 488-1429 or contacting:

The Department of Children and Families
Office of Public Assistance, Appeals Hearings,
1317 Winewood Blvd., Building 5, Room 203
Tallahassee, Fl., 32399-0700

For problems or complaints about the quality of care you received or concerning alleged abuse, neglect or mistreatment by a staff member you may call the Florida Protection Services at 1-800-962-2873; TTD # 1-800-453-5145

Accessing Your Records

If you would like to access your records directly you can call 850.469.3457 to make arrangements. If you need copies of your records, you will need to sign a release giving permission to release these documents. The medical records team and your service provider can assist you with this.

Health and Safety

Infection Control
Lakeview Center is committed to protecting all of our persons served, staff, and visitors from contagious illnesses. We would like you to know the following:

- We do a basic health screening on everyone . . . persons served and staff. We may recommend follow-up care if it is indicated.
- Our employees are trained in basic infection control principles. They are trained to handle infectious situations safely, discreetly, and respectfully.
- All persons receiving services who have contagious illnesses should communicate this to program staff who will notify our Infection Control Nurse. Or you may call 469-3542. A plan will be made that will decrease the interruption of services while also protecting you and the people around you.
- All employees who have contagious illnesses are to notify the Infection Control Nurse immediately so that plan can be implemented to keep you and others infection free.
- Hand washing is strongly encouraged for everyone. Good hand washing is the number one best defense against spreading germs. Hand washing should be done frequently and always with soap. Special attention should be paid to the areas between the fingers and around the nails. If at all possible, be sure that you have paper towels available before you get your hands wet and always dry your hands before touching anything else.
• Please use tissues to cover your mouth and nose whenever coughing or sneezing. If you have no tissue, cough or sneeze into your upper arm to prevent the spread of droplets and germs. All of our programs have tissues available in the clinical areas. Remember to throw your used tissue away in the trash, and then wash your hands.

Lakeview Center has an Infection Control department, which conducts site visits and tracks certain infections in the staff and persons served. They consistently take steps to decrease the risk of exposure for everyone.

Opioid Overdose Prevention
Opioid overdose is a growing concern in the U.S. There were 6,178 deaths associated with opiates in 2018 in Florida alone. Our staff have received training on the use of Narcan (Naloxone), an FDA approved treatment for opiate overdose. Narcan is available in many of the program first aid kits in the case of an opioid overdose emergency.

HIV/AIDS
There are over 1.1 million people nationwide who are living with HIV, 1 in 7 don’t know it and an additional 39,513 new HIV infections occurred in 2015. The epidemic also remains a major public health challenge in Florida. Beginning in 2015, Florida has 4 of the 25 cities with the highest rates of HIV infection in the country (Miami, Jacksonville, Orlando, Tampa/St Pete/Clearwater) and averages nearly 5,000 new HIV infections statewide annually. For these and other reasons we offer HIV education for all persons who seek substance abuse services. At the time of admission, Lakeview clients are provided with an assessment, which determines their risk for exposure to HIV. Individuals receive basic HIV education and individual counseling, when requested, through our Health Education Services (HES).

Health Education Services is a component of Lakeview Center Behavioral Health Services, which provides HIV/AIDS education and free/confidential Rapid HIV testing and counseling to clients engaged with Lakeview Center substance abuse treatment programs (At some locations). Accessing Rapid HIV testing, counseling and linkage (TCL) services allows individualized dialogue about risk factors, transmission, prevention and resources for sex/needle-sharing partner notification, in the event that need arises. Rapid HIV TCL also promotes informed client decision-making. Additionally, the program helps people who have been identified as HIV-positive (HIV+) by providing linkage to available community services. The main focus of Health Education Services is to promote risk reduction and to educate clients regarding the most beneficial prevention methods.

Use of Seclusion and Restraints
Lakeview Center uses seclusion and restraints in a limited number of programs. Seclusion and/or restraints are only used as a last resort when all other interventions have failed and only used to protect you or others. You will be informed if the program where you receive services utilizes seclusion and restraints and if so when this might occur.

Tobacco Products
All Lakeview facilities are smoke-free. This includes all facilities (owned or leased), parking lots, other grounds and facilities, company vehicles, and personal vehicles while parked on LCI property. Smoking is allowed only in designated posted areas. Smoking cessation materials will be provided to persons admitted to inpatient services and physicians may be utilized to request smoking cessation products.

Products covered include but are not limited to:
• Any tobacco or other grown products, that produce smoke when consumed
• Smoke-free cigarettes (unless the use is part of an approved nicotine replacement therapy)
• Smokeless tobacco, such as snuff and chewable tobacco
• E-cigarettes
**Illegal or legal Substances**

It is the policy of Lakeview Center that no illegal substances are to be brought onto or be used on LCI property. To do so can result in sanctions which may include change in services, loss of services, and/or law enforcement involvement. If you are residing in one of our residential programs you are asked to refrain from the use of illegal or legal substances while on program sanctioned outings and when out on pass.

Additionally, It is the policy of Lakeview Center that no alcohol is to be brought onto or be used on LCI property. To do so can result in sanctions which may include change in services, loss of services, and/or law enforcement involvement. If you are residing in one of our residential programs you are asked to refrain from alcohol use while on program sanctioned outings and when out on pass.

It is the policy of Lakeview Center that all medications, (prescription and over-the-counter medications) be maintained securely so that others do not have access to them. If you reside in one of the Lakeview residential units you are required to report any medications that are prescribed for you and any over-the-counter medications you have in your possession to program staff, and you may be required to be monitored when using such medications. Violations of this policy can result in change or loss or privileges or services.

**Weapons**

It is the policy of Lakeview Center that no weapons be brought onto Lakeview property. If you are found to be in possession of any weapons you may be asked to leave the premises, and you may face a loss of privileges. Sanctions may be placed on your services. In some cases law enforcement may be contacted if there is a perception of threat.

**Safety Equipment**

We take your safety seriously. Lakeview Center programs are subject to safety inspections on a regular basis. Every program at Lakeview Center has fire suppression equipment and first aid kits. Emergency exits are all clearly marked. Outpatient units have exits marked by signage and exit routes are posted. Fire extinguishers and fire alarm pulls are located in marked locations. First aid kits are generally located at the check-in area. If you go to a residential facility you will be given a tour of the facility and the emergency equipment and exit routes will be pointed out to you.

**Our Response to Potential Risk**

If our staff observe any behaviors that put you or others at risk they are obligated to take action to protect you and others. The action taken will depend on the degree of risk the behavior presents. Staff will work with you to resolve any issues in as nonintrusive manner as possible. If these efforts do not result in minimizing the risk to you or others they may have to take other actions. You may be asked to leave the premises, be asked to talk to a therapist, or may be screened for admission if is warranted.

In some cases law enforcement may be contacted.
Your Feedback and Input

Your feedback is valuable to us. We encourage you to tell us how we are doing. We have customer feedback sheets available for written feedback or you may give your feedback to any staff member.

There may be times while you are receiving services at Lakeview Center that we will ask you to complete a survey about our services. We use this information to improve the quality of our services. You are not required to participate in the survey process but if you do, we appreciate your honest feedback.

In addition to the survey process we collect other data that lets us know how we are doing. This information is used to measure the effectiveness of our services and to ensure that we continue to provide the highest quality of services possible.

You may be contacted after you have completed services to see how you are doing. You do not have to participate in these follow-up surveys but the information you choose to give can help us in improving the quality of our services.

Some units have suggestion boxes, unit meetings, and other ways to get your input. Program staff will tell you how you can give feedback for any of the services you receive at Lakeview Center.

Hours of Operation

General office hours at Lakeview Center are Monday through Friday, 8:00 am to 5:00 pm. Some programs offer services beyond these times. The program where you are receiving services will inform you of available services and the times they are offered.

Lakeview Center is closed for all major holidays, except for our residential and emergency services. Signs will be posted in advance to notify you of such closings.

Lakeview Center may close non-emergency programs in the case a natural disaster, such as a hurricane, impacts our area. We will re-open services as soon as it is safely possible to do so. Such closings are generally announced on the emergency broadcast stations.

Emergency Contact
Lakeview Center has a Rape Crisis Helpline (850)-433-RAPE (7273) and a recorded information line Helpline (850)-438-1617.

You will be given additional program specific emergency contact information by the program staff when you enter services.

In addition the Acute Stabilization Unit is open 24 hours per day, seven days per week, including holidays. To access emergency services you may call (850) 380-0967.

The Mobile Response Team specializes in the provision of 24/7 mental health services for adults and children in our communities dealing with emotional and behavioral challenges. There is one central phone number (866-517-7766) that will receive all calls and then will dispatch professionals as needed.
Café PERC

Café PERC - Peer Educational Resource Community located on main campus - operates as a “drop-in” center for individuals who receive services at Lakeview Center. It offers a safe and comfortable setting for individuals to socialize and enjoy a variety of recreational activities. You may choose when to attend and which activities you want to try. Café PERC is not a treatment service but is an enhancement to the ongoing recovery process.

Café PERC provides a variety of arts and crafts supplies, computers with internet access, a Wi-Fi hotspot, a lending library, peer-led recovery support groups and a peer-run snack shop. Persons served meet weekly to discuss community issues and plan for activities such as cook-outs and special activities.

Drop by and check out the activities!

Spiritual Care Center

Lakeview Center understands that human spirituality is an important source of meaning, value, and purpose in the lives of many people. Spirituality brings a sense of connection, strength, and vitality to life through the hope, beliefs and support systems that are often associated with it. Human spirituality is often seen as a creative and healing energy that when tapped into can empower people to cope better with their illnesses.

We understand that in the face of crisis people often turn to their spirituality as a significant means of coping, therefore Lakeview’s Spiritual Care Center seeks to provide spiritual care in a nurturing environment to support person’s served and staff as they seek help with the challenges they may face.

Some people attend to their spiritual needs within traditional faith communities through the use of traditional religious practices, beliefs, and values. Some people attend their spiritual needs outside of traditional faith communities and practices. In both cases, our chaplain at the Spiritual Care Center tries to provide an environment and support that encourages spiritual self-care practices, along with activities that promote the experience of transcendence, wonder, awe, joy and connection that seems so central to human spirituality.

We encourage the integration of spiritual care as part of Lakeview’s efforts to provide holistic care (mind/body/spirit) that promotes a sense of meaning and purpose that is helpful to maintaining hope in recovery. Finally we promote a continuum of spiritual care into the local community through outreach to local faith communities.

Accredited Services

CARF is an independent, nonprofit accrediting body whose mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process that centers on enhancing the lives of the persons served. By pursuing and achieving CARF accreditation, Behavioral Health Services has demonstrated that it meets international standards for quality and is committed to pursuing excellence.
Community Health of Northwest Florida (CHNWF)

The mission of Escambia Community Clinics, Inc. is to provide comprehensive primary and preventive health care services to residents of Escambia and Santa Rosa counties and the surrounding area. Escambia Community Clinics, Inc. is committed to assuring access to care for the medically needy, under insured, uninsured, and underserved populations.

ECC has two clinics located on the main Lakeview Center Campus. The Adult Primary Care clinic is open 8-5 Monday-Friday, with no appointment necessary. They are located in Building E (adult psychiatry) and can be reached at 850-469-3890. The Pediatric Clinic is located in the Children’s Services Center. Pediatric services at ECC are by appointment only and can be made by calling 850-429-6993. Same day appointments are available.

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COMMUNITY AND OTHER RESOURCES

These represent some of the available resources-please ask if you need additional help

Abuse Registry: Children, Elderly or Disabled Adults 1-800-962-2873
Florida Protective Services System

Alcoholics Anonymous/Alanon & 24-hour Answering Service 850-433-4191

American Red Cross 850-432-7601

Area Housing Commission (low-moderate income rental housing) 850-438-8561

Catholic Charities 850-436-6425

Chautauqua Helpline/Information 211

Cocaine Anonymous & 24-hour Answering Service 850-432-4288

Community Health Northwest Florida (health care for low income, uninsured) 850-436-4630

Confidential Crisis Support by Text Text GULF to 741741

Consumer Credit Counseling 850-452-5990

Curry House (run away shelter) 850-453-2772

Department of Children and Families 866-762-2237

Depression and Bipolar Support Alliance 1-800-826-3632

www.dbsalliance.org
Escambia County Health Department
(health care services for low income families)
850-595-6700

Favor House of Northwest Florida
(temporary emergency shelter for victims of spousal abuse)
850-434-1177

First Call for Help - Escambia County
(information and referral)
850-595-5905

First Call for Help - Santa Rosa
(information and referral)
850-983-7200

Florida HIV/AIDS Hotline
1-800-352-2437

Gamblers Anonymous 24-hour Answering Service
1-855-222-5542

Loaves and Fishes
(food and shelter)
850-438-7616

Manna Food Bank
850-432-2053

Mobile Response Team
866-517-7766

Medicaid Field Office
(welfare, food stamps, AFDC, Medicaid, and other temporary assistance)
850-595-5700

Narcotics Anonymous & 24-hour Answering Service
850-723-4813

National Alliance for the Mentally Ill (NAMI)
www.nami.org
850-208-1609
Helpline: 800-950-6262

Pediatric Clinic
850-429-6993

Salvation Army
850-432-1501

Santa Rosa County Health Department
Milton
1-800-754-4514
Midway
850-983-5253
Jay
850-983-5215
850-983-5200 or

United Way of Escambia County
850-434-3157

United Way of Santa Rosa County
850-623-4507

VA Clinic
850-476-1100

Vocational Rehabilitation Services (Program Office)
850-484-5197

Waterfront Rescue Mission
850-478-4027
For additional program information, or to schedule a class or testing appointment, contact:

* Lawrence McCrary  
  Educator/Event Coordinator, x108

* Dorothy Moore  
  Educator/Test Site Coordinator, x107

* Vicara Blackmon  
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**Lakeview Center**  
BAPTIST HEALTH CARE

**Funded By:**  
CSAP Center for Substance Abuse Prevention

**Substance-abuse, HIV Assessment & Prevention Education**

What you don’t know CAN hurt you.
Community education courses are held for a total of 3 sessions (1.5 hours each) for 3 consecutive weeks. Call for information about scheduling education sessions for your community organization or group.

**Substance Abuse Prevention**

- Substance Abuse (SA) prevention education is provided by the SHAPE Program through the use of the Challenging College Alcohol Abuse (CCAA) intervention. CCAA is an environmental intervention that utilizes media campaigns and sponsored events to help address participant misconceptions regarding drug/alcohol use and/or abuse among their peers.

**DRUG FACTS:**

- Meth (methamphetamine) has become the most dangerous drug in small-town America because it’s cheap & easy to make.
- The 2nd most common type of illegal drug use (after marijuana) is the non-medical use of prescription drugs.
- About 1 in 5 kids report having used inhalants by the 8th grade.
- In 2009, illegal drugs were involved in over 21% of all emergency room visits.

**HIV & STD Prevention**

HIV Prevention is conducted via the VOICES (Video Opportunities for Innovative Condom Education & Safer Sex) intervention, in conjunction with basic HIV (101), STD (101), Hepatitis (101—Liver Wellness) and S/A 101 education. This combination provides participants with the information required to make informed behavioral decisions.

**General STD/Hepatitis Information**

- Having an STD infection increases the chances of contracting the HIV virus.
- Some types of HPV (virus that causes genital warts) can cause cervical cancer in women and penile cancer in men.
- Hepatitis viruses cause inflammation and scarring (cirrhosis) of the liver.
- Hepatitis A (HAV) infection can be prevented by: washing hands with soap & water after using the bathroom; getting vaccinated; & using bleach to clean surfaces contaminated by feces.
- Hepatitis B (HBV) & C (HCV) can be prevented by: getting vaccinated (A & B only); cleaning bloody surfaces with bleach (gloves); NOT sharing razors, toothbrushes, needles & practicing safer sex. NOTE: There is NO vaccination for Hepatitis C.

**Rapid HIV/Hep C Testing**

Testing, Counseling & Linkage Services:

The SHAPE Program provides Free Confidential RAPID HIV Testing, Tuesday through Thursday, 9AM-4:00PM.

TESTING BY APPOINTMENT ONLY.

- Result time averages 15 minutes
- Total test time averages 20-30 minutes.
  - Finger stick PREFERRED

**HIV FACTS:**

- In Florida, 77% of all pediatric AIDS cases as of 2009 were among African American children. And HIV is the leading cause of death among Black females between the ages of 25-44.
- From 2003-2012, adult HIV infection cases among those aged 13-19 increased by 167%.
- The total number of persons living with HIV in Area 1 FL (Escambia, Santa Rosa, Okaloosa & Walton Counties) as of May 2012 was 1,595.
- As of 2009, 15% of all new HIV infections occurred among people under the age of 25 years.
PREVENTING AN OPIOID OVERDOSE

Know the Signs.  
Save a Life.

Opioid Overdose Basics

Prescription opioids (like hydrocodone, oxycodone, and morphine) and illicit opioids (like heroin and illegally made fentanyl) are powerful drugs that have a risk of a potentially fatal overdose. Anyone who uses opioids can experience an overdose, but certain factors may increase risk including but not limited to:

- Combining opioids with alcohol or certain other drugs
- Taking high daily dosages of prescription opioids
- Taking more opioids than prescribed
- Taking illicit or illegal opioids, like heroin or illicitly-manufactured fentanyl, that could possibly contain unknown or harmful substances
- Certain medical conditions, such as sleep apnea, or reduced kidney or liver function
- Age greater than 65 years old

Death from an opioid overdose happens when too much of the drug overwhelms the brain and interrupts the body’s natural drive to breathe.

Learn more about opioids to protect yourself and your loved ones from opioid abuse, addiction, and overdose: [www.cdc.gov/drugoverdose](http://www.cdc.gov/drugoverdose)
PREVENTING AN OPIOID OVERDOSE

Signs and Symptoms of an Opioid Overdose

During an overdose, breathing can be dangerously slowed or stopped, causing brain damage or death. It's important to recognize the signs and act fast. Signs include:

- Small, constricted "pinpoint pupils"
- Falling asleep or loss of consciousness
- Slow, shallow breathing
- Choking or gurgling sounds
- Limp body
- Pale, blue, or cold skin

What To Do If You Think Someone Is Overdosing

It may be hard to tell if a person is high or experiencing an overdose. If you aren't sure, it's best to treat it like an overdose— you could save a life.

1. Call 911 immediately.
2. Administer naloxone, if available.
3. Try to keep the person awake and breathing.
4. Lay the person on their side to prevent choking.
5. Stay with him or her until emergency workers arrive.

Ask your doctor about naloxone—a safe medication that can quickly stop an opioid overdose. It can be injected into the muscle or sprayed into the nose to rapidly block the effects of the opioid on the body.
TELEHEALTH ORIENTATION

What is telehealth?
Telehealth is not a clinical service itself, but rather a mode of service used to connect people receiving services located in one location with providers in a different location. It is providing services through the use of technology and is in many ways the same as when you receive services in the office. Telehealth is an evidenced-based practice and research shows that it is an effective method of service delivery.

Benefits of Telehealth
- Increased access to services
- No more commuting hassles and eliminates transportation concerns
- No more waiting rooms, you can receive the same quality services but in your own home
- It can be flexible to those who have time constraints (work or home schedules)
- Individuals with physical, medical, or transportation issues can access services

Risks/Cons of Telehealth
- Not everyone receiving services may be a good candidate for telehealth services (uncomfortable with use of technology; prefer face-to-face interactions; not able to navigate on-line services, do not have access to needed equipment)
- Possible technical difficulties (computer issues, loss of internet, poor video connection)
- Breach of confidentiality if proper precautions are not taken

What else do I need to know?
- You will be given an access code to log into the system
- We NEVER record your session or interactions between you and your service provider. We ask that you do not record your session
- You will need access to equipment that can provide a high quality video feed
- In order to be respectful of each other’s time appointments will be scheduled at agreed upon times

Confidentiality/Privacy
- Lakeview uses a secure platform to provide teleservices that is HIPAA compliant and is able to maintain your privacy
- Make sure that when you are participating in telehealth that you are in a private setting so that the discussion may not be heard by others outside of the room where the service is provided
- Your provider will ensure that they are in a private setting and will immediately notify you if someone else is in the room with them.

What happens if we are disconnected?
- Your provider will attempt to reconnect with you
- If reconnection is not possible, they will contact you on your phone. Please make sure your provider is aware of any changes in your preferred contact number and your address.

When will telehealth services end?
- When you feel that you have met your treatment goals
- If you are not able to benefit from this type of service delivery
- If you decide that you are not comfortable with this mode of service delivery

What will happen if I have a crisis?
- If your provider is concerned about your safety or welfare, they may contact emergency service personnel to check on you.