Ravenwood Health
Client Handbook

RAVENWOOD HEALTH
Help for Today. Hope for Tomorrow.

Ravenwood Health (Geauga)
12557 Ravenwood Health
Chardon, OH 44024
(440) 285-3568

Ravenwood Health (Ashtabula)
2801 "C" Court
Ashtabula, OH 44004
440-998-4210

https://ravenwoodhealth.org/

Welcome to Ravenwood Health!

We're glad you're here and taking this important step toward support and healing. This handbook is designed to help you understand what to expect while receiving services with us. Inside, you'll find information about your rights and responsibilities, our services and policies, and the expectations that help us work together effectively. You are always encouraged to speak with your treatment providers about any questions you may have as you move through your care.

Because we strive to remain aligned with current practices and standards, the Client Handbook is reviewed and updated annually to reflect current policies and practices. The most current version is always available on our website. A printed copy is available upon request. This gives you the opportunity to revisit its contents, ask questions, and offer input as part of your ongoing care.

If you have questions about engaging in services, you can reach an engagement specialist at 440-285-3568 for Geauga services or 440-998-4210 for Ashtabula services.

For billing-related questions, please contact our Billing Department at 440-285-2170.

We're honored to be part of your journey and look forward to working with you.

If you are experiencing a mental health or substance use crisis and need immediate assistance, please call or text 988 or call 911 if there is an immediate threat to safety.

Geauga County Emergency Services Walk-In: Walk-in services are available at Ravenwood Health's Geauga office during regular business hours, Monday–Thursday, 8:00 AM–8:00 PM, and Friday, 8:00 AM–5:00PM.

Mobile Response and Stabilization Services (MRSS): Youth and young adults (ages 20 and under) experiencing an emotional or behavioral crisis may be eligible for MRSS. This no-cost service provides immediate, in-person crisis support in the home or another safe community location. To access MRSS, call or text **988** and request **MRSS**.

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About Ravenwood Health

Ravenwood Health is a Trauma Informed Agency that strives to provide a safe and compassionate community that supports and respects the unique journey of each person's path to healing, creating hope for all those who walk through our doors.

A Trauma Informed Care Agency

Trauma Informed Care is an organizational structure and treatment framework that involves understanding, recognizing, and responding to the effects of all types of trauma. Trauma Informed Care also emphasizes physical, psychological, and emotional safety for both clients and providers, and helps survivors rebuild a sense of control and empowerment.

Our Mission

"We build hope, empower individuals and families, and strengthen our neighborhoods through mental health and addiction services."

Our Guiding Statement

Ravenwood is a clinically sophisticated, client centered, trauma informed, highly innovative, financially sound, and readily responsive organization. From this we provide client-centered comprehensive, community-based services. We achieve success through our providers who are generalists first and specialists second. Our services emphasize development across the full life span, children, teens, adults, and the elderly. We have a focus on support networks of family, friends, and community as a feature of planned services, and a specific emphasis on a recovery perspective in our treatment approach of both mental illness and substance use disorders. An understanding of and sensitivity to cultural influences and diversity characterizes all services.

Our Values

- Our services will meet the needs of clients, rather than attempting to force clients to fit into rigid and inflexible programs.
- We will always provide the least restrictive, most appropriate services while affirming the importance of family and community supports.
- Our clinical programs will maintain a client-centered, trauma-informed focus, while functioning as a wholly integrated team.
- The most current, evidence-based best practices available will be implemented.
- An ongoing commitment to improving the effectiveness of our services will serve as a foundation for the agency's leadership function.
- Resources entrusted to us by the community will be responsibly managed.
- All clients will have an opportunity to receive services regardless of the level of challenge presented by their needs.
- Our work will be characterized by the utmost level of compassion and dignity utilizing trauma-informed philosophy for our clients, our staff, and our community,
- We will strive to empower team members to employ their full range of abilities in responding to client needs.
- We will attend to the needs of our team members so they may model wellness for the clients we serve.

Visit our website for more information:
www.ravenwoodhealth.org

You can find additional forms and links on our website where you can:

- Pay your bill
- Complete your Annual Income Verification
- Update insurance information
- Consumer Survey

- Complete a Release of Information
- Access the Ravenwood Health Privacy Policy
- Learn about services and more

We look forward to working with you!
The Ravenwood Health Team

The following is a summary of key client policies and procedures. For more detailed information, including our full policies on Informed Consent for Treatment, Client Confidentiality and Record Security, Client Rights and Grievance Procedures, and Civil Rights, please visit our website.

Client Rights

Individuals receiving services for Mental Health or Substance Use services from Ravenwood Health have the following rights under ORC 5122-26-18.

1. The right to be treated with consideration and respect for personal dignity, autonomy and privacy.
2. The right to reasonable protection from physical, sexual or emotional abuse, neglect, and inhumane treatment.
3. The right to receive services in the least restrictive, feasible environment.
4. The right to participate in any appropriate and available service that is consistent with an individual service plan (ISP), regardless of the refusal of any other service, unless that service is a necessity for clear treatment reasons and requires the person's participation.
5. The right to give informed consent to or to refuse any service, treatment or therapy, including medication absent an emergency.
6. The right to participate in the development, review and revision of one's own individualized treatment plan and receive a copy of it.
7. The right to freedom from unnecessary or excessive medication, and to be free from restraint or seclusion unless there is immediate risk of physical harm to self or others.
8. The right to be informed and the right to refuse any unusual or hazardous treatment procedures.
9. The right to be advised and the right to refuse observation by others and by techniques such as one-way vision mirrors, tape recorders, video recorders, television, movies, photographs or other audio and visual technology. This right does not prohibit an agency from using closed-circuit monitoring to observe seclusion rooms or common areas, which does not include bathrooms or sleeping areas.
10. The right to confidentiality of communications and personal identifying information within the limitations and requirements for disclosure of client information under state and federal laws and regulations.
11. The right to have access to one's own client record unless access to certain information is restricted for clear treatment reasons. If access is restricted, the treatment plan shall include the reason for the restriction, a goal to remove the restriction, and the treatment being offered to remove the restriction.
12. The right to be informed a reasonable amount of time in advance of the reason for terminating participation in a service, and to be provided a referral, unless the service is unavailable or not necessary.
13. The right to be informed of the reason for denial of a service.
14. The right not to be discriminated against for receiving services on the basis of race, ethnicity, age, color, religion, gender, national origin, sexual orientation, physical or mental handicap, developmental disability, genetic information, human immunodeficiency virus status, or in any manner prohibited by local, state or federal laws.
15. The right to know the cost of services.
16. The right to be verbally informed of all client rights, and to receive a written copy upon request.
17. The right to exercise one's own rights without reprisal, except that no right extends so far as to supersede health and safety considerations.
18. The right to file a grievance.

19. The right to have oral and written instructions concerning the procedure for filing a grievance, and to assistance in filing a grievance if requested.
20. The right to be informed of one's own condition; and,
21. The right to consult with an independent treatment specialist or legal counsel at one's own expense.

Per Ohio Department of Behavioral Health Standards 5122-2-1-02; 5122-26-18; 5122-30-22 and Joint Commission RI.01.01.01

In addition to the rights listed above, no person will be denied admission to a program due to their use of prescribed psychotropic medications, and no employee may be a client 's court appointed guardian or representative if the person is currently receiving services from the agency.

If you have a concern about your rights, you may contact the Client's Rights Officer with your concern. Call the Main office number at 440.285.3568 and ask to speak with the Client's Rights Officer. A complaint can be initiated either verbally or in writing. If a complaint turns into a grievance, it must be filed in writing within 30 days of the initial concern. The grievance must include:

- The date and appropriate time of the issue, description of the incident, and the names of the individuals involved.

Client Rules and Expectations

All clients are asked to abide by these rules and expectations in order to help ensure a productive and positive experience by all individuals who use the services of the agency:

1. Treat all people at the agency, both clients and staff alike, with courtesy and respect.
2. Respect the privacy of individuals seen at the agency. Do not repeat any personal information you may have overheard. Information about expectations of confidentiality for providers can be found in the Notice of Privacy Practices.
3. Please stay in the lobby until you are called for your appointment. Notify the receptionist if you have been waiting more than 5 minutes past your scheduled appointment time.
4. Children age 13 and younger must be checked in for their appointment by a parent or legal guardian. The parent/guardian must remain on the premises unless they have consulted with the child's treatment provider and received approval to leave. I understand that I am responsible for ensuring appropriate supervision of my child during appointment times. I further understand that services may be declined or rescheduled if a parent/guardian is not present at check-in.
5. Counseling sessions are typically 1 hour long. This may fluctuate based on mutually agreed upon decisions between you and your provider.
6. Please provide at least 24 hours' notice when canceling an appointment. A cancellation fee may apply. Two or more no-shows may result in discharge from services unless continued treatment is clinically appropriate. Depending on the appointment time slot, late arrivals may need to be rescheduled. Repeatedly missing a standing appointment may result in loss of that reserved time.
7. Please abide by the financial agreement you have made with billing department. Clients are expected to inform agency staff of any changes in your living situation, address, benefits, or income which could determine costs of services.
8. Be sure to understand and maintain a copy of the Client's Rights (printed copy available upon request). Names of the Client's Rights Officer and the Civil Rights Officer are posted in the lobby area.
9. This list is not all-inclusive to all programs. Depending on your treatment and the program you are receiving services from, additional guidelines may also be set.
10. Never hesitate to ask any staff member if you have any questions about anything. We are here to help ensure that you are an active participant in your treatment.

By receiving this I am acknowledging that I have read and will abide by Ravenwood Health's Client Rules and Expectations

Client Confidentiality and Record Security

At Ravenwood Health, protecting your privacy is one of our highest priorities. We are committed to maintaining the confidentiality and security of your personal health information and clinical records while providing you with high-quality care.

Your Privacy

Your personal and health information is protected by federal and state privacy laws, including the Health Insurance Portability and Accountability Act (HIPAA). Ravenwood Health only collects and uses information that is necessary to provide treatment, coordinate your care, process billing, and improve the quality of services we provide.

Who Can Access Your Information?

Your health information is only accessible to individuals who have a legitimate need to know in order to provide care or conduct authorized agency operations. This may include:

- Members of your treatment team
- Supervisors involved in quality assurance and clinical oversight
- Medical records staff
- Billing personnel, when necessary
- Individuals or organizations you have authorized through a signed Release of Information
- Others as required or permitted by law

When Can Information Be Shared?

In most situations, your written permission is required before your information is shared with someone outside Ravenwood Health. There are some exceptions required by law, including:

- Medical emergencies
- Court orders or other legal requirements
- Reports of suspected child abuse, elder abuse, or abuse of vulnerable adults
- When there is a serious and imminent threat to your safety or the safety of others
- Other situations required by federal or state law

Keeping Your Records Secure

Ravenwood Health takes multiple steps to protect your information, including:

- Secure electronic health records with password-protected access
- Limiting access to only authorized staff
- Secure storage of paper records
- Confidential destruction of records when they are no longer required to be retained
- Ongoing staff training regarding privacy and confidentiality requirements

Your Rights

As a client, you have the right to:

- Request access to your health information, as permitted by law.
- Request corrections or amendments to your record if you believe information is inaccurate or incomplete.
- Ask questions about how your information is used or shared.
- Receive a copy of Ravenwood Health's Notice of Privacy Practices.
- File a complaint if you believe your privacy rights have been violated without fear of retaliation.

Our Commitment

Every member of the Ravenwood Health team is expected to protect the confidentiality of your information and follow strict privacy and security standards. Safeguarding your personal information helps us maintain your trust while providing safe, effective, and compassionate care.

Client Grievance

At Ravenwood Health, you have important rights as a client. We are committed to providing services that are respectful, compassionate, and centered around your needs. We encourage you to ask questions, participate in your care, and share concerns if something does not meet your expectations.

Your Rights

As a client of Ravenwood Health, you have the right to:

- Be treated with dignity, respect, privacy, and compassion.
- Receive services in a safe, supportive, and least restrictive environment.
- Participate in developing your treatment goals and treatment plan.
- Give informed consent to treatment or refuse treatment, except in situations permitted by law.
- Be informed about your diagnosis, recommended treatment, and available alternatives.
- Ask questions and receive information in a way that you can understand.
- Receive services without discrimination based on race, color, religion, national origin, age, sex, gender identity, sexual orientation, disability, genetic information, HIV status, or any other protected characteristic.
- Have your personal health information kept confidential in accordance with state and federal law.
- Access your health records as permitted by law.
- Know the cost of services and ask questions about billing.
- Request referrals or information about other available services when appropriate.
- Exercise your rights without fear of retaliation.
- File a complaint or grievance if you believe your rights have not been respected.

If You Have a Concern

We encourage you to speak with your provider or another member of your treatment team if you have a concern. Many issues can be resolved quickly through open communication.

If your concern cannot be resolved, or if you believe your rights have been violated, you have the right to file a formal grievance. Ravenwood Health's Client Rights Officer is available to assist you throughout the process and can answer questions, help prepare your grievance, and explain what to expect.

What Happens After a Grievance Is Filed?

When a grievance is submitted:

- You will receive written confirmation that your grievance has been received.
- Your concerns will be reviewed fairly and confidentially.
- An investigation will be completed.
- You will receive a written response explaining the outcome.
- If additional time is needed, you will be notified.

Need Assistance?

If you would like help understanding your rights, filing a grievance, or obtaining additional information, please speak with your provider or contact Ravenwood Health's Client Rights Officer. You may also choose to contact outside agencies responsible for protecting client rights if you feel your concerns have not been adequately addressed.

Informed Consent for Treatment

At Ravenwood Health, we believe that you should have the information you need to make informed decisions about your care. Informed consent is an ongoing conversation between you and your treatment team. Throughout your care, your provider will explain recommended services, discuss the potential benefits and risks of treatment, review alternative options when appropriate, and answer any questions you may have.

What You Can Expect;

Collaborative Care
Ravenwood Health provides integrated behavioral health and primary care services. When appropriate and with applicable privacy protections, members of your treatment team may work together to coordinate your care and support your overall health and wellness.

Individualized Treatment
Your treatment plan is developed based on your unique needs, goals, and preferences. Services may include assessments, counseling, medication management, substance use treatment, care coordination, referrals, and other clinically appropriate services.

Quality of Care
To ensure you receive the highest quality services, clinicians may participate in clinical supervision, peer consultation, or treatment team meetings. These discussions are confidential and are conducted solely to support your treatment and ensure quality care.

Privacy and Confidentiality
Your privacy is important to us. Ravenwood Health follows all applicable federal and state confidentiality laws, including HIPAA, to protect your health information.
There are limited situations where information may be shared without your authorization, including:

- When required by law.
- To help prevent serious and imminent harm to you or others.
- When reporting suspected abuse or neglect.
- In response to a valid court order or other legal requirement.

Health Information Exchange
Ravenwood Health participates in secure electronic Health Information Exchange (HIE) systems to improve communication among healthcare providers involved in your care. Participation helps promote continuity of care and reduce unnecessary duplication of services. You may request information about opting out of HIE participation if you choose.

Telehealth Services
When clinically appropriate, Ravenwood Health offers secure telehealth services. Your provider will discuss whether telehealth is a suitable option for your care and review any limitations or additional considerations before services begin.

Attendance and Participation
Regular participation in treatment is an important part of achieving your goals. If you need to cancel or reschedule an appointment, please notify us as soon as possible. Frequent missed appointments may affect your ability to continue services.

Your Rights
As a client of Ravenwood Health, you have the right to:

- Receive information about your treatment in a way that you can understand.
- Ask questions and participate in decisions about your care.
- Discuss the benefits, risks, and alternatives to recommended treatment.
- Request additional information about your rights, privacy, or available services.
- Voice concerns or file a grievance without fear of retaliation.

If you have questions about your treatment or any of the information provided in this handbook, please speak with a member of your treatment team. We are committed to partnering with you throughout your care.

Client Safety and Protection

Your safety and well-being are our highest priorities. Ravenwood Health is committed to providing services in an environment that is safe, respectful, and free from abuse, neglect, exploitation, harassment, and inappropriate behavior. We have policies and procedures in place to protect every client and to respond promptly to any concerns.

Our Commitment to You

At Ravenwood Health, all staff members are expected to:

- Treat every client with dignity, respect, and compassion.
- Maintain professional and ethical boundaries.
- Provide services in a safe and supportive environment.
- Protect clients from abuse, neglect, exploitation, and mistreatment.
- Follow all applicable laws, professional standards, and agency policies.

Reporting Concerns

If there is any concern that a client has experienced abuse, neglect, exploitation, or inappropriate treatment, Ravenwood Health takes those concerns seriously.

Reports are:

- Reviewed promptly.
- Investigated thoroughly.
- Reported to appropriate authorities when required by law.
- Addressed in accordance with state regulations and agency policies.

Mandatory Reporting

Ravenwood Health staff are mandatory reporters. If there is suspected abuse or neglect involving a child, older adult, or other vulnerable individual, staff are required by law to notify the appropriate protective services or law enforcement agencies.

Professional Boundaries

Ravenwood Health maintains strict professional boundaries between staff and clients. Any form of abuse, exploitation, harassment, or inappropriate relationship between a staff member and a client is strictly prohibited and will be addressed immediately.

To help keep treatment safe, maintain clear boundaries, and support a healthy group environment, Ravenwood Health reviews requests for people who already have a close personal, romantic, or household relationship (for example, spouses, cohabitating partners, immediate family members) within the same treatment track or milieu group on a case-by-case basis.

Admission and placement decisions are determined through an individualized clinical assessment of each individual's psychiatric stability, capacity to maintain independent therapeutic boundaries, and readiness to participate in a shared milieu without disrupting the recovery of themselves or other community members. If simultaneous placement is deemed clinically appropriate, a structured milieu agreement will be implemented; if it is contraindicated, alternative tracks, staggered admissions, or external referrals will be utilized to protect each individual's treatment trajectory.

If You Have a Safety Concern

If you ever feel unsafe or believe you have experienced inappropriate treatment while receiving services, we encourage you to:

- Speak with your provider or another trusted staff member.
- Contact the Client Rights Officer.
- File a grievance using Ravenwood Health's grievance process.

Your concerns will be taken seriously, reviewed promptly, and addressed without retaliation.

Our Promise
Ravenwood Health is committed to protecting the rights, dignity, and safety of every person we serve. We strive to create an environment where you feel respected, supported, and empowered throughout your care.

Accessibility and Reasonable Accommodations

Ravenwood Health is committed to providing services that are accessible to everyone. We strive to ensure that individuals with disabilities have equal access to our programs, services, and facilities. If you need a reasonable accommodation to participate in services, we encourage you to let us know so we can work with you to meet your needs.

Accessible Services
Ravenwood Health is committed to providing an environment that is safe, welcoming, and accessible. Depending on your individual needs, accommodations may include:

- Accessible building entrances and pathways.
- Accessible doorways, restrooms, and other public areas.
- Assistance with accessing services and navigating our facilities.
- Other reasonable accommodations that support your participation in treatment.

Communication Accommodations
If you have hearing, vision, or communication needs, Ravenwood Health will make reasonable efforts to provide appropriate accommodations. Depending on your needs, these may include:

- Assistive communication devices.
- Telecommunication services for individuals with hearing impairments.
- Accessible communication materials.
- Other communication supports that help you fully participate in your care.

Requesting an Accommodation
If you believe you need a reasonable accommodation because of a disability, please let a member of our staff know as early as possible. We will work with you to identify an appropriate accommodation whenever possible and in accordance with applicable laws and regulations.

Our Commitment
At Ravenwood Health, we believe everyone deserves equitable access to behavioral health services. We are committed to fostering an inclusive environment where every client is treated with dignity, respect, and compassion, and where barriers to care are minimized whenever possible.

Fees, Insurance, and Payment Information

Fees, Insurance, and Payment Information

Ravenwood Health is committed to making behavioral health services accessible and affordable. We work with clients to determine the most appropriate payment options based on insurance coverage, eligibility for financial assistance, and individual financial circumstances.

Insurance and Payment Options
Ravenwood Health accepts a variety of payment sources, including:

- Medicaid
- Medicare
- Private insurance
- Self-pay
- Other funding sources, when available and applicable

Depending on your eligibility, services may be covered in full, partially covered, or subject to co-pays, deductibles, or self-pay fees.

Sliding Fee Program
Financial assistance may be available for individuals who qualify through Ravenwood Health's Sliding Fee Program. Eligibility is based on factors such as:

- Household income
- Household size
- Proof of residency
- Other financial information required to determine eligibility

If you believe you may qualify, our staff will help you complete the income verification process and explain your fee schedule.

Financial Information
During the intake process, you may be asked to provide:

- Proof of insurance coverage
- Income verification
- Other documentation needed to determine eligibility for financial assistance

If your financial situation or insurance coverage changes, please notify Ravenwood Health as soon as possible so we can review your account and determine whether your fee schedule should be updated.

Payment Responsibilities
Clients are responsible for:

- Providing accurate insurance and financial information.
- Paying any required co-pays, deductibles, or self-pay balances.
- Informing Ravenwood Health of changes to insurance or financial circumstances.
- Making payment arrangements if an outstanding balance exists.

Payment is generally expected at the time services are provided unless other arrangements have been made.

Financial Hardship
If you experience financial difficulties that make it hard to pay for services, please contact our Billing Department. We understand that circumstances change and will work with you to review available options and discuss possible payment arrangements.

Questions About Billing?

If you have questions about your insurance coverage, fees, account balance, or payment options, please contact Ravenwood Health's Billing Department at 440-285-2170. Our staff are available to explain your financial responsibilities and assist you with available resources.

Appointment Attendance/Missed Appointments

Regular attendance is an important part of successful treatment. Keeping scheduled appointments allows you and your treatment team to work toward your goals and helps ensure services remain available for everyone who needs them.

If You Need to Cancel or Reschedule
If you are unable to attend your appointment, please contact Ravenwood Health as soon as possible. Whenever possible, we ask that you provide **at least 24 hours' notice** if you need to cancel or reschedule. Providing advance notice allows us to offer your appointment time to another client in need of services.

Missed Appointments
If you miss an appointment without notifying us, your provider or another member of our team may contact you to:

- Check on your well-being.
- Discuss any barriers that may be preventing you from attending appointments.
- Help you reschedule your appointment or reconnect with services.

Our goal is to support your continued engagement in treatment whenever possible.

Repeated Missed Appointments
Repeated missed appointments or cancellations without sufficient notice may affect your ability to continue scheduled services. Before services are discontinued, Ravenwood Health will make reasonable efforts to contact you, discuss attendance concerns, and explore options to help you remain engaged in treatment.

If services are interrupted due to missed appointments, you may be able to return to care by contacting our Scheduling Department or utilizing available same-day access services, when appropriate.

Arriving Late
If you are running late for your appointment, please call us as soon as possible. Depending on your arrival time and provider availability:

- You may still be seen during your scheduled appointment.
- Your appointment may need to be shortened.
- You may be asked to reschedule.
- If clinically appropriate, a same-day appointment may be offered if one is available.

Our Commitment to You
We understand that unexpected situations happen. If transportation, illness, work, childcare, or other challenges make it difficult to attend appointments, please let your treatment team know. We will work with you whenever possible to identify solutions and help you stay connected to your care.

Primary Care and Laboratory Services

At Ravenwood Health, we believe that physical health and mental health are closely connected. As part of our commitment to whole-person care, we help clients access primary care, preventive health services, and laboratory testing when appropriate.

Primary Care Services

During your care, your treatment team may ask about your overall health, medical history, and any current medical concerns. If you do not have a primary care provider or would benefit from additional medical support, we can help connect you with appropriate healthcare services.

Depending on your needs, Ravenwood Health may:

- Provide referrals to a primary care provider.
- Connect you with community medical resources.
- Coordinate care with your healthcare providers, with your permission.
- Encourage routine preventive care and annual wellness visits.

Laboratory Services

When medically appropriate, laboratory testing may be recommended as part of your care. Testing may be available through Ravenwood Health or through a trusted community laboratory, depending on your individual needs and the services available.

If laboratory testing is recommended, your treatment team will:

- Explain why testing is being recommended.
- Discuss available testing options.
- Help coordinate referrals or appointments when needed.
- Encourage appropriate follow-up care based on your results.

Coordinated Care

With your written permission, Ravenwood Health may communicate with your primary care provider or other healthcare professionals involved in your care. Coordinating services helps ensure your behavioral health and physical health needs are addressed together and supports better overall health outcomes.

Supporting Your Health

Ravenwood Health encourages preventive healthcare and healthy lifestyle choices. Your treatment team can provide education, resources, and referrals to help you:

- Stay up to date on routine medical care and screenings.
- Follow through with recommended tests or treatments.
- Manage ongoing health conditions.
- Connect with community healthcare resources when needed.

RAVENWOOD HEALTH

Help for Today. Hope for Tomorrow.



PRIMARY CARE

We provide integrated high-quality healthcare — from check-ups to specialized treatments.

SAME DAY SICK APPOINTMENTS AVAILABLE!

OUR MEDICAL SERVICES :

- Chronic Disease Management
- Sick Visits ages 6 months +
- Vaccinations at Genoa Pharmacy
- Lab Testing on site
- Health Consultations and Referrals

12557 RAVENWOOD DR
ENTRANCE # 3

CALL TODAY! 440-901-1001

Crisis Intervention and Safety

At Ravenwood Health, your safety and well-being are our highest priorities. Our staff are trained to respond to crisis situations using calm, respectful, and non-violent approaches that focus on preventing situations from escalating whenever possible.

Our Approach
When someone is experiencing emotional distress or a behavioral crisis, our goal is to:

- Promote safety for everyone involved.
- Use communication and de-escalation techniques whenever possible.
- Treat every individual with dignity, compassion, and respect.
- Use the least restrictive interventions appropriate for the situation.

Non-Violent Crisis Intervention
Ravenwood Health staff receive specialized training in crisis intervention and de-escalation techniques. Our staff work to help individuals regain a sense of calm while maintaining a safe and supportive environment.

Respectful Care
Ravenwood Health does not permit physical or verbal abuse, cruel or unusual punishment, or other inappropriate treatment of clients. All interactions are guided by professional ethics, respect, and client rights.

Emergency Situations
If a situation presents an immediate risk of serious harm to you or others, emergency responders may be contacted to help ensure everyone's safety. Any actions taken during an emergency are carefully documented and reviewed in accordance with agency policies and applicable laws.

Our Commitment
We are committed to creating a safe, welcoming environment where clients feel supported during difficult moments. Our goal is always to resolve crises in the least restrictive manner possible while protecting the health, safety, and dignity of everyone involved.

Smoke-Free Environment

Ravenwood Health is committed to providing a safe, healthy, and comfortable environment for all clients, visitors, and staff. To support the health and well-being of everyone on our campuses, all Ravenwood Health facilities are tobacco- and smoke-free.

Our Smoke-Free Policy
Smoking and the use of tobacco or nicotine products are **not permitted inside any Ravenwood Health building or agency-owned vehicle.** This policy includes, but is not limited to:

- Cigarettes
- Cigars
- Pipes
- Smokeless tobacco (chewing tobacco or snuff)
- Electronic cigarettes (e-cigarettes)
- Vaping devices
- Any other tobacco or nicotine delivery products

Outdoor Tobacco Use
Where permitted by law, tobacco or nicotine products may only be used in designated outdoor areas that are **at least 20 feet away** from building entrances, exits, windows, and air intake systems. Please use designated receptacles to dispose of smoking materials and help keep our grounds clean.

Why We Have This Policy
Our smoke-free environment helps:

- Promote the health and safety of clients, visitors, and staff.
- Provide a clean and welcoming treatment environment.
- Reduce exposure to secondhand smoke and aerosol.
- Support individuals who are working toward a tobacco-free lifestyle.

Tobacco Cessation Support
If you are interested in reducing or quitting tobacco or nicotine use, please let your treatment team know. Ravenwood Health can provide education, resources, and referrals to support your goals.

Thank You
We appreciate your cooperation in helping us maintain a healthy, safe, and respectful environment for everyone receiving and providing care at Ravenwood Health.

Weapons-Free Environment

To help ensure a safe and welcoming environment for everyone, Ravenwood Health maintains a **weapons-free environment** at all agency locations and programs. The possession of weapons is prohibited on Ravenwood Health property and during agency-sponsored activities.

Our Commitment to Safety
The safety of our clients, visitors, staff, and community is a top priority. We are committed to maintaining an environment where everyone feels safe, respected, and supported while receiving services.

Weapons Policy
Clients, visitors, volunteers, contractors, and staff are expected to comply with Ravenwood Health's weapons-free policy.

Weapons are **not permitted** on agency property or during agency-sponsored activities. This policy applies to all clients and visitors and supports a zero-tolerance approach to maintaining a safe treatment environment. Law enforcement personnel acting within the scope of their official duties are exempt from this policy.

Questions or Concerns
If you have questions about this policy or need assistance before entering a Ravenwood Health facility or program, please speak with a staff member. We are happy to answer your questions and help ensure a safe experience for everyone.

Infection Prevention and Control

Ravenwood Health is committed to providing a clean, safe, and healthy environment for our clients, visitors, and staff. We follow established infection prevention practices and applicable public health guidelines to reduce the risk of illness and help protect everyone who enters our facilities.

Our Commitment

To help prevent the spread of illness, Ravenwood Health:

- Maintains clean and sanitized facilities.
- Follows recommended infection prevention and hygiene practices.
- Provides hand hygiene supplies throughout our facilities.
- Cleans and disinfects frequently touched surfaces and shared spaces.
- Follows current public health recommendations during outbreaks or other public health concerns.

How You Can Help

You can help keep our community healthy by:

- Washing or sanitizing your hands when entering and leaving our facilities.
- Covering your mouth and nose when coughing or sneezing.
- Following any posted infection prevention guidance.
- Wearing a face covering if requested by Ravenwood Health based on current health recommendations or your symptoms.
- Informing staff if you have been diagnosed with, or exposed to, a contagious illness before your appointment.

If You Are Feeling Sick

If you are experiencing symptoms of a contagious illness, such as:

- Fever
- Vomiting or diarrhea
- Persistent cough
- Difficulty breathing
- Other symptoms of a communicable illness

Please contact Ravenwood Health before coming to your appointment. Depending on your situation, we may help you reschedule your appointment or discuss whether telehealth services are an appropriate option.

During Public Health Events

During periods of increased illness in the community, Ravenwood Health may implement additional infection prevention measures, such as masking recommendations, screening procedures, or other safety precautions, based on guidance from public health authorities. We appreciate your cooperation in helping us protect everyone receiving and providing care.

Working Together for a Healthy Environment

Preventing the spread of illness is a shared responsibility. By working together, we can help maintain a safe, welcoming environment for everyone receiving services at Ravenwood Health. If you have questions about our infection prevention practices, please speak with a member of your treatment team.

Program and Services

Help for Today – Hope for Tomorrow

Ravenwood Health is now serving both Geauga and Ashtabula counties. Some services are location specific.

MENTAL HEALTH SERVICES

- Counseling – Individual, Family, and Group
- STOP (Sexual Abuse Treatment Program)
- Adult and Youth Day Treatment

SUBSTANCE USE & DUAL DIAGNOSIS SERVICES

- Counseling – Individual, Family, and Groups
- Adult Intensive Outpatient Program (IOP)
- Medication Assisted Treatment (MAT)
- Peer Support
- Prevention & Outreach
- MOMS (Maternal Opiate Medical Supports) – Ashtabula site only

PSYCHIATRIC & SERVICES

- Psychiatric and Nursing Services
  - Adults and Children

MEDICAL SERVICES – Geauga only

- Primary Care/Prompt Care Services

COMMUNITY TREATMENT PROGRAMS

- Therapeutic Behavioral Support (TBS)
  - Child and Adult

HOUSING AND RESIDENTIAL TREATMENT

- Geauga Youth Center – Adolescent Mental Health Residential Treatment – Geauga only
- Transitional Living Center (TLC) – Adult Mental Health Crisis and Transitional Beds – Geauga only
- Recovery Housing for men, women, and women with children

ADDITIONAL SERVICES

- Supported Employment
- Clubhouses
- OhioRISE Care Management Entity (CME)
- MRSS – Mobile Response Stabilization Services for Children and Families
- Intensive Home-Based Treatment (IHBT) – Geauga only
- Assertive Community Engagement (ACE) – Geauga only

Executive Staff

- Paul Bolino, MSEd, President & CEO
- Brittain Paul, LISW-S, Executive VP & COO
- George Ammar, CFO
- Jason Welsh, CHRO
- Joleen Sundquist, LPCC-S, CCO

Locations:

- 12557 Ravenwood Drive, Chardon
- 13170 Ravenna Road, Suite 202, Chardon
- 16030 East High Street, Middlefield
- 8251 Mayfield Road, Chesterland
- 2801 C Court, Ashtabula
- 149 East Main Street, Suite B, Andover
- 327 Mill Street, Conneaut
- 500 West Main Street, Geneva

CRISIS SUPPORT RESOURCES FOR THE COMMUNITY

988 SUICIDE & CRISIS LIFELINE Ohio

Easily accessible care and support for those experiencing emotional distress, such as thoughts of suicide, mental health or substance use crisis, or concern for a friend or family member.

Call or Text 988 for confidential, cost-free, 24/7 support.

Ohio MRSS

Mobile Response & Stabilization Services

In-person crisis stabilization services provided within 60 minutes for youth ages 20 and younger experiencing mental, emotional, or behavioral health crises, and their families. Comprehensive wraparound care is provided for up to 6 weeks.

Call or Text 988 and ask for MRSS.

RAVENWOOD HEALTH

440-285-3568
www.ravenwoodhealth.org

Walk-In Crisis Services

Immediate support and assessment for individuals and families experiencing a mental health or substance use crisis.

12557 Ravenwood Drive
Chardon, Ohio 44024
Mon-Thu 8am-8pm, Fri 8am-5pm

2801 C Court
Ashtabula, Ohio 44004
Mon-Thu 8am-5pm, Fri 8am-4pm

Mobile Crisis Services

Offers in-person support, assessment, and stabilization for adults experiencing a mental health crisis.

Crisis support that comes to you.

Only available in Geauga County

Empower your team with these vital resources. You are not alone during times of crisis.

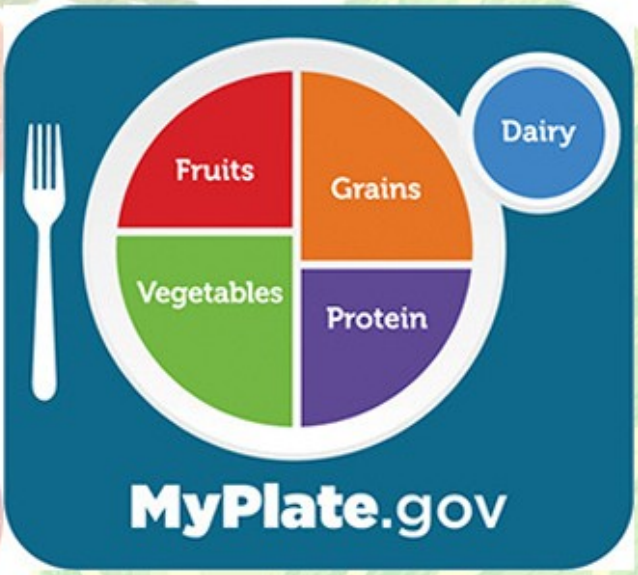
RAVENWOOD HEALTH
Help for Today. Hope for Tomorrow.

WHAT DOES EATING HEALTHY LOOK LIKE?

- There are two types of grains which are whole grain and refined grains. It is advised half of the grains you consume are whole grains which consist of food such as whole wheat flour, oatmeal and brown rice.

- Fruits have many beneficial nutrients which most people do not have enough of, such as; potassium, fiber, vitamin C and folate.

- Vegetables provide most of the same nutrients as fruits with the addition of vitamin A which keeps your eyes and skin healthy and helps prevent infection.



https://www.myplate.gov/eat-healthy/what-is-myplate

- According to MyPlate.Gov 90% of Americans do not consume enough dairy products. Dairy products include milk, yogurt or cheese.

- Most Americans get enough of this food group but would benefit from choosing more lean options of poultry or beef.

Tips to get started

Limit your intake of high sugar foods by switching from soft drinks to water.

Limit the amount of high sodium foods by switching to fresh or frozen meats and vegetables so you control the amount of sodium added.

Limit high saturated fat by choosing options that are high in unsaturated fat.

Source:https//www.dietaryguidelines.gov

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Start Living Smoke Free

Get to know your triggers that make you want to smoke and develop healthy ways to cope.



- Try to surround yourself with other non-smokers to reduce contact with secondhand smoke.
- Ask your Health Care Provider for smoking cessation support groups and counseling which you can attend face to face.
- Talk to your Primary Care Physician about medications to quit smoking.
- Join an online program
- Medication and Counseling together have been proven to be the most effective way to quit smoking.

HTTPS://SMOKEFREE.GOV/TOOLS-TIPS/HOW-TO-QUIT/EXPLORE-QUIT-METHODS

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Understanding Alcohol Use

Standard Drink (NIAAA):

- **Beer:** 12 fl oz
- **Malt Liquor:** 8-9 fl oz
- **Wine:** 5 fl oz
- **Distilled Spirits:** 1.5 fl oz

What is considered Binge Drinking?

SAMHSA defines binge drinking as:

- **Males:** 5 or more drinks in one day
- **Females:** 4 or more drinks in one day
- **Heavy Alcohol Use:** Binge drinking on 5 or more days in the past month

Short-Term Health Impacts

- Confusion
- Difficulty Concentrating
- Lowered Heart Rate and Breathing
- Reduced Inhibitions
- Slurred Speech
- Motor Impairment

Long-Term Health Impacts

- Liver Disease (i.e., Cirrhosis)
- Heart Disease and Strokes
- Increased Cancer Risk
- Decreased Bone Density
- Brain Cell Death
- Damage to Eyes and Skin

Small Changes Can Make a Difference

- **Set limits before you drink**
- **Alternate alcohol with water**
- **Eat before and during drinking**
- **Choose lower-level alcohol options**
- **Know your triggers**
- **Reach out for support when needed.**

Need Support?

If you or a loved one is concerned about alcohol use, help is available. Visit Rethinking Drinking from the National Institute on Alcohol Abuse and Alcoholism (NIAAA)

For Additional Resources, Visit:

https://aacle.org
National Institute On Alcohol Abuse and Alcoholism (NIAAA): niaaa.nih.gov
Substance Abuse and Mental Health Services Administration (SAMMHSA): samhsa.gov

Advance Directive Support

Advance Directives help ensure your treatment preferences are known if you are ever unable to communicate your wishes.

An Advance Directive can help you:

- Make decisions about your future mental health care.
- Document your treatment preferences.
- Choose a trusted person to make decisions on your behalf, if you wish.
- Provide guidance to your treatment team during a mental health crisis.
- Help ensure your wishes are respected.

Ohio offers two types of Mental Health Advance Directives:

- **Durable Power of Attorney for Health Care** – Allows you to appoint someone to make health care decisions on your behalf.
- **Declaration for Mental Health Treatment** – Allows you to document your preferences for mental health treatment in advance.

Want to learn more?

The **Ohio Advance Directives Workbook** provides step-by-step guidance to help you understand your options and complete an Advance Directive at your own pace.

OHIO STATE BAR ASSOCIATION
LAW FACTS
Connect. Advance. Succeed.

Living Wills and Health Care Powers of Attorney

What is a *Health Care Power Of Attorney*?
A health care power of attorney (or durable power of attorney for health care, sometimes known as a DPOA or health care proxy) is a legal document that authorizes another person (your agent) to obtain your health information and to make health care decisions for you. You can allow your agent to get your health information and communicate with your health care provider at any time, but health care decisions can be made for you only if and when you cannot make health care decisions for yourself.

A health care power of attorney:

- names an individual you trust to make a wide variety of health care decisions for you at any time you cannot do so for yourself, whether or not your condition is terminal;
- requires the person you appoint to make decisions that are consistent with your wishes; and
- will not overrule a living will if you have both documents.

Are there any decisions about my health care treatment that my agent *cannot* make?
Yes. There are limits to the decisions your agent can make. Your agent cannot:

- order the withdrawal of life-sustaining treatment unless two physicians have confirmed that you are in a terminal condition or permanently unconscious state, and that there is no reasonable possibility that you will be able to make decisions;
- order the withdrawal of artificially or technologically supplied nutrition or hydration unless you are terminally ill or permanently unconscious and two physicians agree that nutrition and hydration will no longer provide comfort or relieve pain;
- order the withdrawal of health care treatment you have previously consented to, unless your condition has changed so much that the treatment is significantly less beneficial to you, or is not achieving its purpose;
- order the withdrawal of treatment intended to give you comfort care or to relieve pain; or
- refuse or withdraw informed consent to health care if you are pregnant, if the refusal or withdrawal would end your pregnancy, unless the pregnancy or health care would create a substantial risk to your life or two physicians determine that the fetus would not be born alive.

If I want to designate someone to make health care decisions for me, must it be a member of my family?
No. You may appoint any adult you wish as long as it is not your doctor or the administrator of a health care facility in which you are being treated, or any person employed by either your doctor or a health facility in which you are being treated.

My mother is in a nursing home. If she made me her agent under her health care power of attorney, could I act on her behalf in every area affecting her treatment?
Yes, if your mother is unable to make informed health care decisions for herself. Also, you can obtain your mother's health care information if your mother has authorized you to do so through her health care power of attorney.

Can I use a health care power of attorney to take care of my mother's financial matters?
No. You must use a financial power of attorney document to address your mother's financial affairs. For more information on financial powers of attorney, see the Ohio State Bar Association's pamphlet, "Financial Powers of Attorney."

Can I use a health care power of attorney to name a guardian for me, my minor children, or my adult disabled children?
Yes. The health care power of attorney is usually sufficient to avoid the need for a guardian, but you can name ("nominate") guardians through this document. Your guardian should be someone you trust to handle your person, your estate, or both (and those of your minor or adult disabled children). You may also allow the guardian you name to nominate a successor guardian.

What is a *Mental Health Declaration*?
Ohio law also allows for the creation of a "declaration of mental health treatment," a document specifically designed to address mental health care concerns. The standard health care power of attorney addresses both physical and mental health issues, but it may be advisable to also have a "declaration of mental health treatment" to indicate strong preferences about certain treatments, medications or doctors. For more information about the declaration of mental health treatment, visit the Disability Rights Ohio website at www.disabilityrightsohio.org/ and type "declaration of mental health treatment" in the search box.

What is a *Living Will Declaration*?
A living will is a legal document you can use to set forth your directions about the use or non-use of artificial life-sustaining support if you become terminally ill or permanently unconscious. A living will:

- becomes effective only when you cannot communicate your wishes and are permanently unconscious or terminally ill;
- can be changed or revoked by you at any time, but cannot be changed or revoked by anyone else; and
- trumps the health care power of attorney.

If my living will says I do not want to be hooked up to life-support equipment, would I still get pain medication?
Yes. A living will only affects care that artificially or technologically postpones death. It does not affect care that eases pain. For example, you would continue to receive oxygen and medical care including pain medication, spoon feeding and being turned over in bed. Your doctor is required to provide comfort care as long he or she feels it is medically appropriate.

Can I specify, in my living will, that I do not want cardiopulmonary resuscitation (CPR)?
Yes. You can direct your physician to write a DNR (do not resuscitate) order for you if two doctors have agreed that you are either terminally ill or permanently unconscious, and it is medically appropriate. For more information about DNR orders, see the Ohio State Bar Association's publication, "What you should know about...DNR Orders" or visit the Ohio Department of Health website at www.odh.ohio.gov (phone: 614-466-3975).

If I am in a terminal condition and I choose not to prolong my dying, what will the doctor do?
Your doctor will avoid life-sustaining treatment including CPR and technologically supplied nutrition and hydration; and he or she will issue a DNR (Do Not Resuscitate) order. Your doctor will also keep you as comfortable and pain-free as possible. In other words, you will be allowed to die naturally.

If I am in a permanently unconscious state, and I do not choose to prolong my life, what will the doctor do?
Your doctor will avoid life-sustaining treatment, including CPR, but will continue to provide technologically supplied nutrition and hydration unless your living will document says it should be withdrawn or withheld. Your doctor will continue efforts to keep you comfortable and pain-free.

Can my living will say I want treatment to be continued using every available means to keep me alive if I become critically ill?
Yes. You should also talk with your physician about your decision.

Who decides that I am terminally ill or permanently unconscious?
If you have indicated you do not want to prolong suffering in order to maintain life through artificial means (e.g., breathing tube, dialysis, IV nutrition, etc.,) and would choose to allow a natural death, two doctors who have examined you must agree you have a terminal condition or illness. A terminal disease, injury or illness is an irreversible, incurable condition that will result in death regardless of treatment. "Permanently unconscious state" means you are permanently unaware of yourself and your surroundings.

A living will may be important for a senior citizen, but why would a young adult need one?
A living will can give you and your family peace of mind whether you are 25 or 75 years of age. Traffic accidents are still a leading cause of disability and death among young Ohioans. The Terri Schiavo case illustrates the importance of these documents and decisions for young adults as well as for older people. Terri Schiavo did not have a living will. Several months following massive brain damage from cardiac arrest in 1990, doctors determined she was in a "vegetative state," but a court battle lasted until 2005 over whether or not life support should be continued.

Would my family be notified before doctors stop life-support treatments?
Very likely, yes. Although doctors do not need your family's permission to follow the instructions provided through your living will, they must make reasonable efforts to notify a person named in your living will before following your instructions to withdraw life-support. If the person notified feels your living will is not being properly followed, or is not legally valid, an immediate hearing can be scheduled in probate court to decide if there is a legal reason why your instructions should not be followed. By law, no one can change or overrule your living will if it was freely and correctly executed.

If I have a living will, should I have a health care power of attorney, too?
Yes. Many people will want to have both documents, because a living will only applies in limited end-of-life circumstances, whereas a health care power of attorney covers all other situations concerning your medical care whenever you cannot make health care decisions for yourself. If, however, you choose to have only a health care power of attorney, you can give your agent the authority to make end-of-life decisions.

If I do not have a living will, can my health care power of attorney agent make end-of-life decisions for me?
Yes, if you spell this out in your health care power of attorney. Many people use a living will to dictate their end-of-life instructions, but if you choose to have only a health care power of attorney, you can give your agent the power to make all health care decisions, including the use or termination of life-support and artificial nutrition and hydration.

Where can I find forms for a living will and health care power of attorney? Can I draw up my own?
The Ohio State Bar Association has developed standard forms with the Midwest Care Alliance, the Ohio State Medical Association, the Ohio Hospital Association and the Ohio Osteopathic Association to make it easier for those who choose to have these documents. You may obtain a copy of these forms by contacting LeadingAge Ohio (formerly Midwest Care Alliance), 2233 North Bank Dr., Columbus, OH 43220, or by visiting that organization's website at www.leadingageohio.org. You may also be able to obtain a copy of these forms from a variety of other organizations or from your physician or attorney.

You do not have to use any forms. However, to be valid, forms for health care powers of attorney and living wills must include specific language spelled out in the *Ohio Revised Code*.

What do I do after I fill out these documents?
Make several copies. Give one to a trusted member of your family. Keep another with your personal papers. Leave copies with your physician and your lawyer, and, perhaps, your clergy person. Be sure to give a copy of your health care power of attorney document to the person you have designated to be your agent.

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This is one of a series of LawFacts public information pamphlets. Others may be obtained through www.ohiobar.org/LegalHelp

The information contained in this pamphlet is general and should not be applied to specific legal problems without first consulting your own attorney.