

This packet has the following documents
which pertain to the services provided by SEER:

1. [Advanced Directive Description](#)
2. [Notice of Privacy Practices](#)
3. [Disability Accommodations](#)
4. [Notice of Grievance Procedure](#)
5. [Clinical Individual Rights](#)

Advanced Directives ([Home](#)) Description

An “advance directive” is a document that can specify how treatment decisions should be made in the event that a person ever becomes unable to make well-reasoned choices. An advance directive is created during a time when a person is not impaired (i.e. while he or she is legally ‘competent’). The directive has no legal effect until such time that the individual becomes incapable of making informed treatment decisions. When the person is unable to speak for themselves the advance directive document then comes into effect and speaks for that person. It gives the person the power to exercise his or her previously determined, informed and rational choices.

Advance directives offer enormous benefits to consumers, family members, and providers alike. For many consumers, having an advance directive represents an opportunity to take control of their illness, which until then, may have caused them to feel powerless and controlled by others. It is an opportunity for both self-reflection and frank discussions with friends, family and care providers about important issues. For family and friends, advance directives provide relief from having to make decisions that the person may later resent and may cause harm to the relationship. For providers, advance directives offer valuable information and insight that enhance the appropriateness and quality of clinical decision making. Advance directives do not eliminate the need for involuntary treatment and they may not be a desirable tool for everyone. But for many individuals with mental illness, advance directives represent an important opportunity for self-empowerment and improved quality of life.

Features of Advance Directives:

- Provides a method for stating consumers’ wishes for medical (health and mental health) treatment during times when they are unable to make decisions for themselves.
- Can provide for the choice of a substitute decision maker (durable power of attorney) who must follow the consumer’s wishes.
- May be revoked or changed at any time.

Examples of Instructions That Can Be Included in an Advance Directive:

- Consent or refusal of particular medications and the reasons for the choice.
- How a consumer wants emergency situations handled.
- What a consumer would prefer for outpatient treatment as opposed to inpatient hospitalization.
- What a consumer wants regarding discharge planning.
- Who is to be notified if a consumer is involuntarily committed?
- Who is to be allowed to visit the consumer in the hospital?
- Preference of doctor or hospital.

If you would like more information on creating an advanced directive, please contact:

Spokane County Ombuds
312 W. Eighth Avenue, Fourth Floor
Spokane, WA 99204
Work Phone: 509-477-4666
Toll Free: 1-866-814-3409
ombuds@spokanecounty.org

**The above information is intended to be informational only and does not constitute legal advice

Notice of Privacy Practices [\(Home\)](#)

Introduction: In order to provide you with the highest quality mental health services, it is necessary to gather, and under limited circumstances share information about you that is private in nature. Supported Education & Employment Enhancing Rehabilitation (SEER) is committed to protecting your privacy, and to safeguarding any such protected health/mental health information. This Notice of Privacy Practices describes how information about you may be used and disclosed, and how you can get access to this information. Please review it carefully. If you have any questions about this notice please contact Ronda Hain at 279-6055.

Uses of information: SEER will not disclose your health/mental health information without your authorization except as authorization for treatment purposes (including communication with other treatment team members as necessary to provide for your care); to ensure appropriate payment for services; and to monitor the quality of SEER's operations.

The other instances in which SEER may disclose health/mental health information about you without your authorization, examples of this include: if there is an emergency situation; to prevent serious threat to you or others; for purposes of meeting mandated reporting requirements (such as reporting of suspected abuse); or for public health oversight as required by law.

SEER may also be mandated to disclose health/mental health information without your authorization when there is a court order to disclose information, when federal law enforcement requirements mandate disclosure, for national security purpose as required by law, or to comply with Washington State Workers Compensation Law. Additional disclosure rules apply specifically to individuals who are members of the military or who are inmates of a correctional facility.

Your Rights Regarding Health/Mental Health Information: As a consumer at SEER, you have the right to:

- Know how SEER uses your health/mental health information, whom SEER can give it to, and your rights regarding this information (as outlined in this privacy notice).
- Request an opportunity to inspect or copy health/mental health information created by SEER and maintained as part of your record.
- Request that your records be amended if you believe that the record is inaccurate or incomplete.
- Ask SEER to provide you with a list of any disclosures have been made of your health/mental health information to someone other than those involved in your treatment, or SEER's internal operations, or when you have authorized release of information.
- Request that SEER restrict uses and disclosures related to your health/mental health information.
- Request confidential communication of your health/mental health information (for example, you can ask for a conversation to be held in private or for SEER to send information to a different address).
- Revoke your authorization to use or disclose health/mental health information, except to the extent that action has already been taken.

Disability Accommodations ([Home](#))

The Community College System is committed to providing reasonable accommodations and academic adjustments to qualified applicants/students with disabilities. To receive accommodations, students are responsible for requesting accommodations and for providing appropriate documentation regarding the nature and extent of their disability in a timely manner.

Persons with a disability requiring any auxiliary aids, services or other accommodations should contact the college at least 30 days before the program begins.

Even if you do not foresee that you may need any accommodations, the SEER program would suggest that you register with the Disability Support Services (DSS) office in the event that you may need future accommodations. This will ensure that your accommodations will occur in a timely manner. These are the following persons/offices you would contact to register. Please ask your SEER staff for further information as to which office to contact etc.

Disability Support Services (DSS)

Spokane Falls Community College (SFCC)

Student Union Building # 17, Room 201, 3410 W Whistalks Way, Spokane WA 99224

Voice: 509-533-4166

Fax: 509-533-4171

VP: 509-315-2310

SFCC.DSS@sfcc.spokane.edu

sfcc.spokane.edu/For-Our-Students/Student-Resources/Disability-Support-Services

Disability Support Services (DSS)

Spokane Community College (SCC)

Building #15, Room #117, 1810 N. Greene Street, Spokane WA 99217-5399

Voice: 509-533-7169

Fax: 509-533-8877

VP: 509-321-4406

DSS@scc.spokane.edu

scc.spokane.edu/Disability-Support-Services

When registering at one of the DSS offices, you can expect to go through the following process:

1. Intake form or interview
2. Receive information as to the confidentiality of your registration/disability
3. Sign appropriate release of information forms
4. Discuss how you will seek documentation of your disability
5. Determine what appropriate accommodations you may be entitled to
6. DSS will notify your instructor of your accommodations

Please contact Ronda Hain at 279-6055 should you have any additional questions.

Grievance Procedure ([Home](#))

If you have a complaint or grievance about the services you are receiving from SEER, you are requested to first address the problem with the instructor or staff person with whom you have the grievance. If this does not produce resolution, you have the right to address your complaint with the Assistant Dean of PACE Services. If the problem is still not resolved to your satisfaction, you may proceed with the following steps in filing a formal grievance or complaint.

1. Put your complaint in writing. You may have a representative complete this step for you. You may also have an advocate or representative accompany you through this entire process.
2. Submit the written complaint to the Assistant Dean of PACE Services. The assistance Dean will contact you within ten working days to set up a meeting to speak with you further about your concern and attempt to address and resolve the complaint. Following an investigation process the program manager will develop a final disposition on the matter and report this to you within ten working days from your meeting date.
3. If you still feel there has not been satisfactory resolution the Assistant Dean of PACE Services will inform you of further processes available to you to resolve the concern and appeal the manager's final disposition.

These processes may involve the following:

- a. All SCRBHO consumers have a right to file a formal complaint with the Ombuds service.
- b. All SEER students (SCRBHO eligible or not) may file a formal grievance through the Community Colleges of Spokane.

The Assistant Dean of PACE Services can provide you with detailed descriptions of these processes as well as contact information to obtain the necessary assistance.

It should also be understood that there will be no retaliation or repercussions to you as a result of filing a grievance or complaint.

Clinical Individual Rights [\(Home\)](#)

Per the Washington Administrative Code (WAC) 246-341-0600:

1. You have the right to:
 - a. Receive services without regard to race, creed, national origin, religion, gender, sexual orientation, age or disability;
 - b. Practice the religion of choice as long as the practice does not infringe on the rights and treatment of others or the treatment service. Individual participants have the right to refuse participation in any religious practice;
 - c. Be reasonably accommodated in case of sensory or physical disability, limited ability to communicate, limited-English proficiency, and cultural differences;
 - d. Be treated with respect, dignity and privacy, except that staff may conduct reasonable searches to detect and prevent possession or use of contraband on the premises;
 - e. Be free of any sexual harassment;
 - f. Be free of exploitation, including physical and financial exploitation;
 - g. Have all clinical and personal information treated in accord with state and federal confidentiality regulations;
 - h. Review your clinical record in the presence of the administrator or designee and be given an opportunity to request amendments or corrections;
 - i. Receive a copy of agency grievance system procedures according to WAC 182-538D-0654 through 182-538D-0680 upon request and to file a grievance with the agency, or the Managed Care Organization, if applicable, if you believe your rights have been violated. The grievance system rules in WAC 182-538D-0654 through 182-538D-0680 apply to an individual who receives behavioral health services funded through a federal Medicaid program or sources other than a federal Medicaid program. (Note: The grievance system rules in WAC 182-538C-110 apply to an individual who does not have Medicaid and receives behavioral health services funded by the behavioral health administrative services organization (BH-ASO)); and
 - j. Submit a report to the department when you feel the agency has violated a WAC requirement regulating behavioral health agencies.
2. Each agency must ensure the applicable individual participant rights described in subsection (1) of This section are:
 - a. Provided in writing to each individual on or before admission;
 - b. Available in alternative formats for individuals who are visually impaired;
 - c. Translated to the most commonly used languages in the agency's service area;
 - d. Posted in public areas; and
 - e. Available to any participant upon request.
3. Each agency must ensure all research concerning an individual whose cost of care is publicly funded is done in accordance with WAC Chapter 388-04, Protection of Human Research Subjects, and other applicable state and federal rules and laws.
4. In addition to the requirements in this section, each agency providing services to Medicaid recipients must ensure an individual seeking or participating in behavioral health treatment services, or the person legally-responsible for the individual, is informed of their Medicaid rights at time of admission and in a manner that is understandable to the individual or legally-responsible person.