

SAFE HARBOR PEER SUPPORT SERVICES

WHO WE ARE

SHPSS originally began as two separate organizations – The Group of Delaware County (doing business as Annie’s Outreach Center) and No Limits Outreach Center. The Centers had the same mission, served the same target population and provided similar types of service. Staff and consumers interacted with each other frequently and had the same support and networking system. In December, 2007, after much deliberation, the Board of Trustees of both centers decided that by joining together, we could become a stronger, more stable provider organization while advocating for people who experienced mental illness and/or addiction in both counties. On July 1, 2008, we became known as Safe Harbor Peer Support Services or SHPSS. We operate out of two sites – Annie’s Outreach Center in Delaware, OH and No Limits Outreach Center in Edison, OH. Certified by the Ohio Department of Mental Health, we are the only consumer run, private, non-profit (501c3), peer support organization operating in Delaware and Morrow Counties. SHPSS receives state/local funding and donations to support its programs and the Center’s daily operations. We also conduct various fundraising activities throughout the year.

As a drop-in center, people can come for a cup of coffee and socialize, with each center offering a variety of services and activities planned and implemented by consumers. These services and activities are designed to help the consumer, their families and caregivers in their recovery from mental illness and/or addiction.

At SHPSS, we believe that no matter how severe our mental illness and/or addiction is, we have a right to be treated with respect and to have our thoughts and opinions heard. We believe in self-directed recovery – that is, a recovery in which we, the consumers, are in control of what happens to us. We believe peer support has a unique and important role in the treatment and recovery of people with mental illness and/or addiction and/or addiction that only fellow survivors can provide.

MISSION

The mission of Safe Harbor is to empower our peers in recovery from a mental health condition and/or a substance use disorder to thrive in our communities. We do this through an array of innovative wellness programs offered at no cost to adults in Delaware, Morrow and surrounding counties, in a warm and welcoming gathering place.

We accomplish this by:

1. **Operating two consumer directed centers**-At these centers, adult consumers can receive socialization, friendship and peer support in a safe and welcoming environment;
2. **Providing and promoting learning opportunities about mental illness/addiction recovery;**

3. **Promoting and supporting activities** that ~~teach and~~ encourage consumers to learn to take responsibility for their own growth and personal recovery;
4. **Modeling and encouraging self-advocacy**; and
5. **Developing and fostering consumer awareness** of civic pride and responsibility by sponsoring and participating in activities that give back to the community in which we live.

WHO WE SERVE

We serve adults who have been diagnosed with a mental health condition and/or substance use disorder, also referred to as “consumers.” SHPSS serves adult residents in Delaware and Morrow Counties who experience mental illness and/or addiction. In order to serve the consumers in our community, we also serve the consumer’s family, support systems, and treatment team. Although we do not offer programming for children, they are permitted at the centers with permission from the Executive Director.

Services are provided regardless of race, marital status, religion, color, creed, sexual orientation or national origin (ancestry), disability, mental or physical handicap, age (40 years of age or older), sexual orientation (including LGBTQ+), genetic information, human immunodeficiency, virus status, military status (past, present or future), status as a parent during pregnancy and immediately after the birth of a child, status as a parent of a young child and or status as a foster parent throughout the employment process is prohibited or in any manner prohibited by local, state or federal laws. We believe that recovery is a process, we also serve the individual who has behavioral health issues but is not yet receiving professional care for their illness and may not yet recognize or be willing to acknowledge the existence of a mental illness and/or addiction. It is our hope that with education and a supportive relationship, a person will find the courage needed to acknowledge and fight their illness.

HOW TO REACH US

Annie’s Outreach Center
241 Paddock Court
Delaware, OH 43015

No Limits Outreach Center
4046 Vine St.
Edison, OH 43320

Phone : Business (740)363-1619

Phone : Business (419)946-5900

SERVICES AND PROGRAMMING

Each site offers a variety of education, social, recreational, and recovery-oriented groups and activities. Programs and Activities can be found on our website @ <https://www.safeharborpeersupportservices.org/> and the monthly calendars available at each center. Pick up your copy in the reception area.

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Our programs allow us to provide peer support to consumers, individually, and in formal or informal group settings. If you need to talk privately with a staff person, let us know. We also visit consumers in their homes, hospital, or nursing home. Let us know if you are unable to come to the center and would like a visit elsewhere.

Our primary goal is to aid you in your recovery efforts. Safe Harbor is a place where you can practice the skills you learn in counseling or self-help groups. If you would like a staff person to support you at a treatment team meeting or to be a permanent member of your treatment team, we would be happy to do so. Also, private space is always available to you if you wish to meet with your case manager or therapist at either center. If you are having trouble getting to the center or to your medical and mental health appointments, let us know and we will work with you and your medical provider.

VOLUNTEER AND LEADERSHIP OPPORTUNITIES:

We encourage all consumers to become active volunteers at either center. We could not run the center without you. Perhaps you have a special talent or hobby you would be willing to share with others. See the Recovery Center Coordinator about starting a group or running a workshop.

We encourage consumers to become certified Peer Support Specialists to teach other consumers. Ask staff about registering for this opportunity or for more information.

Roles and Responsibilities of a Volunteer:

Unless told otherwise, volunteers are under the supervision of the Recovery Center Coordinator and are subject to the same rules and regulations as staff and consumers. See Rules and Procedures for details. Violation of those rules may lead to immediate suspension of duties and privileges. Volunteers are asked to arrive on time and be ready to work when scheduled.

Those doing community service will be expected to complete a Community Service Application and a release of information allowing contact with their Community Service liaison or probation officer. The Recovery Center Coordinator will assign them tasks and provide supervision. Hours credited will be actual hours worked.

CONSUMER INPUT

This is a consumer run organization. Your ideas, concerns and complaints are important to us. Your voice matters and we want to hear what you think. There are a number of ways that consumers can express their opinions at Safe Harbor.

1. Peer support is available when you are at our centers. Most of the staff persons are certified as Peer Specialists and are there to help, listen, and create ways to cope.

2. Periodic consumer-led meetings will be scheduled to give people an open floor to discuss any new ideas, complaints, or suggestions that they may have for Safe Harbor.
3. Consumer surveys are conducted throughout the year, which can be a way to voice your opinions/concerns. The input gathered is used to provide effective programming and offer relevant activities of interest.

RULES AND PROCEDURES

When you come to our centers, we ask that you abide by the rules and follow the procedures developed by your peers. They are for the safety and well-being of all who come here. The following is a list of the Center Rules. Please see a staff person if you have any questions.

General Rules:

- 1) Please sign in by the door each time you come into the center. This helps us to know how many people we have each day;
- 2) Tobacco use of any kind is forbidden inside either of our centers. Smoking at Annie's and No Limits is only permitted in the designated areas. Please use the container provided for tobacco waste, and do not throw anything on the ground. Smokers are expected to keep the smoking areas clean and tidy;
- 3) Please treat others as you would like to be treated – with respect and dignity. Physical, verbal, and emotional abuse is not tolerated. demeaning or hate speech is not permitted. This will result in immediate suspension;
- 4) We do not permit the use or possession of alcohol or illegal drugs at our centers. If you are suspected of being under the influence of these substances, you will be asked to leave;
- 5) Any object in your possession, that our staff considers to be a weapon, forbids your entrance into our centers. We have the responsibility to report any potentially threatening object to the police;
- 6) No fighting, threatening, profanity, yelling or otherwise disrupting the peace at the centers. You may be asked to leave if your behavior or presence is offensive or disruptive to others;
- 7) No verbal or physical sexual harassment or abuse will be tolerated. No touching others without their permission. If someone says you are in their space, step back;
- 8) No stealing or “bumming” of money, food, or possessions. That includes Center property as well as personal property;

- 9) Be responsible – clean up your own mess. Make sure that your area is clean and trash thrown out before leaving;
- 10) No gossiping or hearsay is permitted;
- 11) Respect peoples' privacy and personal space. **WHATEVER YOU HEAR OR SEE AT OUR CENTERS, DOES NOT LEAVE THE PREMISES;**
- 12) If you have committed to a certain task and are unable to complete it, you are responsible for getting someone else to cover for you;
- 13) Vandalizing or defacing personal or Center property is prohibited. All cases of vandalism will be reported to the police, and we may choose to file charges against you and seek monetary damages; and
- 14) Scheduled Social Outings require prior signups, which you can find a sheet to do so in the centers at designated locations. Some trips include consumers and staff from both centers in an effort to provide inclusion. Proper behavior and dress are required during these outings because you are not just representing yourself, you are also there on behalf of Safe Harbor. Other listed Rules and Procedures do apply to settings outside of the agencies while engaging in a group activity;
- 15) If a staff member sees you doing or saying anything which is not specifically mentioned in this manual, but feels it may violate our Policies and Procedures, you will be asked to stop immediately.

Grooming/Personal Hygiene:

Please respect yourself and others around you. Keep yourself clean and neat. Let our staff know if you are having difficulty securing your own personal hygiene items, because we can help you with this. If you are sick, please stay home. Cover your mouth when you cough or sneeze and wash your hands frequently. Throw used tissues away immediately.

Please dress appropriately. Clothing can be casual but must be clean with no offensive wording, pictures, or advertising. No sexually provocative clothing will be allowed. No short shorts, no crop tops, or risqué clothing. (Men & Women) If you need weather, size, or gender appropriate clothing, please let a staff person know and we will make the necessary arrangement to get you what you need.

Phone Use

If you have an emergency and need to make a call, please speak to a staff person.

Computer Use

- Consumers may use the computer in the designated location;

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- No porn, chat rooms or dating services sites are permitted;
- No eating or drinking while you are on the computer; and
- Computer use is limited to 30 minutes. If nobody is waiting, you may continue. When someone wishes to use the computer, and you have been on it for 30 minutes or longer, please be polite and sign off.

DISCIPLINARY ACTION

The Executive Director may, at their discretion, suspend a consumer at any time.

If you to break the rules, each offense, even if unrelated, will add to your total.

First Offense – verbal warning.

Second Offense – written warning

Third Offense – one (1) week suspension

Fourth Offense – one (1) month suspension

Fifth Offense-Indefinite Suspension-Request for return must be approved by the Executive Director

For the above offenses, the Recovery Center Coordinator and another staff member will meet with you privately to talk about what happened, and the action being taken

After a suspension, you will be required to read the consumer handbook again and sign the form which states you understand the rules and regulations. For those who cannot read, a staff member will go over it with you.

If a fifth (5th) offense takes place, the Executive Director will review the information and decide if an indefinite suspension is warranted. The Executive Director and the Recovery Center Coordinator will meet with you privately, to discuss their recommendations and provide the decision in writing.

EMERGENCY SITUATIONS

In case of an emergency, contact staff immediately.

- **Fire/Bomb Threat:** Call 911. Fire extinguishers are located in the kitchen. Evacuate the building using the closest exit, if possible. Exit doors are clearly marked. Stay with other consumers in the parking lot until help arrives. Do not leave the property without telling the person in charge;
- **Tornado/Severe Storm:** Stay inside and away from windows and outside doorways. Keep the radio on, if possible. Do not leave the property without telling the person in charge;
- **Medical Emergency:** Keep calm and get help. Notify the person in charge. Call 911. Follow directions given by 911 staff. Do not leave the property without telling the person in charge; and

- **Inclement Weather:** The Centers will be closed for weather related instances when the school district is closed.

CONSUMER RIGHTS

Safe Harbor Peer Support Services does not provide direct therapy or counseling services and you are not required to be in treatment or to have a treatment plan in order to take advantage of the services offered here. However, you should be aware of your rights as a consumer of Safe Harbor or any other facility that contracts with the Delaware/Morrow Mental Health and Recovery Services Board which is funded through the Ohio Department of Mental Health and Addiction Services.

1. The right to service in a humane setting which is the least restrictive feasible as defined in your treatment plan;
2. The right to be informed of your own condition, or proposed or current services;
3. The right to consent to or refuse any service upon full exploration of the expected consequences of such consent or refusal;
4. The right to a current, written, individualized plan that addresses your mental health, and /or Substance use disorder, physical health, social and economic needs and that specifies the provision of appropriate and adequate services, as available, either directly or by referral;
5. The right to active and informed participation in the establishment, periodic review and reassessment of the service plan if applicable;
6. The right to freedom from unnecessary restraint or seclusion.
7. The right to participate in any appropriate and available agency service;
8. The right to be advised of or refuse any unusual or hazardous procedure, tape recordings, television, movies or photographs;
9. The right to have the opportunity to consult with independent treatment specialists or legal counsel at your own expense;
10. The right to have access to information in any agency record pertaining to yourself only, unless to particular, identified items of information is specifically restricted to you for clear reasons. Clear treatment reasons shall be understood to mean only severe emotional damage to you such that dangerous or self-injurious behavior is an imminent risk. The person restricting the information shall explain to you and other persons authorized by you of the factual information about you that necessitates the restriction. The restriction must be renewed at least annually to retain validity. Any person authorized by you shall be informed in writing of agency policy and procedures for viewing or obtaining copies of personal records;
11. The right to be informed in advance of the reason(s) for discontinuance of service provisions and to be involved in planning for the consequences of that even;
12. The right to receive an explanation of the reasons for denial of services;
13. The right to know the cost of services; and
14. The right to be fully informed of all your rights.

SPECIAL NEEDS

Please let the staff know if you have any special emotional or physical needs or if you are at risk for any emergency situations while you are at the Center. For example, it is important that we know if you have certain medical problems, allergies, phobias, dietary needs, or you have an Emotional Support/Emotional Support Animal so we can make the necessary accommodations. With your input, a personal plan will be developed to enable those at our centers to respond to your needs as best we can.

CONFIDENTIALITY

There are occasions when you will be asked to sign your name, provide identifying information or even asked to identify yourself as a consumer versus a non-consumer. This information is used for statistical purposes and will not be released to any outside source without your written consent – unless you have signed up for an outside training/event and it is understood that your information is needed for registration purposes.

Even then, you will be made aware of how and when your information is used. However, unless you are a Board Member who is required to provide the Center with name and address, you have the right to withhold this information. You will be notified if withholding information will affect the services you receive.

Signed release of information forms will be needed if you wish Safe Harbor staff/volunteers to advocate for you or have contact with treatment staff or other resources on your behalf. See Center staff for these forms. We often take pictures at both Safe Harbor sites, usually to celebrate our successes or to record our history. Sometimes a photographer from the local newspaper will come by to take a picture for an article. We will attempt, whenever possible, to alert consumers of these occasions before they happen. However, we are not always able to do this. If you do not wish to have your picture taken, feel free to decline at any time or ask that a photo already taken not be used.

Your rights also extend to others. Please do not repeat to others what you hear at the Centers, especially in closed recovery oriented groups or classes. Please be aware of the following exceptions:

- If there is any actual or suspected abuse or neglect of a minor or person over the age of 60;
- If you have threatened or are suspected of suicidal or homicidal thoughts, plans or behavior; and
- If you are in need of emergency health care.

CONSUMER GRIEVANCE AND APPEALS PROCEDURE

It is the intent of Safe Harbor Peer Support Services to provide services and opportunities in an equitable manner and respect of all rights due to its consumers. However, there may be times when a consumer feels that his/her rights have been denied or abused. When this occurs, Safe

Harbor seeks to address the complaint or grievance in a responsive and impartial manner and to strive for a fair resolution. Each Center has a Consumer Rights Advocate (CRA).

The duty of the Consumer Rights Advocate is to provide an impartial, rational support to assist the consumer to find a satisfactory resolution to a grievance. The CRA's are trained in problem solving, mediation, communication, confidentiality and peer support techniques. The Executive Director or staff designee are one of the CRA's. The other two are elected by the consumer membership as peers they would be willing to go to in time of distress. You have the right to choose which CRA you wish to assist you with your grievance. If you feel that your CRA is not performing his/her duty, please inform the Executive Director. A list of the current CRA's can be found posted on the information board at your center. When in doubt, feel free to ask a staff or Board member.

Grievance Process:

1. Step One: Whenever possible, Safe Harbor recommends that you first try to resolve your grievance with the person(s) directly involved. Sometimes that is not possible or unadvisable due to the potential for a violent or otherwise unsafe response. If resolution cannot be achieved by negotiation directly with those involved, please go to Step Two;
2. Step Two: If you feel that your rights have been denied or abused, you are encouraged to discuss your concerns with one of the Center's Consumer Rights Advocates (CRA) (see current list posted at your center) as soon as possible. The CRA you choose will assist you in resolving your issue fairly and rationally by attempting to solve the problem through informal discussions with all parties;
3. Step Three: After informal discussion has failed to resolve a grievance, the CRA will begin an investigation within fifteen (15) business days from the events or circumstances giving rise to the grievance or of the employee's knowledge of the event or circumstance, not to exceed a total of twenty (20) business days after the occurrence of the event. Grievances submitted beyond such time limits may not be honored;
4. Step Four: The formal grievance shall be filed electronically (email) or in paper form. The grievance form shall be date-stamped upon receipt and/or acknowledged by email if received electronically the CRA shall schedule and hold a meeting with the consumers and or staff persons within fifteen (15) business days of the grievance filing date. At the time of the interviews, all parties will receive a copy of the grievance form that was filed;
5. Step Five: The Step Two designee shall consider the allegation set forth in the grievance and information provided during the meeting by the parties involved and respond to the grievance within fifteen (15) calendar days following the meetings;
6. Step Six: If a resolution was not obtained in Step Two of the process, it is the CRA's job to help you clarify the problem (if needed), to identify the resolution you seek, to file a grievance, to investigate on your behalf and to represent you throughout the grievance process. A grievance form must be completed and filed (the CRA can help you do this),

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the CRA will investigate the situation, speak to the parties involved and discuss the issue with the Executive Director. With the help of the Executive Director, the CRA will attempt to bring about a satisfactory resolution within the twenty (20) business days. (An extension may be granted if there is good reason, and you will be notified of the reason for this extension). If a resolution is found, you will be given a written statement describing the results; and

7. If a resolution is not found, the CRA will assist you in taking the issue to the Grievance Committee of the Center's Board of Trustees. The Grievance Committee will review the situation and offer a recommendation for successful resolution within 30 business days of receiving the written grievance. If necessary, the issue will be brought before the full Board of Trustees for resolution. You will be given a written statement describing the results/recommendations.

If the grievance is against an employee, the consumer must take the grievance to the employee's supervisor. If the grievance is against the ED, the consumer must take the grievance to the SHPSS Board.

If the issue is still not resolved to your satisfaction, your CRA will assist you, if desired, to take your grievance to:

Clients Rights Officer
Ohio Mental Health and Addiction Services
30 E Broad St
Columbus, OH 43215
Toll Free # 1-877-275-6364

The recommendation offered by Ohio Mental Health and Addiction Services will be considered final by the Center. You will be given a written statement summarizing the recommendations.

Another source of assistance through the grievance procedure is:

Disability Rights Service
50 West Broad St Suite 1400 Columbus, Ohio 43215
Toll Free # 1-800-282-9181 or 614-466-7264

If you choose to use an outside entity to file a grievance, Annie's Outreach Center (Safe Harbor), No Limits Outreach Center(Safe Harbor) staff will cooperate by providing relevant information upon request and with your written permission. It is not the Delaware Morrow Mental Health Recovery and Services Board's role of responsibility to help consumers with grievances. The DMMHR SB has specifically told Safe Harbor Peer Support Services to follow proper grievance procedures. Please follow the above procedures for grievance conclusions.

CONSUMER RIGHTS ADVOCATES

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Duties/Responsibilities of a CRA:

1. To be available to discuss grievances with consumers, to help identify and clarify the problem, establish ownership of the problem and develop a plan of action (or not, as the consumer wishes). Sometimes it helps just to talk with someone who cares;
2. To help the consumer through the grievance process – advise the consumer of his/her rights and the grievance procedure;
3. To help the consumer complete the grievance paperwork – help them think through the situation and write it up;
4. To advocate for the consumer, whether or not they share the consumer’s point of view; and
5. To complete the written resolution.

If you are interested in becoming a trained CRA, please inform the Executive Director.