



**P E O P L E S**  
**O A K L A N D**

Member Handbook

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## **PEOPLES OAKLAND**

### **Mission Statement**

Peoples Oakland is a premier recovery and wellness center, committed to holistic, comprehensive, member driven recovery.

### **Organizational Goals**

#### **Goal I.**

Independence and advocacy: Peoples Oakland believes in raising the self-esteem of its members in order that growth, development and recovery are possible. Members will always be encouraged to participate in the planning and governance of the organization as a way to live this belief. Furthermore, Peoples Oakland Staff will speak out and advocate for consumer participation and independence.

#### **Goal II.**

Program Development: Peoples Oakland will maintain a safe, friendly, "family feeling" facility where members participate in challenging and stimulating activities, make friends, get involved and pursue job opportunities. Programs will be based on total wellness and recovery principles and will continually be re-evaluated and evolve according to member needs.

#### **Goal III.**

Vocational Rehabilitation: Peoples Oakland believes that work can build a strong self-esteem, recovery and quality of life. It is for this reason, that staff will aspire to develop members' full employment potential. It will be creative in its search and advocacy to match meaningful jobs with interested members.

## PEOPLES OAKLAND HISTORY

Peoples Oakland is a private, nonprofit corporation. It was established in 1971 as a community planning and organizing agency to improve the quality of life for individuals living in the diverse Oakland community of Pittsburgh.

In the 1980's, Peoples Oakland's focus shifted from community organizing and advocacy to the actual provision of mental health services to fill targeted service gaps. This change in focus resulted from the community's effort to respond to the needs of hundreds of state hospital patients who were discharged and became residents in Oakland and surrounding neighborhoods during a time when the current array of clinical and community support services was virtually non-existent.

By 1988, Peoples Oakland had become a "highly regarded" psychiatric rehabilitation program in the state of Pennsylvania according to a landmark nationwide study by E. Fuller Torrey, *Care of the Seriously Mentally Ill: A Rating of State Programs*.

In 1991 Peoples Oakland and the Western Psychiatric Institute and Clinic were awarded a competitive three-year research and demonstration grant by the National Institute of Mental Health to study the Peoples Oakland model of psychiatric rehabilitation and employment outcomes. Since the successful completion of the project and publication of results, the project has grown into a major component of Peoples Oakland programming for persons with psychiatric disabilities seeking employment.

In response to a great need in the community, Peoples Oakland opened the first non-clinically based psychiatric rehabilitation project in Allegheny County targeting persons with coexisting mental illness and substance abuse disorders in 1992 - the Peoples Oakland Coffeehouse. This is now known as the Recovery/Wellness program.

In 1999 Peoples Oakland purchased a four-story office building at 3433 Bates Street and began transforming its operations to better meet the wellness and recovery needs of its members and the surrounding Pittsburgh community.

The newly remodeled building includes an open entry, resource center with 5 computers with high speed internet connection and a wellness/fitness area on the first floor and a commercial kitchen, recreation area and a large deck on the second floor. Most importantly, Peoples Oakland staff and members continue to focus on recovery and wellness to assist persons with psychiatric disabilities in living and working in the community.

Peoples Oakland receives funding from the Allegheny County Department of Human Services, the Pennsylvania Office of Vocational Rehabilitation and grants and donations from foundations and private individuals.

## **Welcome to Peoples Oakland Today**

Congratulations you have completed the Intake Process and are ready to begin attending meetings, groups and activities at Peoples Oakland. We offer a variety of social, vocational and wellness/recovery programs to persons recovering from serious mental illness.

Your input is very important to staff and members of Peoples Oakland. You are assigned to a counselor who will review your goals with you on a regular basis. In addition, Peoples Oakland has an **OPEN DOOR** policy. All staff are available to talk to members are almost any time in person or over the phone. Please feel free to make any suggestions to your counselor or any staff to help improve your and others experiences here. In addition, there is a House Meeting, open to all members, on the third Tuesday of every month where you can give input and suggestions on Peoples Oakland activities; suggestion boxes located on all floors that are reviewed in the monthly House Meeting and input received from regular member satisfaction surveys. We participate in Consumer Action and Response Team of Allegheny County (CART) consumer dialogues. There are other opportunities available to serve on various committees and boards at Peoples Oakland and throughout Allegheny County.

Peoples Oakland is managed by the Executive Director, Sandy Phillips. The Program Supervisors and the Quality Manager report directly to the Executive Director. The psychiatric rehabilitation specialists (counselors) report to the Program Supervisors. In addition, many members contribute to the running of the programs by working in temporary paid positions and/ or volunteering.

You will be assigned to a counselor (psychiatric rehabilitation specialist) who will be your guide in becoming familiar with the activities available. You and your counselor will review the Member Handbook in order to better understand the services available. We hope this orientation is helpful.

Peoples Oakland subscribes to the principles and philosophy of a community support and recovery-oriented system of care for persons with mental illness. A CSP (Community Support Program) is defined as "an organized network of caring and responsible people committed to assisting persons with long-term mental illness to meet their needs and develop their potentials without being unnecessarily isolated and excluded from the community. The Community Support concept includes the entire array of treatment, life support, and rehabilitation services needed to assist persons with severe, disabling mental illness to function at optimal levels within the community.

Although we do not provide psychiatric treatment here, Peoples Oakland places great importance on working in cooperation with your treatment team. We recognize that we represent one important element of an overall "community support system" which includes psychiatric treatment (medication), housing support, income support, emergency services, etc.

## **Non-Discrimination Policy Statement**

Peoples Oakland does not, in any way, exclude, deny benefits to, or otherwise discriminate against any person on the grounds of race, color, religious creed, sex, age, national origin, place of birth, ancestry, citizenship, familial status, veteran status, disability or sexual orientation in admission to, participation in, or receipt of services and benefits of any of its programs and activities nor in hiring or employment opportunities therein.

This statement is in accordance with the provisions of Title VI and Title VII of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Americans with Disabilities Act of 1990 and/or the Pennsylvania Human Relations Act of 1955, as amended and the City of Pittsburgh Code of Ordinances Title VI, Article V. which provides similar protection against discrimination on grounds of sexual orientation, familial status and place of birth.

In case of questions concerning this policy, or in the event of a desire to file a complaint alleging violations of the above policy, please contact:

Sandy Phillips, Executive Director  
Peoples Oakland  
3433 Bates Street  
Pittsburgh, PA 15213  
412/683-7140 x 240  
email: [sandra@peoplesoakland.org](mailto:sandra@peoplesoakland.org)

### ***Discrimination complaints may also be filed with:***

The US Department of Human Services, Office of Civil Rights  
The PA Dept. of Public Welfare Bureau of Equal Opportunity (BEO)  
The PA Human Relations Commission  
City of Pittsburgh Human Relations Commission

# Programs

Our services are organized into three primary service areas:

## *Social and Recreational Services*

A drop-in center and cafe, day-trip outings, vacation trips, sports programs, arts and crafts, parties and events make up the core of this program area. Social and recreational services provide opportunities to meet and make friends among other members and engage in other Peoples Oakland services.

Social supports are key to a successful life for anyone. Peer support is a critical ingredient to the success of all Peoples Oakland programming. Recreational activities give places for social skills to form and be practiced in collaborative relationships with staff and through peer interaction. Personal support networks develop and friendships blossom among members who are often isolated or stigmatized in their families and neighborhoods.

Social and recreational programming is open to all Peoples Oakland members and is constantly changing to stimulate the active involvement of our members

Peoples Oakland staff and members bring a variety of talents and interests to our programming. Staff, members and volunteers coach sports teams, lead expressive arts activities, and organize special events and outings including vacation trips to fun-filled locations

## *Wellness & Fitness Services*

The goal of Wellness programming is to help members understand and apply recovery and wellness principals to their everyday lives.

Recovery and wellness services and activities provide safe opportunities to experience successful recovery from serious mental illness, substance abuse, or other disabling conditions

This program area is comprehensive and incorporates best practices in psychiatric rehabilitation, health awareness and adult education. The recovery and wellness program offers educational groups, fitness and healthy lifestyle activities, individual counseling and peer and professionally facilitated support groups

Recovery classes, mental illness and substance abuse recovery groups, nutrition counseling, healthy cooking classes, weight loss support groups, smoking cessation

programs, and stress management training are just a few of the program's offerings. A newly developed exercise training area is open for members who want to add strength, lose weight, improve cardio-vascular conditioning, and flexibility to their personal recovery from mental illness. For more information on this area see Peoples Oakland Wellness Center.

Recovery and wellness services grew out of a serious need of our members to develop their overall health awareness. As one member so eloquently put it, "Now that my mental illness is under control, I finally feel like I have a future. Now I would like to make sure that my health is good enough that I can enjoy that future."

### *Employment Services*

Employment is an important goal for many of our members. Aside from income and benefits, employment provides other tangibles like new social networks, improved feelings of self-worth, learning experiences and a reason to stay well and maintain recovery.

Peoples Oakland supports members wherever they are in pursuit of employment goals whether choosing, getting or keeping a job. Staff works along side of members to develop skills that help them in their quest for meaningful employment.

Counselors assist members in important decisions about employment goals, health benefits, impact on social security or other disability benefits.

Members who are employed serve as role models and support persons for others dealing with issues of employment.

Supports and opportunities are tailored to each member's needs and strengths. They include volunteering, training positions, job search assistance, job coaching and support, transitional employment placements at Peoples Oakland and in the community, competitive in-house and community placements, peer work support groups, and individual counseling.

Some employment related services require Office of Vocational Rehabilitation (OVR) authorization.

# Other Services

## *Peer Support*

Peoples Oakland continues to be a leader in self help and peer support models of providing services. Opportunities, both paid and volunteer, are available to members. Examples of these opportunities are: lead and participate in Recovery groups, develop and lead activities and groups of interest, work as a peer counselor in daily programming, participate in community consumer activities such as CSP (Community Support Program) and PSAN (Peer Support and Advocacy Network), attend conferences and workshops.

## *Peoples Oakland Help Desk*

Located in the Resource Center on the first floor, The Help Desk is designed to be a place for members to seek help for any sort of problem. Member volunteers, interns and staff will assist Help Desk users to find resources within Peoples Oakland or in the community that can be applied to their particular situation.

Help Desk volunteers can help search the World Wide Web and local directories for information, agencies that help, government resources, and answers to just about any question. Complex problems are referred to appropriate staff for immediate attention.

The Help Desk is located in the Resource Center on the first floor

## *Peoples Oakland Volunteer Program*

Peoples Oakland member volunteers assist in managing the building and activities. Members can volunteer as little or as often as they want. Member volunteer hours are recorded and members are accorded special recognition each year. Volunteers can assist in all areas: housekeeping, Snack Shack, reception, the Help Desk, etc. In addition, members can assist in special projects such as making outreach calls and completing member surveys

## ***Peoples Oakland Resource Center***

Located on the first floor, this area is the home of the member computer stations, a scanner and printer; a small library and reading area as well as the Help Desk area.

## ***Computer Accounts with Internet Access & Email***

As a member of Peoples Oakland, you are eligible to have a member user account. This account will provide you with the ability to have an email account on one of the free email hosting services available such as Hotmail, access to the internet and use of software such as Microsoft Word, Access and Excel. The member computers are located in the Resource Room on the first floor. In addition there is a printer, scanner and copy machine.

Please let your counselor know if you would be interested in establishing a member account.

## ***Monthly House Meetings***

On the third Tuesday of every month, all members are invited to attend the House Meeting. This is an opportunity for you to have input into the activities and services offered by Peoples Oakland. We need your input and hope you attend.

## ***Peoples Oakland Web Site***

Log onto the Peoples Oakland web site at [www.peoplesoakland.org](http://www.peoplesoakland.org) for the latest on current activities and up-coming events, check the monthly schedule, review the mission statement, etc. You can even email your counselor.

## ***Peoples Oakland Wellness Center***

The Peoples Oakland Wellness Center opened in early 2002. The space includes exercise equipment, exercise/movement space, cable TV and a small classroom area. Peoples Oakland staff and trained community volunteers help oversee the activities in this exciting area of our building.

Activities include “open gym”, body shaping, weight loss support groups, smoking cessation classes, health screenings, Tai Chi classes, Tae Bo classes, Pilates classes, cardio-vascular fitness and strength training programs, and health awareness guest speakers.

*Peoples Oakland Monthly Calendar and Letters*

Peoples Oakland publishes a monthly calendar of events. This calendar will be mailed to you at the beginning of each month. Please make sure we have your accurate address in order that you can receive the calendar. You may also receive notices or invitations to special events. Your counselor may include a letter in this mailing. The calendars are also available at [www.peoplesoakland.org](http://www.peoplesoakland.org).

In addition, if we have your accurate address, Peoples Oakland staff and members will send you a birthday card during your birthday month.

## Health & Safety Information

**“Peoples Oakland will promote and provide a safe and clean environment for all persons served, personnel and visitors.”**

That is our policy and Peoples Oakland Health & Safety Committee meets quarterly to assist and advise the Executive Director in matters pertaining to providing a safe and clean environment. You are welcome to attend these meetings. Information is posted on when and where these meetings occur.

**Emergency exits:** Each of the four floors of the Peoples Oakland building has lighted emergency signs pointed to the nearest exits.

**Emergency exit maps:** All major locations and all individual offices have an “emergency exit “map indicating the nearest exit routes.

**Fire Extinguishers:** Are conveniently located and maintained regularly. Staff will take charge in the use of any fire extinguisher.

**Emergency evacuation:** In the event of a drill or an emergency evacuation, staff will assist you in locating the nearest emergency exit and exiting the building using one of the two inner stairwells or the emergency stairway exit off the deck. The first floor exits directly outside using the nearest door.

**Emergency evacuation Meeting Spot:** After exiting the building, you will be directed to turn right on the sidewalk and proceed on Zuelma St. to the front of the small brick building next door (Magna Graphics Printing). Staff will direct you to the proper spot. There a “head count’ will be taken to ensure that all have safely exited the building.

**First Aid kits:** Are readily available and maintained by the Health & Safety Committee. There is a first aid kit located on each floor, in the vans and available for use in personal vehicles that may be used for program transportation. There is also a flashlight and blanket available on each floor to be used in emergencies. Staff will assist you if you need some materials from these kits or a blanket.

**Medical Conditions:** You are welcome at Peoples Oakland any time. However, if you are suffering from a bad cold, flu or any contagious condition, it would be preferable to stay home and take care of your illness. In addition, if you are taking any prescribed or over the counter medication or home treatment that may cause you any problem, please let your counselor know so we are able to assist you if necessary. For safety sake please do not bring excessive amounts of medication, keep it in a secure location, do not share it with others, and dispose of according to package directions.

**Seclusion and Restraint:** Peoples Oakland has a no use of seclusion or restraint policy. Staff may only take any action to avoid physical injury and to escape dangerous situations.

*Smoke-Free Workplace*

Peoples Oakland offers a smoke-free work environment to all members and staff. No smoking is allowed inside any buildings, sites or vehicles operated by Peoples Oakland. Smoking is permitted only in outside designated areas as identified. Smoking at off-site activities (ie. events, trips, etc.) will be permitted only in designated areas as determined by supervisory staff. Smokers are responsible for keeping the areas clean and free of smoking debris.

# **Goal Planning and Progress Notes**

Throughout your involvement with the Peoples Oakland, you and your counselor will meet and discuss your goals and your progress toward recovery as you strive to reach these goals. You will discuss your past history and present situation in order to determine the best plan for you to follow.

Within the first months of beginning Peoples Oakland and once a year afterward, your counselor will assist you in completing the **Peoples Oakland Member Assessment** tool. This will assist you in exploring how you feel you are doing in various areas of your life such as psychological wellness, empowerment, employment, finances and social relationships for example. You can then evaluate your strengths and weaknesses in these areas and identify specific goals you want to achieve.

You will take an active role in discussing these goals and what services you need to assist you in reaching these goals. The result of these discussions will be documented on a **Service Plan** form.

Once a month, you and your counselor will write and sign a **Monthly Progress Note** on the progress you have made to reach the goals stated on your service plan. This note and your assessment and service plan are part of your member record.

You are making a commitment to follow the steps you have outlined in this service plan. Your counselor will assist you in following this plan. It is your responsibility to follow this service plan. Should you find that circumstances are making it difficult or unnecessary to follow the plan, be sure to talk to your counselor.

Service plans will be revised and redone often as you reach your goals. Your counselor will meet with you at least once a year to review and update your Service Plan and review your member rights and responsibilities.

## **Staff Biographies**

*Dorothy Blackwell* can be found every afternoon managing activity in our Drop In/Café Area. She started at Peoples Oakland in a program run by the Urban League and has worked here ever since. Dorothy did private duty nursing for awhile after retiring from UPMC where she worked at the Matilda Theiss Center. Dorothy is the proud mother of 6 and grandmother of 15.

*Michelle J. Clayton*, Executive Assistant

Michelle came to Peoples Oakland in August of 2010 with over 20 years executive level experience with Presidents, CEO's and Executive Directors. She enjoys traveling, movies and taking care of seniors.

*Rebecca Flotta (Becky)*, Intake Coordinator / Psychiatric Rehabilitation Specialist

I am a graduate of the University of Pittsburgh with a Bachelor's of Science in Psychology. I started as the Intake Coordinator of Peoples Oakland in October 2007. In addition to my intake duties, I am also a counselor with a caseload, facilitator of the Cooking Class and Gardening Group, and a leader in the Peoples Oakland Greening Program. Outside of work, I enjoy spending time with my family and friends, growing plants, cooking, arts and crafts/decorating, and exercising. I am also interested in movies, cultural events, and environmental issues.

*Carlos Golfetto*, Psychiatric Rehabilitation Specialist

I started my academic life at the University of Parana in Brazil. I studied Advertising and Marketing there for three years. I have a Bachelor's Degree in Psychology from the University of Pittsburgh. I am currently working on my Master's Degree in Marriage and Family Counseling at Duquesne University. I enjoy dancing, watching movies, languages and learning about different cultures and people. Tchau!!!!

*Ann Harris*, M.ED., CPRP, Documentation and Quality Assurance Manager,

graduated with a Masters Degree in Rehabilitation Counseling from the University of Pittsburgh. I have well over 30 years of experience as a supervisor and a therapist in almost all the community mental health programs in Allegheny County. I have been with Peoples Oakland since 1994. My interests are tennis, biking, camping, gardening and visiting various relatives all over the US. My job at Peoples Oakland is to develop and implement the Quality Assurance Plan, coordinate our standards for record keeping, assist in privacy and HIPAA compliance, coordinate the operations of our technology/computer systems, develop and monitor policies and procedures and other such tasks. In addition, I supervise the Intake Coordinator. I enjoy my time working with everyone at Peoples Oakland.

***Erin Neuman***, M.Ed., CPRP, Psychiatric Rehabilitation Specialist, graduated from Florida State University with a bachelor's degree in Communication and Sociology and earned a master's degree in Higher Education Administration from the University of Pittsburgh. I am currently working on my dissertation toward a Ph.D. in Counselor Education and Supervision at Duquesne University. I enjoy running, exercising at the gym, traveling, and reading. In addition to working with my caseload, I supervise interns from local universities.

***Melissa Perpetua***, Psychiatric Rehabilitation Specialist, will graduate from the University of Pittsburgh in May 2010 with a Bachelor's of Science Degree in Psychology and Sociology. In addition to ballet dancing and teaching dance classes at a local dance studio, she enjoys listening to music, working out, going out to dinner, drinking caramel lattes, watching Steelers, Penguins, Pirates, and Pitt football games, and doing any outside activity in the summer including carnivals and just laying out in the sun because she loves the summer atmosphere. In the past Melissa has run a Therapeutic Arts Group at Peoples Oakland, and she currently is supervising the Women's Group, Dance Group, Social Skills and Communication Group and helping facilitate the MISA Group on Sundays.

***Sandra Phillips***, Executive Director, comes to us from Manchester Bidwell Development Trust. Sandy was one of the founders of Peoples Oakland in the 70's and has served on the Peoples Oakland board. She began her position as Executive Director in early November, 2006.

***Skip Reese***, Skip volunteers doing much of everything at Peoples Oakland. Skip can be found preparing breakfasts, teaching Tai Chi, going on the Recovery Camping Trip. Skip needs to submit his bio to this publication.

***Matt Reinhart***, Psychiatric Rehabilitation Specialist, was born and raised in the Pittsburgh/North Hills area. After graduating from the University of Pittsburgh with a Bachelors of Science in Psychology in April of 2009, Matt started his clinical career working with children with Autism for 6 months. He was offered a counseling position at Peoples Oakland in January of 2010. Matt is currently working part time on his Masters of Science degree in Counseling Psychology at Chatham University. When Matt isn't working or studying he enjoys all things artistic and creative; painting, sewing, music, and helping others. He is a self-proclaimed Trekkie, and loves movies and reality television.

***Wilma Sirmons***, Wilma works part time at Peoples Oakland. Most members remember Wilma from her years of supervising the Social Program when it was on

Oakland Ave. Wilma can be found socializing with and assisting members and can be heard making many outreach calls.

***Andrea Jempalski***, MSW, Development Assistant / Psychiatric Rehabilitation Specialist

I first became involved with Peoples Oakland as a student intern while attending the University of Pittsburgh School of Social Work for a bachelor's degree in Social Work. I continued my education at Pitt and earned a master's degree in Direct Practice Social Work with a certificate in Mental Health. I began working at Peoples Oakland in March 2010, assisting with various fundraising and other projects to maintain and improve the organization's connection to the community. I also provide counseling services for a small caseload. I love all things cultural and support local arts and music. I enjoy spending time with friends, watching movies and photography

***Rebekah Yohe***, M.S., Supervisor of Wellness Services, is a graduate of West Virginia University School of Social Work with a Bachelors Degree. I am also a recent graduate of Carlow University with a Masters Degree in Professional Counseling. I currently supervise the psychiatric rehabilitation specialists at Peoples Oakland. I am a member of the Service Learning Advisory Committee at Duquesne University, and an Adjunct Faculty at the University of Pittsburgh School of Pharmacy. My husband and I are enjoying parenthood with our son Carter. Some of my hobbies include cooking, reading, camping, and scrapbooking. I joined Peoples Oakland in June 2001.

## **Your Rights and Responsibilities**

You have the right.....

- To be treated with respect and dignity
- To be involved in the development and review of your individualized Peoples Oakland service plan and monthly progress note
- To request a review of my service plan at any time
- To chose a person to assist me in the development and monitoring of my plan. If the request is denied to be informed of the reasons for the denial.
- To have every consideration of privacy and to be assured of confidentiality with regard to your service records and personal information
- To access my chart information following the procedures stated in the in the Peoples Oakland Notice of Privacy Practices
- To be assisted in a referral to an alternative or additional service if needed
- To have your complaints handled, in a prompt manner in accordance with Peoples Oakland Grievance Procedures, without retaliation or barriers to services
- To participate in the day to day operations of Peoples Oakland by talking to your counselor and other staff, making suggestions and placing them in the suggestion box, participating in consumer surveys such as the CSQ-8 and CART interviews and attending and participating in meetings such as the House Meeting and other appropriate planning meetings.
- To be provided services in an environment free of abuse, exploitation, including financial exploitation, retaliation, humiliation and neglect
- To not have any services denied due to race, religion, gender, sexual orientation, ethnic background, age, disability, or income

You have the responsibility....

- To follow your service plan as mutually agreed upon by you and your counselor.
- To follow your psychiatric treatment plan as recommended by your psychiatrist, medical doctor and treatment team
- Meet with your Peoples Oakland counselor to sign required authorizations and complete an annual personal assessment
- Take an active role in discussing your rehabilitation goals and developing a service plan
- Keep any scheduled appointments.
- If you cannot attend an activity that you have signed up to attend, call your counselor to cancel
- To obey Peoples Oakland rules as listed in the Members Handbook and posted in the café area
- To respect the rights and privacy of your fellow members.
- To raise any problems or concerns you may have about your membership at Peoples Oakland at any time by talking to staff and in meetings
- To formally raise any unresolved problems or concerns by making use of Peoples Oakland Grievance Procedures.

# **Confidentiality and Consents**

Members of Peoples Oakland are entitled to receive services with the expectation that information about them will be treated with respect and confidentiality by the staff. We maintain strict compliance with rules and regulations regarding the confidentiality of your records and information.

Peoples Oakland follows the Pennsylvania Public Code 55 Mental Health Procedures – Subsections 5100.31 through 5100.39 regulations on Confidentiality of Medical Records ([www.pacode.com](http://www.pacode.com)). We also comply with federal rules under the Health Insurance Portability and Accountability Act of 1996 (HIPAA). The important points are:

Peoples Oakland will not release any protected health information regarding you to any other person or agency without your authorization. There are exceptions for emergency and other legal requirements. Only the minimum necessary information will be provided in the case of an emergency.

The staff of Peoples Oakland do communicate and work closely with your treatment team (ICM's, therapists, psychiatrists, residential staff, etc.) and thus, will need to obtain your authorization to share relevant information. Your counselor will explain what information is necessary to share. These authorizations are obtained as needed and usually on an annual basis. Your counselor will explain the reasons for any authorization for release of information you may need to sign and give you a copy of the forms if you like.

Peoples Oakland staff work as a team and all staff are involved with all the members. In order to serve you better, it is important that staff are aware of the goals and important issues of each member. Important information about each member may be communicated to all staff. To ensure your confidentiality, staff will not discuss any individual members in the public areas.

A Notice of Peoples Oakland Privacy Practices was given to you at Intake. It contains important detailed information about Peoples Oakland's privacy practices. You can receive a Notice of Privacy Practices from any staff member at Peoples Oakland. It is also available in reception areas and can be downloaded from our website –[www.peoplesoakland.org](http://www.peoplesoakland.org).

## NOTICE OF (TREATMENT) POLICY FOR PEOPLES OAKLAND MEMBERS

Peoples Oakland programs are designed to work hand in hand with treatment services provided by your psychiatrist and other treatment professionals. Fewer symptoms mean that you will be able to enjoy the benefits of membership at Peoples Oakland.

It is important for all Peoples Oakland members to follow the treatment plan that is recommended by their psychiatrist and other treatment professionals. Members who stick to their treatment plans tend to experience fewer symptoms and are more successful in recovering from mental illness. Members who give feedback to their doctor about how the treatment is working tend to have treatment plans that fit their needs.

Sometimes you may talk or behave in a way that signals that you are not feeling your best. This may be because your medications are not working properly or because you are not following the doctor's instructions completely or some unknown reason. When this happens, Peoples Oakland staff members are trained to recognize these signals and respond. Responses include:

- Help you make an appointment or phone call to your therapist, case worker, or doctor.
- Encourage you to talk to your therapist or psychiatrist about what is happening to you.
- Offer to help you get to an emergency room for an evaluation of your condition.

Sometimes members feel that everything is OK and they feel strongly that they do not need to see a doctor about what is happening to them. If you feel this way, it is always your choice.

Peoples Oakland has a moral and legal responsibility to help you as best as we can. We may decide that you cannot come to Peoples Oakland programs until you meet with your doctor and we are satisfied that you and your doctor are doing everything possible to control your symptoms. Only the Executive Director (Sandy) can make this decision after other attempts have been made. If this happens, Peoples Oakland staff will:

- notify your treatment team/ICM or RC of the decision.
- give you a letter explaining this policy decision and conditions of your return to services.
- give you a list of ways to obtain an evaluation of your condition.
- assist you in getting someone to help you make an appointment.
- ask you to sign a consent form that allows us to talk to your doctor about his/her treatment recommendations and whether you have been following them.
- at your request, give you a contact at the County Office of Behavioral Health to appeal the decision.
- meet with you by appointment to plan your return to Peoples Oakland services.
- give you the number of the New Horizons Information Center Warmline to help you find service options ( **412/734-3300**)

I, \_\_\_\_\_ have read this policy and it has been explained to me.

Print Name of Member or Applicant

---

Member or Applicant Signature

Date

## **Peoples Oakland Guidelines**

*Please note that a violation of guideline 2, 3, 4, 5 will result in a member's immediate suspension from the program. Violation of guideline 6, 7, 8, or 9 will result in a verbal warning for the first violation and suspension from the program for a second violation of that guideline. Staff members will be subject to discipline as described in Peoples Oakland's Personnel Manual.*

1. All members and staff are expected to show respect for all other members, staff, and passersby. This includes respect for ethnic heritage, religious preference, and sexual orientation as well as physical or mental difficulties.
2. We expect one another to come to Peoples Oakland without being under the influence of alcohol or illegal drugs.
3. Physical violence is strictly prohibited.
4. Weapons are strictly prohibited.
5. Any illegal activity will not be tolerated on Peoples Oakland's property.
6. Abusive language will not be tolerated.
7. There will be no borrowing or giving of money and/or cigarettes on Peoples Oakland's premises.
8. Members will not go into supplies and/or food items without permission, so that we can keep track of the use of Peoples Oakland's property.
9. Smoking is not permitted inside the building and is allowed only in designated areas outside.
10. Members, staff, and visitors to Peoples Oakland, in the office or at any function, are expected to dress and act in a proper manner.
11. Whenever the group, or part of the group, is engaged in discussion or planning for the needs of the group, the speaker must be treated with complete seriousness and respect.
12. Members are expected to sign in daily upon entering Peoples Oakland. This is required to qualify our organization for governmental funds.
13. A suggestion box will be kept in the drop-in area. Members are encouraged to write down their suggestions for Peoples Oakland. The Peoples Oakland's Executive Director and the Supervisors also available to discuss suggestions with members directly. Current suggestions will be read and discussed at the next house meeting.
14. Prior to using the pool table, please review and follow the posted pool table rules.

15. Members should take personal responsibility for personal belongings and place found items in the Lost and Found box located in the Drop-In. Any item of value should not be placed in the box and instead given directly to a staff member. Although the staff will attempt to keep track of Lost and Found items, Peoples Oakland is ultimately not responsible for any lost items.

16. Staff and members are required to run programming in a timely manner.

17. Peoples Oakland may provide van transportation to some activities. A member may choose to provide their own transportation. Peoples Oakland will not be held responsible for a member's decision to use their own transportation. Members must tell staff if leaving an event or the van and sign a release form.

**Inactive status:** If you have not attended Peoples Oakland activities for a year and have not been in touch with your counselor, your counselor will assume that you are no longer interested in participating in Peoples Oakland activities. If you wish to return to Peoples Oakland you will have to meet with our Intake Department to update your information.

**Withdrawal from service:** Peoples Oakland programming is strictly voluntary. You may withdraw from the program at any time. If you no longer wish to participate in Peoples Oakland activities and do not want to receive any mailings or phone calls with reminders of activities, please let your counselor know. You may return to Peoples Oakland at any time by contacting the Intake Department.

## **Policy on the Uniform Enforcement of Peoples Oakland House Guidelines**

### **A. Policy:**

Peoples Oakland has rules and regulations posted as Peoples Oakland Guidelines that must be followed to ensure the well being and comfort of all those attending Peoples Oakland activities. Violations that call for a written warning or suspension from services of Peoples Oakland will be handled quickly, fairly and according to the following procedure. Violations by staff members will be handled according to Peoples Oakland's Personnel Policies and Procedures.

### **B: Procedures:**

1. Following an investigation of the reported violation, a Supervisor will make the decision on implementing a written warning or a suspension from programming. The Supervisor will make the decision based on the Peoples Oakland Guidelines as outlined in part D. below.
2. The Supervisor will inform the member of the decision in a private meeting. The member may choose to have another member or staff person attend the meeting with them as an observer. It is recommended that a staff observer (preferably the primary counselor) be present at the meeting.
3. The Supervisor will write a letter to the Member stating the reason for the warning or suspension, the duration of the suspension and any conditions that must be fulfilled for the member to return to Peoples Oakland. A copy of this policy and procedure and Peoples Oakland's Grievance and Problem Solving Policies will be provided to the member at this time. A copy of the letter will be placed in the member's chart in Section 6 Correspondence and a note describing the incident and outcome will be entered into the member's daily notes.
4. In the case of suspension, the member's treatment team is informed immediately by telephone by the member's counselor and through a cc'd copy of the notice letter that was delivered to the member.
5. Before returning to programming following a suspension, the member will be required to meet with the supervisor, primary counselor and, when possible, the treatment team to determine that all stated conditions for return have been met. At this meeting and prior to the member's return to programming, a specific mutually determined goal item will be added to the member's individual service plan laying out a plan for how the member and Peoples Oakland can work together to prevent the problem from occurring again.

The executive director or appointee will observe or review this meeting and decide whether any or all pre-conditions have been met by the member wishing to return to the program. The executive director or appointee will decide if the person may return to the program, must remain on suspension or be terminated from further participation.

### **C. Right to Appeal and Problem Solving**

If the member disagrees-with the decision, he/she can follow Peoples Oakland policies on Member Rights of Appeal of Service Decisions starting at Step 3 of the procedure by requesting a conference with the Executive Director.

### **D. Guidelines for Written Warnings and Length of Suspensions**

1. Infractions of Peoples Oakland Guidelines 2,3,4,and 5 are actions that pose a risk to the physical or emotional safety of others. Examples include but are not limited to:

- pushing or striking another member, staff or visitor;
- bringing a weapon onto the premises;
- throwing an object;
- acting in a threatening, intimidating or harassing manner toward another person;
- theft from a member, staff, visitor or the agency;
- any illegal activity;
- extreme disruptive behavior while participating in any Peoples Oakland activity on site or in the community.

Actions such as these will result in suspension from Peoples Oakland activities. Legal action may also be taken in the above instances. The first offense of this type will result in suspension for 1 month. The second offense will result in suspension for two months. The third offense will result in suspension for three months. Following a third offense the member will be terminated from active service and must reapply to regain services.

2. Infractions of the Peoples Oakland Guidelines 6,7,8 and 9 are actions such as but not limited to:

- subject of complaints about unwelcome asking of other members or staff for money or cigarettes;
- abuse of any property;
- strong verbal outbursts;
- inappropriate language including cursing and profanity.

The first offense will result in a written warning. The second offense will result in suspension from programming for 1 week. The third offense will result in suspension from programming for 1 month. The fourth offense will result in termination from active service and the member must reapply to regain services.

# **Grievance Process**

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Peoples Oakland values the involvement of members in the organization and functioning of the agency. As a Peoples Oakland member you have a right to register formal complaints about specific issues relating to the general operation and management of the agency. You also have additional rights to appeal decisions regarding the planning and delivery of the individualized services you receive from the agency. Filing a formal grievance or appealing a decision regarding your services will never result in any retaliation or barriers to services.

These are the steps you should follow if you are dissatisfied with any aspect of the general operation and management of the agency or if you wish to appeal decisions regarding the planning and delivery of individual services:

***STEP ONE:***

Talk about the problem right away with your counselor. Try to resolve the problem. Most concerns can be resolved by just talking it over with the responsible staff members.

***STEP TWO:***

If you feel that your concern was not resolved to your satisfaction after STEP ONE, you may request a meeting to review the concern with your program's supervisor. The program supervisor must respond to your request in writing within five working days following the meeting.

***STEP THREE:***

If you feel that your concern was not resolved to your satisfaction after STEP TWO, you may request a meeting with the agency's executive director.

They will help you document your concern in writing and will investigate it by meeting with the individuals involved and reviewing any related records. The executive director will provide a written response to your request within five working days following the meeting.

At your request, they will also give you information about external agencies that provide advocacy and/or legal services in the community.

***STEP FOUR:***

If you feel that your concern was not resolved to your satisfaction after STEP THREE, you may request a review of the decision by the agency Grievance Committee. The Grievance Committee is appointed by the Board of Directors and is made up of two board members, two staff members, and two consumer members.

The Grievance Committee will meet with you within ten working days following your request. They will investigate and document your concern and issue a decision, in

writing, to you within ten working days following the meeting with you. Decisions by the Grievance Committee are final. The only exceptions are for appeals of individual services such as denial of services (i.e. program suspensions), changes in service plans or refusals to change service plans and/or termination from service. In these cases there is one more step you may take.

***STEP FIVE:***

If your concern is about the specific services you receive at Peoples Oakland and involves:

- denial of services
- change of service plan
- refusal to change service plan
- termination from services

You have a right to appeal the Grievance Committee decision (STEP FOUR) to the Allegheny County MH/MR Program. The executive director will provide you with a person to contact upon request.

**FEEL FREE TO CONTACT SANDY PHILLIPS ANY TIME THAT YOU WOULD LIKE TO SPEAK DIRECTLY TO THE EXECUTIVE DIRECTOR ABOUT ANY IDEAS YOU HAVE FOR THE IMPROVEMENT OF PEOPLES OAKLAND AND/OR YOUR MEMBERSHIP.**

# Locker Use Policy

Peoples Oakland has lockers available in the second floor Drop-In area for the use of members and staff to store their belongings while at Peoples Oakland. Lockers are provided on a “first come” basis. To provide an organized method and safe usage of lockers, Peoples Oakland has established the following policy.

## **Rights & Responsibilities of Members Locker Usage**

1. Members and Staff are permitted use of lockers on the second floor to store coats and personal belongings.
2. Peoples Oakland strongly suggests using a lock on the locker when storing any item and especially valuables such as money, jewelry, bus passes etc.
3. Combination Locks are prohibited.
4. Pad locks with keys may be used. A copy of the key must be given to the locker manager with the locker number you will be using. Staff can direct you to the locker manager.
5. Weapons, food, perishable or illegal items may not be stored in lockers at Peoples Oakland.
6. Peoples Oakland has the right to search lockers without notice.
7. Peoples Oakland will not assume responsibility for any items left in lockers.
8. All efforts will be made to return items left in lockers for more than one year to members.
9. Peoples Oakland has the right to disperse of items deemed unreturnable

**No Combination Locks**

A close-up image of a silver combination lock with a dial and a keyhole, positioned behind the text 'No Combination Locks'.

# Peoples Oakland Sportsmanship Rules for Sports and Life

Whether we like it or not, sportsmanship in sports is a direct reflection of our own ethics in real life. Sportsmanship like ethics concerns both the character and the actions of an athlete. The image you project as an athlete is a product of your character. Good Sportsmanship is not just what you do on the field or court, it is hopefully the way you conduct your life in general.

## Good Sportsmanship Rules

1. The “Golden Rule”—Do to others as you would have others do to you.  
-show respect for them if you expect it yourself
2. Remember who is **BOSS**  
-Don’t argue with Coaches or Officials during the game. There are always going to be questionable calls, but they are in charge, NOT YOU!
3. Show respect for the officials  
-Officiators perform to the best of their ability to make sure the game is played fair and within the rules.  
-Mistakes are human and will happen during a game. Accept them and move on.
4. Recognize and appreciate good performances, even the opponents  
-Applause for an opponent’s good play shows courtesy and respect. It shows that you have a true awareness of the game and athletic ability
5. Take responsibility for your actions  
-Don’t blame others for your mistakes or find excuses for poor behavior
6. Expect proper behavior from your teammates  
-If you allow teammates to argue and scream at Coaches, Officials, and Players you are condoning this behavior
7. Look like a winner  
-Make sure your uniform is clean
8. Enjoy yourself and encourage enjoyment for others  
-Pump up your teammates. You need to show support for everyone.  
-Team Spirit counts a lot towards a winning season

**As an individual:**

- ✓ I will try to develop my skills to the best of my ability and to give my best effort in competition.
- ✓ I will compete within the rules of my sport.
- ✓ I will respect the dignity of every human being, and will not be abusive or dehumanizing of another either as an athlete or as a fan.

**As a member of a team:**

- ✓ I will place team goals ahead of personal goals.
- ✓ I will be a positive influence on the relationships on the team.
- ✓ I will follow the team rules established by the coach.

**As a member of society:**

- ✓ I recognize that my behavior becomes a model others may choose to imitate, and will seek to be a positive influence in my community.

**Athlete** \_\_\_\_\_

**Team** \_\_\_\_\_

**Coach** \_\_\_\_\_

**Sport** \_\_\_\_\_

# **Transportation Hints**

Parking is available for the Oakland Professional Building at 3433 Bates St. in the three visitor slots in front of the building. Parking is very limited. It is suggested you do not attend Peoples Oakland expecting to have available parking. Street parking is available for up to one hour and is monitored by the City of Pittsburgh. Peoples Oakland does not pay for any parking to attend programming.

Bus Transportation is available by bus to Oakland from throughout Allegheny County through the PATransit system. Schedules are available at each office. The PATransit Customer Service number is 442-2000. The TTY information number for use by persons with speech or hearing impairments is 231-7007. Peoples Oakland does not pay for bus transportation to attend programming. Occasionally, the Office of Vocational Rehabilitation will assist members with transportation costs to attend vocational programming. Your counselor will discuss this with you.

Van Transportation is available at no cost to attend some Peoples Oakland activities. These are planned and scheduled activities. If you take the Peoples Oakland van to an agency event and are getting another ride home, you must notify staff that you will not be returning in the Peoples Oakland van.



## Important Phone Numbers

Allegheny County Office of Behavioral Health information	1-412 350-4456
Allegheny County Health Choices (ACHI)	1-877 787-2424
Consumer Action and Response Team (CART)	1-412 281-7333
Contact Pittsburgh	1-412 820-HELP 1-412 820-4357
Community Care Behavioral Health Organization	1-800 553-7499
Mental Health Association	1-412 391-3820
Peer Support and Advocacy Services	1-412 227-0402
<b>RESOLVE – Crisis Line</b>	<b>1-888-796-8226</b>
United Way Help Line	1-412 255-1155
WARM Line	1-866 661-9276

# **Hours of Operation**

<i>Monday:</i>	9:30 AM to 5 PM
<i>Tuesday:</i>	9:30 AM to 5 PM
<i>Wednesday:</i>	9:30 AM to 5 PM
<i>Thursday:</i>	9:30 AM to 5 PM
<i>Friday:</i>	9:30 AM to 4 PM
<i>Saturday:</i>	Closed
<i>Sunday:</i>	MISA Programming as scheduled

Other evenings and weekend hours are for sports, special events or by appointment.

Closed on major Holidays.

For more information please check the monthly calendar, ask your counselor or visit the website @ [www.peoplesoakland.org](http://www.peoplesoakland.org).