



Member Handbook

Peoples Oakland
3433 Bates Street
Pittsburgh, PA 15213

Phone: 412-683-7140
Fax: 412-683-7138
www.peoplesoakland.org
www.facebook.com/peoplesoakland

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Mission Statement

Peoples Oakland strives to be a premier recovery and wellness center, and is committed to holistic, comprehensive, member driven recovery. Guiding all Peoples Oakland services and activities is a philosophy of recovery based on real life experiences nurtured by peer support, hope, self-help, and collaborative relationships with professionals. Peoples Oakland continues as a leader in providing recovery based comprehensive psychiatric and social rehabilitation services for Allegheny County adults with severe and persistent mental illness and co-occurring disorders.

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 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 holistic 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 strong self-esteem, recovery and quality of life. It is for this reason that we will work with you to develop your full employment potential. Peoples Oakland uses creativity 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 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 building includes an open entry, resource center with 6 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.

Today, Peoples Oakland offers a broad range of services to nearly 200 community members throughout Allegheny County. All Peoples Oakland services are designed to deliver holistic, comprehensive, member-driven recovery. These services are grounded in a philosophy of recovery based on real-life experience, peer support, self-help, and collaborative relationships with professionals.

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. Our services include a variety of counseling, social, vocational and wellness 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 at 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. 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, Lezetta L. Cox. The Program Supervisors and the Quality Assurance Manager report directly to the Executive Director. The 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 who will be your guide in becoming familiar with the activities available. You and your counselor will review the [Member Handbook](#) 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.

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:

Lezetta L. Cox, Executive Director
Peoples Oakland
3433 Bates Street
Pittsburgh, PA 15213
412-683-7140 x 240
lezettac@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

Services

Our services are organized into five primary service areas:

Counseling and Therapeutic Support Services

Peoples Oakland is staffed by master's level counselors providing members with regular therapeutic support and intervention. Counselors work with members to form reparative relationships from long-term maladaptive thinking and adverse life experiences. Our counselors offer daily interventions, helping to resolve member crises across a variety of domains.

All members are assigned to a counselor when they complete the intake process. Your counselor is available to meet with you 1:1 as regularly as you would like. Additional therapeutic support is offered through daily support groups, meditation, and various psychoeducational groups based on member feedback and therapeutic needs.

Social and Recreational Services

A drop-in center and cafe, day trip and local outings, 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 support is crucial 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, interns, members, and volunteers coach sports teams, lead expressive arts activities, and organize special events and outings to fun-filled locations.

Nutrition & Fitness Services

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

Nutrition counseling, healthy cooking classes, walking group, and stress management training are just a few of the program's offerings. A fitness center 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 the Peoples Oakland Fitness Center.

Nutrition and fitness 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 work alongside 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.

Support and opportunities are tailored to each member's needs and strengths. They include volunteering, training positions and transitional employment placements at Peoples Oakland, peer work support groups, and individual counseling.

Resource Coordination

Our resource coordinator is available to all Peoples Oakland members. Resource coordination is offered to ensure all members have access to the community resources available to them, and to provide support when any basic need goes unmet. Resource Coordination is offered to reduce the likelihood of members experiencing unnecessary stress and subsequent mental health crises, that commonly arise from feeling overwhelmed, or unable to utilize needed services. Our resource coordinator is available to assist you in obtaining any necessary service or basic need. Some specific reasons you may see our resource coordination include, but are not limited to, wanting:

1. Assistance in accessing Social Security, Housing Programs, Transportation, and additional resources provided by such agencies as DPW and DHS
2. Assistance in obtaining any necessary forms of identification
3. Assistance in applying for financial assistance
4. Assistance in completing and providing necessary information when seeking employment

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 include: 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 PSAN (Peer Support and Advocacy Network), attend conferences and workshops.

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, Drop-In, and special tasks assigned by staff.

Resource Center & Computer Use

Located on the first floor, this area houses the member computer stations, a small library and reading area, as well as many pamphlets for a variety of community resources, including bus schedules.

As a member of Peoples Oakland, you are permitted to use the computers in the Resource Center on the first floor. You will have the ability to access the internet and have use of software such as Microsoft Word, PowerPoint, and Excel. In addition, there is a printer available for limited printing.

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 feedback and hope you attend!

Find Us Online!

Visit the Peoples Oakland website at **www.peoplesoakland.org** for the latest on current activities and upcoming events, check the monthly calendar, review the mission statement, etc. You can even email your counselor.

We also have a Facebook page, showcasing photos from outings, post important notices and calendar information. **www.facebook.com/peoplesoakland**

Wellness Center

Peoples Oakland takes a lead in improving the physical health of individuals with a mental health diagnosis(es). The Wellness Center opened in early 2002. The space includes exercise equipment such as a weight machine, elliptical and treadmill, floor exercise/movement space, and a Nintendo Wii Console. Peoples Oakland staff and trained community professionals help oversee the activities in this exciting area of our building.

All members need to have their PCP complete a Medical Information Form and returned to their counselor before using the Wellness Center.

Monthly Calendar, Email, & Letters

Peoples Oakland provides monthly calendars of events/activities/outings, and the daily schedule of groups. Calendars are made available quarterly, meaning 3 months at a time to better help plan for upcoming events. April, May, June are published at the same time, for example. However, unexpected changes do occur, so PLEASE call ahead if you have a specific question about an event, activity, group, or outing. Calendars are available on our website and Facebook page, as well as on-site in the building as we encourage you to stop in and pick one up!

Paper letters are sometimes mailed to members, so please make sure we have your current mailing address. Please let your counselor know of any changes.

We also have a Member Group email list. If you have an email address and would like to be informed of any updates via email, please let us know! All email addresses remain confidential and are not visible to other recipients when a group email is sent.

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 we need everyone’s cooperation to uphold this practice. The Peoples Oakland Health & Safety Committee meets quarterly with the Executive Director to discuss matters pertaining to providing a safe and clean environment. You are welcome to share with staff any health & safety concerns.

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 of 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 Zulema St. to the front of the small brick building next door (Daycare Center). Staff will direct you to the proper spot. 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 van, and available for use in personal vehicles that may be used for program transportation. There is also a flashlight available on each floor to be used in emergencies. Staff will assist you if you need some materials from a first aid kit.

Medical Conditions: You are welcome at Peoples Oakland any time. However, if you are suffering from a bad cold, flu, or any contagious condition, please 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’s sake please do not bring excessive amounts of medication, keep in a secure location, do not share 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 (i.e. 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

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 history and present situation in order to determine the best plan for you to follow.

Within the first months of beginning Peoples Oakland, 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. 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.

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. If 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

Lezetta L. Cox - Executive Director. Lezetta has over 20 years of non-profit administration, finance, human resources, and executive management experience. She is currently responsible for planning, developing, and implementing Peoples Oakland policies and objectives in accordance with the organization's mission, board of directors, and corporate charters. She serves as the CEO of the organization and oversees the day-to-day operations of funded programs, projects, and agency initiatives.

Kiara Davis, MSW - Counselor. I graduated from California University of Pennsylvania with a bachelor's degree in social work. I graduated with a master's degree in social work from Carlow University. I joined Peoples Oakland in June of 2021, and I found my career home. I always had a passion working in this field and working in the mental health community. At Peoples Oakland, I oversee the Women's Group, co-oversee the women of offender group on Tuesday's evenings, while working individually with members on personal counseling goals. Outside of Peoples Oakland I enjoy walking trails, watching movies, and hanging out with family and friends.

Allison Haley, LCSW, CPRP - Associate Director. I graduated from the University of Pittsburgh in December of 2012 and then obtained my master's degree in Social Work from Pitt in 2016. I began my time with Peoples Oakland during an undergraduate internship in 2012 and have absolutely loved working here ever since! I am passionate about faith, mental health recovery, and corrections system reform. In my free time I enjoy running, hiking, traveling, and spending time with friends and family.

Joshua Harris, BS - Counselor. I graduated with a degree in Psychology and a minor in Economics from the University of Pittsburgh in April of 2022. I first became a part of the Peoples Oakland family in the spring of 2021 where I started as an intern, a little over a year later I began as a full-time employee. I have a passion to help others and encourage one to achieve their goals and live a healthy and happy life. Outside of work I enjoy going to the gym, playing video games, cooking, watching sports, and spending time with family and friends.

Joel Heiney, BA - Intake & Resource Coordinator. I graduated from the University of Pittsburgh in 2020 with a degree in sociology and political science, with special interests in inequality and social change. In the summer of 2021 I joined Peoples Oakland, where I assist members in making sure their basic needs are met so that they can better engage in their mental health recovery. I manage the food pantry at Peoples Oakland and can often be found in our drop-in center talking or playing pool with our members. In my free time, I like playing video & board games, baking, camping, and spending time with friends, including my two cats!

Jen Lallemand, MA - Counselor. Jen earned her Master of Arts Degree in Community Counseling from Indiana University of Pennsylvania and Bachelor of Science degree in Psychology from West Liberty University, with special interests in Philosophy and Sociology. She has been working in the human services field for nearly 25 years across a variety of settings. She facilitates the Creative Writing Group and Gardening activities, while working individually with Members on personal counseling goals. She enjoys the simple things in life and loves cooking, getting out with her dog, going kayaking, swimming and camping.

Wilma Sirmons, MSW - Events Planner. 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, planning day trips, and can be heard making many outreach calls.

Andrea Tempalski, MSW, CPRP - Documentation & Quality Assurance Manager. I first became involved with Peoples Oakland as a student intern while attending the University of Pittsburgh's 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 2010, assisting with various fundraising and other community-based projects. I recently accepted the role of managing the agency's documentation policies, outcomes, and overall compliance. I also provide counseling services for a small caseload. I love relaxing and walking nature trails, watching movies & true crime documentaries, and spending time with loved ones & pets!

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 choose a person to assist me in the development and monitoring of my plan. If the request is denied being informed of the reasons for the denial.
- To have every consideration of privacy and to be assured of confidentiality regarding 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 and making suggestions, participating in consumer surveys 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 follow Peoples Oakland rules as listed in the Members Handbook and posted in the drop-in 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). 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 emergencies and other legal requirements. An example of a legal requirement is that Peoples Oakland staff are mandated reporters under the PA Child Protective Service Law and are required to report suspected child abuse. In the case of an emergency, only the minimum necessary information will be provided. An example of an emergency is if you threaten to harm yourself or someone else.

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. 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 the reception area and can be downloaded from our website – 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 their recovery. 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 for 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 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 the 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.

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 guidelines 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. These guidelines and the following Policy on Enforcement were developed by a committee of members in 2005. 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 out 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 are 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 some time 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 wellbeing 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 the 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 unwelcomed 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

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 contact information upon request.

Please feel free to contact Lezetta L. Cox 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.

412-683-7140 x 240
lezettac@peoplesoakland.org

Locker Use Policy

Peoples Oakland has lockers available on the second floor in the Drop-In area for the use of members 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**



Peoples Oakland Sportsmanship Rules for Sports and Life

Sportsmanship and how we handle winning, losing, and teamwork is a direct reflection of our own ethics in 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 in charge
 - 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

Parking is available in the three visitor spots in the front of the building (Bates Street side). 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.

Public bus transportation is available to Oakland throughout Allegheny County through the Pittsburgh Regional Transit (PRT) system. Schedules are available in the Resource Center and here: www.rideprt.org/all-schedules/. The PRT Customer Service phone number is 412-442-2000. The TTY information number for use by persons with speech or hearing impairments is 412-231-7007.

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
United Way Help Line	1-412-255-1155
Warmline	1-866-661-9276
RESOLVE Crisis Line	1-888-796-8226
National Mental Health Crisis Line	988

Hours of Operation

Monday: 8:30 am to 4 pm

Tuesday: 8:30 am to 4 pm

Wednesday: 8:30 am to 4 pm

Thursday: 8:30 am to 4 pm

Friday: 8:30 am to 4 pm

Saturday: Closed

Sunday: Closed

* Occasional evening hours are for special events/outings

* Closed on major holidays and as noted on our calendars

For more information, please check the monthly calendar, ask your counselor, or visit us online

www.peoplesoakland.org

www.facebook.com/peoplesoakland