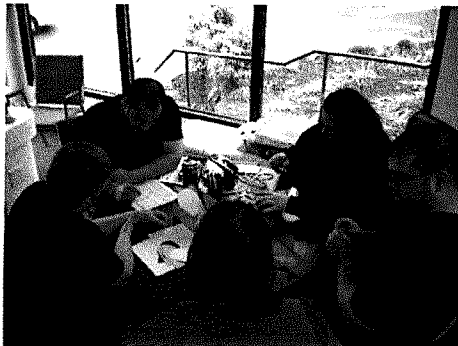


Visitor Guidelines

Members who want to bring a guest (must be at least 18 years old) to the VOC are asked to give at least 24 hour notice and must receive prior approval from Members and Staff. Preapproved guests are welcome at lunch and scheduled VOC events only. It is the Members' responsibility to explain the culture and expectations of the center to their guests. VOC Members are responsible for the behavior of their guests.

Wellness

We are committed to being a resource for health, wellness and recovery. As part of our commitment to health and wellness, the VOC maintains a tobacco-free campus. We expect that Members and Staff refrain from using all tobacco and nicotine products while on the VOC property. The VOC will provide resources for Members who are interested in taking steps to improve their health.



Your Rights as a Person Receiving Public Mental Health Services

- To be treated with respect and dignity
- To have your privacy protected
- To help develop a plan of care with services to meet your needs
- To participate in decisions regarding your mental health care
- To receive services in a barrier-free location (accessible)
- To request information about names, location, phones, and languages for local agencies
- To receive the amount and duration of services you need
- To request information about the structure and operation of the RSN
- To services within two hours for emergent care and 24 hours for urgent care
- To be free from use of seclusion or restraints
- To receive age and culturally appropriate services
- To be provided a certified interpreter and translated material at no cost to you
- To understand available treatment options and alternatives
- To refuse any proposed treatment
- To receive care that does not discriminate against you (e.g. age, race, type of illness)
- To be free of any sexual exploitation or harassment
- To receive an explanation of all medications prescribed and possible side effects
- To make an advance directive that states your choices and preferences for mental health care
- To receive quality services which are medically necessary
- To have a second opinion from a mental health professional
- To file a grievance with your agency or RSN
- To file a RSN appeal based on a RSN written Notice of Action
- To choose a mental health care provider or choose one for your child who is under 13 years of age
- To change mental health care providers during the first 30 days, and sometimes more often
- To file a request for an administrative (fair) hearing
- To request and receive a copy of your medical records and ask for changes. You will be told the cost for copying
- Be free from retaliation
- Request and receive policies and procedures of the RSN and Community Mental Health Agencies (CMHAs) as they pertain to your rights

You may also contact the Office of Civil Rights for more information at <http://www.hhs.gov/ocr>

VAL OGDEN CENTER

A PROGRAM OF CVAB

A Place for Hope, Belonging and Independence

Val Ogden Center

10201 NE Fourth Plain Rd.

Vancouver, WA 98662

(360) 253-4036

Fax (360) 253-9794

www.cvabonline.com

Monday — Friday

8:30 AM — 5:30 PM

Welcome to The Val Ogden Center

Thank you for your interest in the Val Ogden Center (VOC), a program of Consumer Voices are Born (CVAB). We offer people diagnosed with mental illness the opportunity to become involved in a community of peers who believe in mental health recovery.

Val Ogden Center Mission Statement

We are a respectful community focused on empowering people in mental health recovery by supporting them in setting and achieving employment and educational goals.

The VOC Community

The VOC is a community of peers working together to achieve recovery goals and realize our full potential; we aren't a medication clinic, day treatment or other therapy program. Through participation at the VOC, you are given the opportunity to develop and use your talents and skills in an environment similar to a typical workplace. The community supportively empowers each individual to identify personal strengths that are put into practice through participation at the Center. You will make meaningful contributions to the VOC through working and participating in decisions regarding the Center. You will be able to develop positive work habits, adjust to a regular work schedule, build interpersonal skills, and gain the flexibility needed to adapt to changing situations. The Val Ogden Center is here to see that you can put personal strengths and abilities into action with the ongoing support of the community as you reach your vocational goals.

Member Participation

As a member of the VOC, your attendance and participation is completely voluntary; you choose the way you want to use the services and support of the staff toward reaching your goals. There is not a membership fee or payment for work performed, but there is the genuine recognition for your good work ("well done") and you will take steps toward reaching your recovery and vocational goals.

The Work-Ordered Day

The VOC is organized into three units which provide meaningful and engaging work essential to running the center. Members are invited to participate in any of the units, regardless of established employment goals.

Member Services

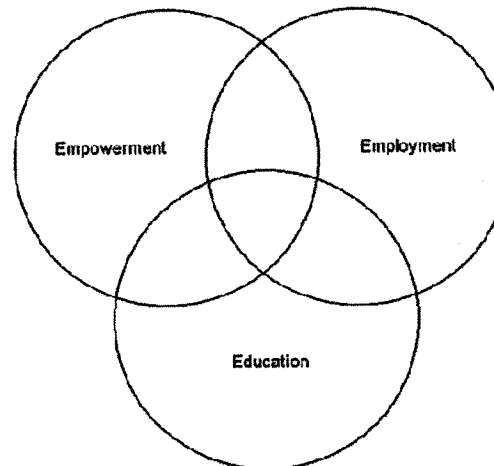
Member Services is responsible for the administration, reception desk, answering phones, giving tours, greeting visitors, tracking attendance, creating brochures and newsletters and member reach out. This unit gives Members an opportunity to practice skills that are common to administrative jobs.

Culinary

The Culinary unit is responsible for preparing lunch daily for the clubhouse. This unit helps Members build confidence for employment in the food service industry. You can participate in food preparation, sanitation, budgeting, meal planning, cash handling, maintaining inventories and managing the dining room.

Facilities

The Facilities unit is responsible for maintaining the VOC property; including maintaining the landscape and grounds, tending to the garden and making minor repairs to the property. This unit is for Members that are interested in maintaining and building skills for careers in property maintenance, landscape, and janitorial work.



Employment Support

Working is an invaluable component of mental health recovery. We work with you to search and apply for jobs that fit your interests, skills, and abilities; develop compelling resumes and cover letters; and coordinate and prepare for interviews. The VOC will assist you in locating community resources that address your employment needs. When employed, we provide ongoing support to keep the job and develop a career. One of our goals is to help you find competitive paying jobs.

Education Support

The VOC will assist you in furthering your educational goals by helping you take advantage of adult education opportunities in the community. You can explore local GED programs, technical school colleges and universities. The VOC provides assistance with obtaining financial aid, admission applications, degree program selection, and class scheduling. Once enrolled as a student, you can receive support with homework and test preparation. If necessary, VOC staff will collaborate with school disability access counselors to arrange special accommodations.

Empowerment

The VOC community operates in a way to be sure we empower you. We recognize it is your life and we will support you in identifying your strengths and putting them into practice through your work at the Center and beyond. We hope you find the VOC community to be supportive of your realization of success and achieving your goals. We invite you to take the steps you need to take to put your hope into action.