

# Client Handbook

**Welcome! We can't wait to work with you!**

- About Us  Services Offered  Methods of Assistance
- Crisis/Emergency Information  Education and Prevention
- Your Rights & Responsibilities  Our Rights and Responsibilities
- Frequently Asked Questions

## About Us

**Welcome!** We are honored to have the opportunity to serve you. Our team is here to support you, ensuring your needs are met and you have access to all available resources. We believe in supporting the whole person rather than simply addressing the presenting need and moving on. We'll take our time to get to know YOU and your unique situation so that we can provide the highest level of service possible. All we ask in return is that you are open and honest with our team and commit your time to helping us help you.

**Mission Statement:** Flagler Cares aspires to be a driving force behind bold innovations and community improvement creating a coordinated safety net of health and social care services.

We are a best practice organization committed to creating a community that works for everyone. We are humans helping humans.

### Our Commitments to You:

- Treating all members of our community with compassion, dignity, and meeting people where they are without judgment.
- Striving for a YES—taking the extra steps to find solutions in the face of unworkability.
- Managing and directing ourselves and the organization with impeccable integrity, honesty, and transparent communication.
- Being a listening ear and trusted advocate.
- Believing in everyone's human potential and ability to achieve self-sufficiency.
- A culture of trust, collaboration, fairness, and respect.
- Being a place where anyone can feel comfortable asking for help.
- Fostering a "No Wrong Door" approach to supports and services.
- Being bold and innovative to challenge the status quo.
- Flexibility and the ability to respond to change.
- Being a good steward of resources.

## Services Offered

Welcome to your one-stop health and social care organization. Services are available to both Flagler and Volusia County residents who need support, direct assistance, and referrals to resources that help keep them healthy and safe. Flagler Cares coordinates services in Flagler County, and we have expanded select client services into Volusia County through our Volusia Cares Initiative.

Flagler Cares offers a support system through a wide range of collaborative community partners to provide high-quality services, including the Flagler County Village where clients can access multiple agencies in one location. Through their comprehensive knowledge, staff connect with clients to navigate the systems of support.

We have a screening process for all services offered. During this process, you will discuss your current situation with a team member, and they will help you identify any services that you may qualify for or need.

### **Services offered by Flagler Cares include:**

- **Screening & Referral.** Flagler Cares staff can conduct a phone interview to gain an understanding of your needs and refer you to specific programs and services, either at Flagler Cares or available through other community organizations.
- **Assistance with Identification.** Flagler Cares can pay fees for low and very low-income Flagler County residents to get a state ID, driver's license and/or assist with in and out of state birth certificates to secure an ID or access benefits.
- **Benefit Assistance & Navigation.** Flagler Cares can assist you with applying for or addressing issues with a variety of benefits including SNAP, Medicaid, and other government programs.
- **Assistance with Disability (SSI/SSDI Benefits).** Flagler Cares staff can screen you for disability claim eligibility and either provide advice on the process or directly assist you through the process if you qualify for our SOAR program.
- **Behavioral Health Navigation & Counseling Services.** Flagler Cares offers counseling services tailored to your unique needs, empowering you to take control of your mental wellness and recovery journey. Our team of experienced counselors offer a compassionate and comprehensive, whole-person individualized approach that addresses social, physical, emotional, and psychological needs to move towards a healthier and happier life.

### **Services offered by Volusia Cares include:**

- **Behavioral Health Navigation.** While having healthcare coverage may be the first step to getting the care that you need, we understand that some may need extra support in understanding the system. Our behavioral health navigation services support individuals who have insurance or Medicaid plans not currently accepted by Volusia Cares. Our licensed clinician helps clients assess their needs and connect with qualified community providers for therapy, medication management, and other behavioral health services. We know that navigating the mental health and substance use system can be overwhelming, so we offer expert guidance every step of the way—ensuring timely access to appropriate care and ongoing support.
- **Counseling Services.** Volusia Cares offers counseling services delivered by our experienced clinicians. Our compassionate, whole-person approach addresses the social, physical, emotional, and psychological aspects of wellbeing to help clients move toward a healthier, happier life.
- **Resilience through Income, Stability and Essentials (RISE) Program.** Volusia Cares RISE is a collaborative initiative to help households meet their basic needs today while building financial stability for the future. Through emergency rent and mortgage assistance combined with financial stability programming, including case management, household budgeting, and financial education, RISE supports households in crisis and empowers them to achieve long-term resilience.

# Methods of Assistance

## Connect with us!

The fastest way to request assistance in either Flagler or Volusia is online.

- Services for Flagler residents can be found at [www.flaglercares.org/help](http://www.flaglercares.org/help).
- Services for Volusia residents can be found at: [volusia-cares.org/help](http://volusia-cares.org/help).

Instructions and next steps are provided on each webpage. A staff member will reach out to you within 2 business days with follow-up information.

Flagler residents may also visit the **Flagler County Village** Monday through Friday from 8:30 AM to 4:30 PM to request assistance or you can call to schedule an appointment or to request a phone screening at (386) 319-9483.

Flagler County Village  
160 Cypress Point Parkway, B302  
Palm Coast, FL 32164

# Education and Prevention

## Advance Directives

Advance Directives are written or oral statements about how you want medical decisions made should you not be able to make them yourself and/or it can express your wish to make an anatomical donation after death. Some people make advance directives when they are diagnosed with a life-threatening illness. Others put their wishes into writing while they are healthy, often as part of their estate planning.

Three types of advance directives are:

- A Living Will
- A Health Care Surrogate Designation
- An Anatomical Donation

You might choose to complete one, two, or all three of these forms. If you are interested in receiving the forms listed above, you can visit <https://quality.healthfinder.fl.gov/report-guides/advance-directives> or we can provide you blank forms to take home and complete.

## Infection Control

- **Hand hygiene.** Wash hands with soap and warm water or use alcohol or non-alcohol based hand sanitizer.
- **Respiratory hygiene.** Cover your mouth and nose with a disposable tissue when you cough, sneeze, blow your nose, or wipe. If you don't have a tissue, use the crook of your arm. Clean your hands after using tissues, coughing, sneezing, or touching respiratory secretions or objects contaminated by them.
- **Face mask.** Use a face mask if you suspect you currently have a cold, flu, or COVID-19. If you do not have a face mask, a staff member can provide one to you.

## HIV Education and Prevention

- **Get tested for HIV.** Talk to your partner about HIV testing and get tested *before* you have sex. Use the [GetTested](#) locator from the Centers for Disease Control and Prevention (CDC) to find an HIV testing location near you.
- **Choose less risky sexual behaviors.** HIV is mainly transmitted by having anal or vaginal sex without a condom or without taking medicines to prevent or treat HIV.
- **Use condoms every time you have sex.** Read this [fact sheet](#) from CDC on how to use condoms correctly.

- **Reduce the number of sexual partners.** The more partners you have, the more likely you are to have a partner with poorly controlled HIV or to have a partner with a sexually transmitted infection (STI). Both factors can increase the risk of HIV transmission.
- **Get tested and treated for STDs.** Insist that your partners get tested and treated, too. Having an [STD](#) can increase your risk of getting HIV or transmitting it to others.
- **Talk to your health care provider about pre-exposure prophylaxis (PrEP).** [PrEP](#) is an HIV prevention option for people who do not have HIV but who are at risk of getting HIV (for example, if your partner has HIV or if you inject drugs). PrEP involves taking a specific HIV medicine to reduce the risk of getting HIV through sex or injection drug use. PrEP medications can be given in the form of pills (taken daily) or injections (every other month). It is important to take PrEP as directed by your doctor to effectively protect you against HIV.
- **Do not inject drugs.** But if you do, use only sterile drug injection equipment and water, and never share your equipment with others.
- **Protect others if you have HIV.** Take HIV medicine (called antiretroviral therapy or ART) as prescribed by your doctor. ART can reduce the amount of HIV in the blood (called viral load) to the point where a test cannot detect it (called an undetectable viral load). If you have an undetectable viral load, you will not transmit HIV to your partner through sex.
- **Prevent perinatal transmission.** If you have HIV and take HIV medicine as prescribed by your doctor throughout pregnancy and childbirth, the chances of transmitting HIV to your baby are less than 1%. If you have a partner with HIV and are considering getting pregnant, talk to your doctor about PrEP to help protect you and your baby from getting HIV while you try to get pregnant, during pregnancy, or while breastfeeding.

## Overdose Prevention Education

Individuals with Opioid Use Disorder (OUD) face an increased risk of overdose, particularly if they are transitioning from medication-assisted treatment or participating in an abstinence-based program. During these transitions, tolerance to opioids can be significantly lower, making it easier to overdose if opioids are used again.

Naloxone is a medication that rapidly reverses the effects of an opioid overdose. It works by binding to the same receptors in the brain that opioids, like heroin, fentanyl, and prescription painkillers, attach to, effectively blocking or reversing their effects. When administered during an opioid overdose, Naloxone can restore normal breathing and consciousness, which can be life-saving if used quickly.

Naloxone is typically given as an injection or nasal spray. It is often carried by first responders, medical personnel, and individuals who are at risk of encountering an opioid overdose. It is a critical tool in overdose prevention and response, as it can reverse the life-threatening effects of opioid toxicity until emergency medical help arrives.

Naloxone is not addictive and has no effect if opioids are not present in the system.

At Flagler Cares we offer free nasal spray Naloxone (NARCAN) and you can request at any time by asking someone at the front desk or your counselor, recovery peer specialist, or care coordinator.

## Behavioral Health Crisis/Emergency Information

**If you need help outside of our normal business hours...** There are additional supports in the community available to you 24 hours a day, 7 days a week. SMA Healthcare has a Mobile Response Team (MRT) that can assess the situation and direct you to the services you need. You can reach the MRT at (800) 539-4228. If the MRT is not available to assist at the time of your call, you should call 911 or navigate to the nearest emergency room.

Additional contacts that may help you include:

- Poison Control: 1-800-222-1222
- Domestic Violence Resources
  - Family Life Center 24 Hour Crisis Line (including text): 386-437-3505
  - Domestic Abuse Council 24 Hour Crisis Line (Volusia): 386-255-2102
  - National 24/7 Hotline: 1-800-799-7233
- DCF 24/7 Abuse Hotline: 1-800-962-2873
- Suicide Prevention Lifeline: simply call or text 988

## Client's Rights and Responsibilities

### Rights

- The right to be treated with dignity and respect by all Flagler Cares/Volusia Cares staff.
- The right to be involved in the planning and/or revision of the services that I will receive.
- The right to know about my service progress or lack thereof, and to be protected from neglect in my partnership with Flagler Cares/Volusia Cares.
- The right to be spoken to in a language that is fully understood.
- The right to a clean and safe environment to meet.
- The right to refuse to be videotaped, audio recorded, or photographed.
- The right to be protected from discrimination based on age, sex, religion, sexual orientation, race, financial status, or national origin and to have any reasonable accommodations provided, in the case of disability or otherwise.
- The right to confidentiality of my records, including all personal information, according to federal/state laws.
- The right to end participation in services with Flagler Cares/Volusia Cares at any time.
- The right to file a complaint or grievance about Flagler Cares/Volusia Cares or staff members if I feel that these rights have not been afforded to me.

### Standards of Conduct & Program Rules

- The responsibility to treat Flagler Cares/Volusia Cares' staff with respect and kindness and to be open and honest in all interactions between me and my assigned team member.
- The responsibility to actively and earnestly cooperate in my service delivery and care plan.
- The responsibility to be responsive and communicative with staff, especially when gathering requested information and documentation.
- The responsibility to follow all Flagler Cares/Volusia Cares and specific program rules, regulations, & guidelines.
- The responsibility to participate fully in care coordination and to be open to all services that Flagler Cares/Volusia Cares has to offer.
- The responsibility to keep scheduled appointments or inform Flagler Cares/Volusia Cares in a timely manner of any need to cancel appointments. Please note that after 2 instances of "no call, no show" from a client, Flagler Cares/Volusia Cares has that right to terminate services.
- The responsibility to be kind to and respect the rights of other individuals receiving services, especially their right to confidentiality.

## **Grievance Procedure**

What is a grievance? A grievance is an official complaint concerning services provided to you by Flagler Cares/Volusia Cares. Clients are encouraged to first discuss concerns with the staff they are engaged with, when possible, with the intent to resolve the complaint as quickly as possible. If you have continued concerns and would like to file a grievance, please file the grievance within thirty (30) calendar days following the date of the action or incident. You can file a written grievance by submitting it through this link, [Grievance Survey](#). Your grievance will be reviewed within five (5) business days by the Chief Operating Officer. The Chief Operating Officer will contact you to discuss your concerns with the intent to resolve the complaint. If you are not satisfied with the outcome, you can contact the Flagler Cares Chief Operating Officer at 386-319-9483 to continue the grievance process. Final resolution of your complaint will be finalized in thirty (30) days.

## **Flagler Cares' Rights and Responsibilities**

### **Rights**

- The right to be treated with dignity and respect by all clients and/or potential clients.
- The right to enforce rules and regulations of Flagler Cares as an organization as well as its individual programs and to take actions necessary to do so, up to and including termination of services.
- The right to refuse service;
- To temporarily withhold established services; and/or
- To terminate existing services in the event of mistreatment of staff, misuse of resources by a client, lack of participation by a client, or other similar offense. Please note that after 2 instances of "no call, no show" from a client, Flagler Cares has that right to terminate services.

### **Responsibilities**

- The responsibility to treat all clients and potential clients with dignity, respect, and compassion.
- The responsibility to assist clients to the fullest extent possible based on client eligibility and current resources available.
- The responsibility to support positive client outcomes by maximizing the reach of available resources.
- The responsibility to remain unbiased and to ensure that client confidentiality is maintained throughout the entire relationship between the client and Flagler Cares.
- The responsibility to maintain a welcoming and safe environment for all clients and potential clients, including the assurance that all clients respect the rights of one another.

### **If you believe your rights have been violated, you can contact...**

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| <b>Florida Abuse Hotline</b><br>1-800-96-ABUSE<br>1-800-962-2873 (Voice)<br>1-800-453-5154 (TTY/TTD) | <b>Americans with Disabilities Act (ADA)</b><br>1-800-514-0301 (Voice)<br>1-800-514-0383 (TTY) | <b>Disability Rights Florida</b><br>1-800-342-0823 (Voice)<br>1-800-346-4127 (TTY/TTD) |
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## Receipt of Client Handbook Acknowledgement

By signing below, I am acknowledging that I received a **Client Handbook** which I was oriented to and includes information about:

- Services offered
- Methods of Assistance
- Advance Directives
- Infection Control
- HIV Education and Prevention
- Overdose Prevention Education
- Crisis/Emergency Information
- My Rights and Responsibilities
- Flagler Cares/Volusia Cares Rights and Responsibilities
- Client Grievance Procedure
- Standards of Conduct

I understand that I can contact Flagler Cares/Volusia Cares with any questions or input and can request additional information at any time needed.

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**Client Printed Name**

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**Client Signature**

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**Date**

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**Flagler Cares/Volusia Cares Team Member  
Printed Name**

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**Title**

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**Flagler Cares/Volusia Cares Team Member  
Signature**

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**Date**