

## Expectations for Participation in OhioGuidestone Programs and Services

*The mission of OhioGuidestone is to provide our clients/patients with pathways for growth, achievement and lifelong success. With our mission in mind, we have established the below expectations for participation in our clinical and medical programs and services. Please note that not all services are available in each agency location or in an in-home setting. Please read these expectations and, if necessary, ask your worker/provider for clarification.*

**Contact Information.** It is important that we can contact you. Please provide your worker/provider with any changes to your address, home phone number, cell phone number and insurance coverage – including changes to Medicare/Medicaid information.

**Accurate information.** Please supply accurate and complete information whenever possible to your worker/provider regarding all factors and changes affecting your health status.

**Cancellations.** Please notify your assigned worker/provider at least 24 hours in advance if you need to cancel or reschedule you or your child's appointment.

**Attendance.** Regular attendance is important. Arriving considerably late for an appointment means the provider may not be able to see you or your child. It will be considered a missed appointment, and it may be rescheduled. If you "no show" for two (2) or more appointments in a row, or develop a pattern of "no shows," you will receive a letter from OhioGuidestone indicating that your case will be closed unless you contact your worker/provider within fifteen (15) days to develop a plan to improve attendance. If you do not respond to the letter within fifteen (15) days your service may be terminated.

**Participation.** Whether you are coming into an OhioGuidestone facility or an OhioGuidestone worker is coming to your home, it is important that you are willing to participate in and be invested in the program/services provided. For example, cell phones should be answered only in emergency situations. Similarly, if you receive home-based services, please make sure that the TV/radio is turned off and the meeting space provides sufficient privacy.

**Alcohol and Drug Use.** Whether you are coming to an OhioGuidestone facility or an OhioGuidestone worker is coming to your home, the expectation is that you will not be under the influence of alcohol or drugs. If your behavior reflects otherwise, the session will end and will be rescheduled.

**Safety.** OhioGuidestone desires a safe environment for both its staff and clients/patients. No guns, knives or other weapons should be brought into any of our facilities under any circumstances. Likewise, when a worker comes to your home, you are responsible for providing a safe environment (e.g., all weapons should be secured in a locked storage compartment).

**Mutual Respect.** The expectation is that all interactions will take place through mutual respect and cooperation. Aggressive behavior toward OhioGuidestone staff will not be tolerated and will result in services being provided only at an OhioGuidestone facility, if deemed safe, or you will be terminated from the program or service. Our relationship with you is important to us.

If you have any suggestions, questions, comments or problems regarding service, please contact your OhioGuidestone worker/provider.