

Client Handbook



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Welcome to Cook Inlet Counseling

Cook Inlet Counseling is a behavioral health organization. As Executive Director, I want to welcome you to treatment and your new life in “Recovery.” I want your experience to be as comfortable and as responsive as possible. In this recovery community you will be part of a group of similar individuals, with similar experiences with mental health or alcohol and/or drug use issues.

You have entered an innovative behavioral health program. Our focus is your overall health and wellbeing; to help you achieve long-term recovery and live a healthy and productive life. You have a lot of work to do, and our staff is here to guide and support you in your long-term recovery. We are here to provide you with the tools to start you on your long-term journey to recovery; to start you on new life path which equips you to actively participate in your family and community. It is a journey to health and wellness.

This program will challenge you, perhaps in ways you have never been challenged before. You’re not alone on the journey. Our staff of professionals will support you throughout your treatment experience. In addition, you will need to rely on your recovery community members as your greatest source of support. During your treatment, we will work along with you in your recovery process.

We accept referrals from the court, ASAP, probation and other legal entities as well as medical, word of mouth or self-referrals. If you have any questions, please call us.

Charlie Simons, Executive Director

Cook Inlet Counseling is proud to be CARF accredited to provide outpatient and intensive outpatient addiction treatment programs for both adolescents and adults. Accreditation is a sign of quality and is an important consideration in choosing a treatment provider.

Service Philosophy

We acknowledge a physiological basis for substance use addiction. Alcohol and drug misuse can be a form of self-medication; a coping mechanism to relieve depression and the stressors resulting from trauma, individual and social problems confronting our families and communities. Consequently, alcohol and drug misuse can be reduced by expanding relationships and natural supports, development of a viable source of livelihood, and skills to deal with the stressors confronting us to assist us in the recovery process. Skill building, a focus on strengths, and recovery support will increase your ability to be a self-reliant, contributing member of our community.

Recovery Concept

Treatment services at Cook Inlet Counseling are focused on the concept of recovery. Recovery from substance use and mental health disorders is defined as:

Recovery from Mental Health Disorders and/or Substance Use Disorders: *A process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential.*

We will teach you and assist you in achieving four dimensions that are essential to a life in recovery:

- **Health:** overcoming or managing one's disease(s) or symptoms—for example, abstaining from use of alcohol, illicit drugs, and non-prescribed medications if one has an addiction problem—and for everyone in recovery, making informed, healthy choices that support physical and emotional wellbeing;
- **Home:** a stable and safe place to live;
- **Purpose:** meaningful daily activities, such as a job, school, volunteerism, family caretaking, or creative endeavors, and the independence, income and resources to participate in society; and
- **Community:** relationships and social networks that provide support, friendship, love, and connection.

Our Service Model

We are a **recovery-oriented system of care**. This system of care is designed to link you with all the allied support services you may need while in treatment to develop and maintain long-term recovery. Many services are provided on-site, but others are provided through referral to off-site service agencies. Off-site services can include those in the following service sectors: Substance abuse, mental health, health, justice, social services, cultural/spiritual, family and recovery support, education/jobs.

Recovery Support

While you are in treatment, you will most likely need other types of services in order to achieve overall health and wellbeing as well as support in maintaining your recovery. Cook Inlet Counseling employs a case-manager/care coordinator to work as part of the treatment team to help you with additional needs. We can help you find basic needs including housing, vocational training, jobs, funding and much more. Ask to meet the case manager to help you with these needs.

Cook Inlet Counseling is also a member of the Kenai Behavioral Health Collaborative, a group of allied service agencies which form the system of care from which you can get support. The support may be part of your treatment plan and your counselor or case manager will assist you in obtaining these services through referral and follow-up with the service agencies. Members of the collaborative include: Central Peninsula Hospital (907) 714-4521, Frontier Community Services (907) 262-6331, Ionia (907) 262-2824, Kenai Peninsula Community Care Center (907) 283-7635, Kenaitze Indian Tribe (907) 335-7500 and Peninsula Community Health Services (907) 260-3691 just to name a few. There may be other community services you want or need. Advise your counselor during your treatment planning session or treatment plan update. Or make an appointment with the case manager.

Using Recovery Principles to Develop Healthy Recovery

“Recovery is not a race. You don’t have to feel guilty if it takes you longer than you thought it would.”

---Unknown

Below are tools you can use to develop long-term recovery.

- Share your preferences and needs to staff in developing your treatment plan
 - Identify YOUR journey to recovery; what will work for YOU!
 - Recognize that everyone does not achieve recovery in the same way
 - Respect differences
- Address recovery holistically; physical, spiritual, emotional and mental strategies for recovery
 - Think of yourself in terms of a “whole” person
- Assess cultural dimensions of your addiction: who you are in relation to your culture; how has your culture, environment, upbringing contributed to your addiction
- Focus on yourself as a person, not on your behavior
- Watch your words; do not label yourself or others
- Learn lessons on healthy recovery from others you admire
 - Identify strategies from those in healthy recovery which will help you in your recovery
- Focus on each success
 - Celebrate your successes
 - Acknowledge that “recovery” is a step-by-step process
- Involve your family and your community in your recovery

- Remember that you have choices
- Explore who you are as a spiritual person; determine what higher power can guide and support your recovery
- Become an informed consumer; identify community resources and people to support your recovery
 - Identify community support groups and support options

Cook Inlet Counseling Behavioral Health Services

Screening & Assessment:

Prior to being scheduled for an assessment, you will be asked to fill out an intake packet. These are available at the office, or at cookinletcounselign.org under forms. A substance use assessment interview can then take place to determine the appropriate therapeutic fit, including a level of care, following the American Society of Addiction Medicine (ASAM) criteria. At Cook Inlet Counseling, we offer substance use disorder assessments and Integrated Assessments. An Integrated Assessment explores both substance use patterns and mental health needs. Several screening tools are utilized, depending on the needs of the person seeking services. These screeners are researched and evidenced based tools that help to uncover symptoms experienced or needs.

Substance Abuse Outpatient:

Outpatient and intensive outpatient substance abuse services (ASAM Levels 1 and 2.1) for adults and youth are offered in the Kenai and Homer offices. Both program levels offer both individual and group counseling sessions. We utilize program content that is evidence-based and client-centered. Your level of care (LOC) recommendation determines if you qualify for outpatient programming.

Treatment group topics and times vary in Kenai and Homer---they can include:

Healthy Relationships

Relapse Prevention

Mindfulness

Wise Mind - Emotion Regulation

Parenting and Family Values

Coping with Anger

Telehealth Services are Available When Appropriate

Group times are at 12:00 pm and at 5:30 pm, lasting 1 ½ hours. Individual sessions are scheduled to fit individual needs, between 8:00 am and 6:00 pm as available.

Alcohol & Drug Information School (ADIS):

The ADIS Program is a 12-hour *education program* that is taught in 4-hour blocks over a 3-day period. It is designed for clients that have experienced a misdemeanor level alcohol/drug related event. We also receive referrals from the youth and adult Probation office, court referrals, school, and self-referrals, etc., for persons that do not meet the clinical diagnosis as a substance abuser but demonstrate a need for substance abuse education. The goal of the ADIS program is to reduce the subsequent alcohol and/or other drug related issues and the associated high-risk behaviors. The ADIS program covers the effects of alcohol and other drugs on driving and social behaviors as well as health and legal consequences.

New Behavioral Health Services at Cook Inlet Counseling

Brainspotting (BSP) Therapy

Cook Inlet Counseling offers this relatively new type of therapy designed to help people access, process, and overcome trauma, negative emotions, and pain, including psychologically induced physical pain. Brainspotting is a powerful, focused treatment that works by identifying, processing, and releasing core neurophysiological sources of emotional/body pain, trauma, dissociation, and a variety of other challenging symptoms. The technique is designed to identify and heal underlying trauma that contributes to substance use, anxiety, depression, and other behavioral conditions.

At Cook Inlet Counseling, our counselors are trained and ready to utilize this powerful form of therapeutic support. This treatment is effective for a wide variety of emotional and somatic conditions. It is particularly effective with trauma-based situations, helping to identify and heal underlying trauma that contributes to anxiety, depression and other behavioral conditions, including addiction.

Brainspotting is a powerful, focused treatment method that works by identifying, processing and releasing core neurophysiological sources of emotional/body pain, trauma, dissociation and a variety of challenging symptoms. Brainspotting is a simultaneous form of diagnosis and treatment, enhanced with BioLateral sound, which is deep, direct, powerful yet focused and containing. This treatment does not aim at the neocortex where talk therapy treatments stop, targeting the limbic system where trauma and unprocessed emotions are held.

We have been using this relatively new form of treatment here at Cook Inlet Counseling effectively since 2019, helping many people resolve very challenging experiences and symptoms. People who experience difficulty sleeping, mistrust of others, feeling disconnected from self and others, who startle easily, find themselves checking out of their lives, and other, similar experiences are often holding emotional distress from some form of challenging situations. You don't have to live with these symptoms and treatment does not have to take years. We are here and ready to support you living your best life with this powerful treatment.

For more information about Brainspotting or to see if it is a fit for you, ask your Cook Inlet Counseling therapist and check out brainspotting.com.

Medication-Assisted Treatment

Medication-assisted treatment includes the word “assisted” for a reason. It is not meant to replace any other aspect of treatment and should occur right alongside ongoing therapy and counseling. These are not catch-all remedies that will cure addictions overnight; however, they can be a helpful resource in the continued fight against drug and alcohol dependency. The most common medications are listed below.

Buprenorphine

Buprenorphine/Suboxone is a partial opioid agonist, which means that it occupies the same receptors in the brain that opioid drugs target. Buprenorphine produces similar but less pronounced opioid effects while preventing or reducing withdrawal symptoms. When prescribed and overseen by a doctor and taken as prescribed, users will not get the same “high” or the other effects of the drug they abused. Buprenorphine can help people recover from opioid use and avoid withdrawal. As an opioid, it does have mildly addictive properties. However, the goal of buprenorphine treatment is not to exchange one addiction for another. The user is first stabilized with a substance, then the dose is usually gradually tapered. It is a short- and long-term medicine.

Naltrexone

Naltrexone/Vivitrol is an opioid antagonist, which means that it locks onto the opioid receptors in the brain and keeps other drugs from attaching to those receptors. It does not produce any of the effects that other opioid drugs produce. It also blocks the “high” that users normally experience when they use opioid drugs. This effect helps to discourage further drug use and minimize relapse risk.

Methadone

Methadone is a relatively long-acting opioid drug, that is used in MAT to stabilize an opioid dependent person without the overwhelming highs and crashing lows that heroin and other opioids produce. Like any opioid drug, it does have the potential for addiction. Similar to buprenorphine, methadone isn’t meant to replace an addiction. Instead, methadone therapy introduces a safer, controlled dose of opioid medication that will eventually be tapered off over time. Methadone is not commonly available on the Kenai Peninsula.

Alumni Group

We typically enter recovery at the most difficult part of our lives. To our amazement, however, when we stick with the program, we begin to get rewards out of sobriety that we could have never imagined when we entered the program. One of these is the connection and unique bond we form with others in the fellowship that have embraced recovery just as we have.

Cook Inlet Counseling alumni and staff have embraced this special aspect of recovery by creating an alumni fellowship for those who have graduated from this program. Fellowship is one of the keys to building and sustaining long-term sobriety. Alumni meetings offer opportunities to build a support group, have sober fun, give back by doing service work, show newcomers that the program works and help us remember where we came from!

Your Client Rights

It is the policy of Cook Inlet Counseling to treat you in a manner that fosters a sense of dignity, autonomy, positive self-regard, civil rights, and involvement in your own care. As a member of our treatment family, you have a right to:

- Be treated with dignity and respect
- Confidentiality
- Privacy
- Freedom from abuse, financial or other exploitation, retaliation, humiliation or neglect
- Participate fully in the design of your treatment plan
- Access to information in your treatment plan or file
- Consent to others being involved in your treatment and having access to your information
- Periodic review of your treatment plan
- The full complement of treatment services designated in the treatment schedule
- A qualified, culturally competent and professional counselor
- The right to decline to participate in program evaluation
- **To file a grievance if you feel your rights have been violated. You will receive a copy of the grievance procedure at intake**
- To be provided reasonable opportunity to practice the religion or spiritual belief of your choice
- To be referred to another program if our services do not meet your needs.

Your Responsibilities

As a member of our treatment family, you also have responsibilities:

- To engage in all treatment and recovery activities that promote your spiritual, mental, and physical well-being as well as to be on time.
- To direct your treatment plan. It is your plan for recovery so be an active participant!
- To pay as you can along the way even if it is a small amount. Services cost money and your payments help us to continue to provide services to people who need them.
- **To abide by the following three “no tolerance” rules:**

1. No violence or threats of violence, intimidation or abusive language in our facility.

Cook Inlet Counseling promotes non-violent practices to ensure a safe and nurturing environment for all. Learning environments work best when clinicians and clients can work in a mutually respectful partnership.

2. No alcohol or drugs while you are on-site.

*Cook Inlet Counseling supports and adheres to the policy that substance use disorder treatment is most effective in a healthy environment that supports recovery goals. Our Illicit and Licit policy states all persons served are to leave medications (licit) at home unless it is needed for the safety of the individual. You will need to work with the counselor to get permission. All illicit drugs (non-prescribed medication, controlled substances, alcohol, designer drugs, inhalants and OTC medications) are prohibited from being on site. **If you have a question do not hesitate to ask a staff person! Random UAs will be used to monitor drug use.***

3. No weapons of any kind in our facilities.

Cook Inlet Counseling is dedicated to providing a safe environment for clients and staff at all times. No weapons of any sort are allowed on Cook Inlet Counseling properties at any time, we ask that you abide with this policy.

Cook Inlet Counseling

GRIEVANCE PROCESS FOR PERSONS SERVED

All persons served by Cook Inlet Counseling have the right to make a complaint or file a grievance at any time. If you feel you have been discriminated against or have been treated in a neglectful or abusive manner. Be assured that making a complaint or filing a grievance will not result in retaliation or barriers to service.

The following explains the procedure for making a complaint or filing a grievance. Which level you choose should be based on the nature of your complaint, and/or the people involved. For more detailed information, consult the Grievance Policy and Procedures which are available from any Cook Inlet Counseling staff member. This also describes how a complaint or grievance can be filed using telephone or e-mail.

Level I

If you disagree with a decision made by the treatment team (your assessment counselor, directing clinician and clinical director), you may request a review of that decision by contacting the clinical director **Wendy Dial (907) 283-3658**. You also have the right to meet with the treatment team to appeal a decision that has been made regarding your treatment at Cook Inlet Counseling. If no agreement is made at this level, you have the right to go to the next level of the grievance process.

Level II

If you believe you have been discriminated against, abused or neglected by any Cook Inlet Counseling staff member or you feel decisions about you were made unjustly, you can file a formal grievance (in writing) and send it to our Executive Director to the address below or by direct verbal contact with the Executive Director:

Charlie Simons (907) 283-3658
Executive Director
Cook Inlet Counseling
PO Box 882
Kenai, AK 99611

Cook Inlet Counseling

GRIEVANCE PROCESS FOR PERSONS SERVED

An investigation will take place within five (5) working days in which the Executive Director will meet with the person served and involved staff members including appropriate supervisors or privately meet with the person served if the executive director deems that more appropriate for the needs of the person served. If a resolution is not reached by the sixth (6th) day you may then file a written notice of complaint to the President of the Board of Directors. An investigation will occur within five (5) working days and the Executive Committee will have another five (5) working days to determine if the complaint can be resolved or if the full Board of Directors should be informed. If the latter occurs, the full Board will meet within ten (10) working days to hear the complaint and either vote on a resolution to the complaint or call in outside mediation. The decision to resolve the complaint or call-in mediation must be made within five (5) working days of the Special Board Meeting. The person served will be notified in writing of the board's decision. If resolution remains unsatisfactory, the person served has the right to proceed to the next level of the grievance process.

Level III

If your complaint is about administrative staff such as the Executive Director, or against the agency as a whole or you feel you have been unable to resolve the problem to your satisfaction using the above procedures, you may contact:

State of Alaska
Division of Behavioral Health
1-800-478-7677

You have the right to utilize the support of Alaska Legal Services at (907) 272-9431, a resource for low-income Alaskans. You also have the right to have an advocate of your choosing present throughout the grievance process. The staff will assist you in locating an appropriate agency that provides that service should you want assistance.

Family Participation

We encourage partner and family member participation in your treatment experience. Our outpatient program has designated times and methods for family participation. Your family members may be concerned about you and want to discuss your progress however we cannot discuss your treatment with family members unless you sign a consent called a Release of Information (ROI), allowing us to share information with a designated family member(s).

Cultural & Spiritual/Religious Connections

Culture is a healing force, strongly connected to your spiritual source, whatever that may be. Culture provides the framework for living a good life. You may or may not be connected to your culture but understanding your history can be important in order to move ahead to your healthy future in recovery. We encourage you to explore your culture and respect the culture of others. We also encourage you to explore your spiritual/religious connections whether those are traditional ethnic spiritual practices or organized religion through churches of various denominations.

Your Support Team

Your primary support during treatment will be our staff and any friend or relative who supports your treatment experience. Reach out and seek the support you need when you need it. This is your right. You will be assigned a Primary Counselor. You have a right to request another counselor should your assigned clinician not meet your needs. We encourage you to work with the counselor using communication and problem-solving skills to determine why it seems to be not going well.

Treatment Planning

We use a person-centered treatment planning approach where you participate in the development of treatment goals and services provided, to the greatest extent possible. You will help define your own treatment goals with your counselor based upon your individual strengths and needs that inspired you to seek treatment. We will help you to identify your strengths and abilities to draw from to achieve your treatment goals as well as any barriers that may interfere. We will assist you in defining specific objectives and interventions to achieve your goals. The focus in this type of recovery planning is not only on your substance abuse or mental health issues but on achieving long-term recovery and overall wellbeing.

What to Expect During Program Intake

During Intake (admission to the program) you will be required to complete numerous forms, consents and releases. We will share information about program policies and procedures that will be explained to you and you will be given copies of all the forms you sign.

Role of the Primary Counselor

It is very important for our clients and their families to feel safe and supported when you come to Cook Inlet Counseling for services. You will be working with several clinicians or counselors over the course of your treatment and recovery process at Cook Inlet Counseling. Mutual trust and open communication create the foundation of any positive therapeutic relationship. Confidentiality is a respected part of an addictions counselor's code of ethics.

We understand that for people to feel comfortable talking about private and revealing information, they need a safe place to talk about anything they'd like, without fear of that information leaving the room. We take your privacy very seriously.

Laws are also in place to protect your privacy. The Health Insurance Portability and Accountability Act (HIPAA) contains a privacy rule that creates national standards to protect individuals' medical records and personal health information, including information about psychotherapy and mental health. Furthermore 42 CFR Part 2, a federal confidentiality law and regulations, protect the privacy of substance use disorder (SUD) patient records by prohibiting unauthorized disclosures of patient records except in limited circumstances.

Fees

We accept Medicaid, Denali Kid Care, and most private insurance. You can have a detailed discussion regarding your fees with your Cook Inlet Counseling representative at the front desk. If you have private insurance, Medicaid or Denali Kid Care, please bring your insurance ID card with you.

- Clients may apply for fees to be based on a sliding fee scale.
- We will seek to make a realistic payment agreement with each client that does not have private or public insurance that meets their financial needs.
- If you think you might be eligible for Medicaid or Denali Kid Care and need help applying talk with the case manager or your counselor.

Cook Inlet Counseling's Tobacco, Smoking, E-Cig and Vaping Policy

Cook Inlet Counseling promotes a tobacco free and non-smoking treatment agency. This includes smoking, vaping, e-cigarettes and chew. There is no smoking/vaping/chew inside or in front of the building at any time. The designated smoking area is behind the building. If you must smoke, please dispose of your butts appropriately.

Research shows that up to 80% of smokers who enter treatment for addiction *do* want to quit using tobacco as well. There is a lot of evidence that there are biological connections between smoking and using other drugs, so the effort to include tobacco cessation in recovery may well be worth it. Ask your counselor for more information or call the Alaska Quit Line, 1-800-QUITNOW (1-800-784-8669).

Did you know?

Cigarette smoking harms nearly every organ of the body, causes many diseases, and reduces the health of smokers in general. Quitting smoking lowers your risk for smoking-related diseases and can add years to your life. Smoking causes more deaths each year than ALL the following causes combined:

- Human immunodeficiency virus (HIV)
- Illegal drug use
- Alcohol use
- Motor vehicle injuries
- Firearm-related incidents
-

Contact Information (for further questions)

For more information, you may call the Kenai office at (907) 283-3658 or the Homer office at (907) 235-8001 during business hours.

For emergencies after hours: 988 is available in Alaska. People who call, text, or chat with 988 will be directly connected to the National Suicide Prevention Lifeline. The existing Lifeline phone number (800-273-8255) will remain available.

Or Call 911 or SAMHSA Helpline 1-800-4357(HELP)

Mental Health Crisis Line (907) 283-7511

*Recovery is something that you have to work on every single day
and it's something that it doesn't get a day off.*

Demi Lovato

Safety Information

Cook Inlet Counseling has a commitment to safety for clients and staff alike. In case of an emergency, a Cook Inlet Counseling staff person will provide direction and support whenever possible. If a staff person is not immediately available or locatable, there is a laminated card in each group room and next to the fire extinguishers that can be used to respond to what to do.

FIRE

Note: Kenai extinguishers are located centrally between group rooms, next to CFO office and at both back exits.

1. In the event of a fire (or smoke alarm), staff need to take the group sign in sheet and evacuate clients to the closet firesafe exit.
2. Kenai staff and clients should relocate over to the former Pizza Hut restaurant. No one is to leave the area or return to the building until the Cook Inlet Counseling staff have everyone accounted for and it has been determined to be safe to return.
3. Homer staff and clients should relocate in front of the laundromat. No one is to leave the area or return to the building until the Cook Inlet Counseling staff have everyone accounted for and it has been determined to be safe to return.

EARTHQUAKE

Note: Alaska and the Kenai Peninsula experience earthquakes daily, most of which are not felt. When an earthquake occurs or is felt a safety plan is outlined below for both clients and staff. Please be familiar and practice earthquake safety when on Cook Inlet Counseling property.

1. In the event of an earthquake, staff will remind clients to remain calm and quickly **drop, cover and hold on.**
2. Quickly find a spot **away** from glass, exterior walls, and any objects that could fall. Crouch and cover neck and head until the shaking stops. Find a sturdy piece of furniture or an inside corner to protect you. Standing in a doorway is NO LONGER recommended!
3. Do not run outside unless absolutely necessary. Once the earthquake has passed, staff will evacuate the building. DO NOT LIGHT MATCHES or TURN ON LIGHT SWITCHES due to the danger of a gas explosion until you are clear of the building.
4. Help others that may be injured. Be careful of broken glass, power lines etc. as you exit. Do not leave the premises and do not reenter until the Executive Director or staff in charge declares it safe.
5. The Executive Director or staff in charge will send clients and staff home if the building is unsafe.

Medical Emergency Procedures

Note: Cook Inlet Counseling staff receive training on how to respond to medical emergencies. To protect the confidentiality of the people involved, you may not be aware of an emergency. If you become aware, we ask you to immediately make it known to a staff person so they may help. A first aid kit is mounted outside of the bathrooms.

1. If you see or know of body fluids including vomit, blood, urine or feces please let a staff person know immediately. Do not attempt to clean it up before letting the staff know. Ask others not to attempt to clean it up without staff involvement.
2. If someone is experiencing a medical event notify staff immediately if they are not aware.
3. Staff will call 911 as appropriate.
4. If the staff person is having an emergency and you cannot notify another staff member, you are asked to take the necessary action. Call 911 as soon as possible if needed.

***If you accept the expectations of others, especially negative ones, then you never will change the outcome.”
– Michael Jordan***