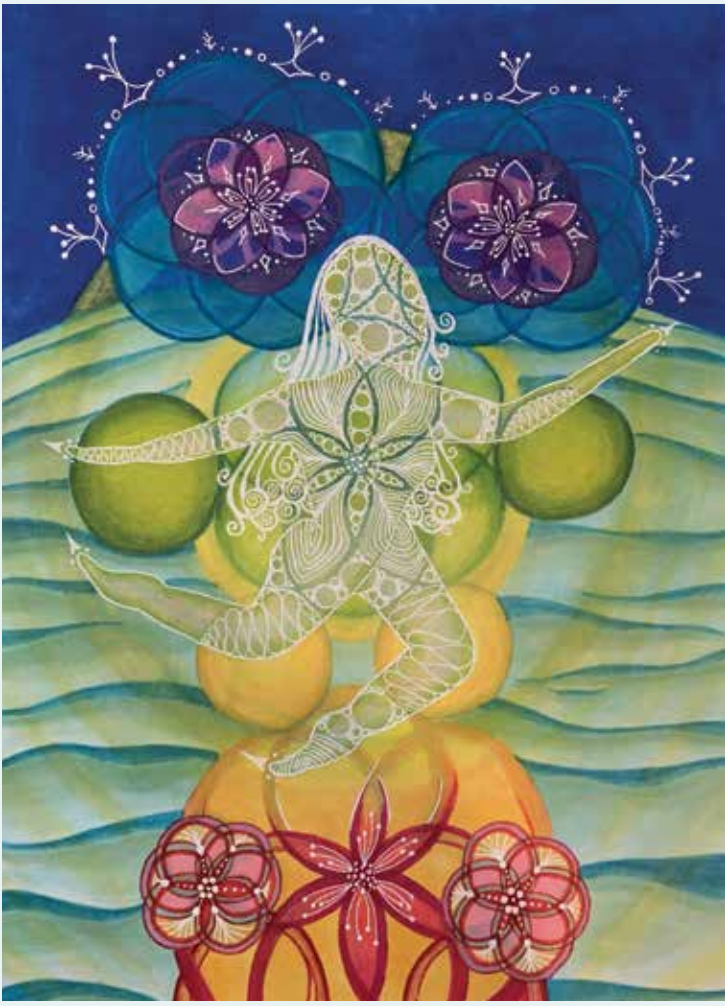
HOWARD CENTER
Help is here.

CELEBRATING 160 YEARS



CLIENT HANDBOOK

EIGHTH EDITION

QUICK REFERENCE

Howard Center Main Number
802-488-6000

Access and Intake Line
Available Monday – Friday, 8:30 am – 5:00 pm

Anyone can call Howard Center. We will provide support, answer questions, and connect you to resources and services at Howard Center or in the community.

Frequent reasons for calling:

- Looking for therapy or counseling
- Feeling worried about a child
- Needing support for your family
- Getting help for an addiction

First Call for Chittenden County
802-488-7777 or 988

Crisis Hotline
Available 24/7/365

Frequent reasons for calling:

- Overwhelming emotions
- Thoughts of suicide
- Hearing disturbing voices
- Immediate concern for a loved one's well-being

Cover art is by Howard Center Arts Collective artist Steph Lieblappen.

Mental Health Urgent Care
802-488-MHUC (6482)

Howard Center's Walk-in
Mental Health Urgent Care

Available Monday – Friday, 9:00 am – 5:00 pm

Frequent reasons for visiting:

- Mental health support
- Peer support
- Thoughts of suicide
- Care management
- Related medical assessment and care

IN PARTNERSHIP WITH: University of Vermont Health · Community Health Centers · Pathways Vermont

RESOURCES:

If you need help or support, please reach out. You are not alone. As a universal precaution we recommend safe, locked storage of all firearms.

- First Call for Chittenden County: 802-488-7777
- National Suicide and Crisis Lifeline and Mobile Crisis Response: 988
- Never Use Alone (National Overdose Response Hotline): 800-484-3731
- Pathways VT: 833-VT-TALKS
- VT Crisis Text Line: 741741
- Mental Health Urgent Care: 802-488-MHUC (6482) Monday – Friday, 9:00 am – 5:00 pm, 1 South Prospect Street, Burlington, VT 05401

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ABOUT HOWARD CENTER

WELCOME

Welcome to Howard Center. For 160 years, our organization has provided high-quality services and supports for our community. We are grateful for the opportunity to assist you and/or your loved ones.

This handbook provides a brief overview of Howard Center's numerous services, as well as our organizational values, which are focused on providing client-centered services to children, youth, adults, and families. Our goal is to provide thoughtful, respectful, and effective care and treatment.

The handbook explains important information about how to contact Howard Center to receive services and your rights and responsibilities as a client. It is available in several different languages, in large print, and electronic formats. If you would like a different format or if you need any information explained more fully, please ask a staff member or call our main phone number at 802-488-6000.

On behalf of our Howard Center family, we hope that you find our services are beneficial in supporting you and/or your family. We appreciate the opportunity to work with you, and we look forward to supporting you on your journey to wellness.

Sincerely,

Beth Holden

Beth Holden, MS, LCMHC, LADC
Chief Client Services Officer

OUR MISSION

We help people and communities thrive by providing supports and services to address mental health, substance use, and developmental needs.

HOW WE HELP

Howard Center has a long and rich history as a trusted provider in our community. With a legacy spanning more than 160 years, Howard Center has been providing progressive, compassionate, high-quality care, support, and treatment for those members of our community in need. Founded in 1865 as an agency serving the children of the destitute, Howard Center now offers mental health, substance use, and developmental services across the lifespan.

Our staff of 1,300 provides help and support in over 60 locations in four counties. More than 19,000 clients and community members turned to us last year for help to lead healthier and more fulfilling lives.

OUR VISION

Howard Center is a national leader in the delivery of integrated and seamless community-based supports for individuals, families, and communities in need. **Help is here.**

CORE VALUES

- Clients are at the heart of our decision making.
- We are committed to individual and collective well-being and success.
- We are responsible stewards of the resources entrusted to us.
- We are steadfast in our practice and pursuit of excellence.

Howard Center is committed to the health and safety of our clients, staff, and community. Please ask your provider or the front desk about current safety precautions in place. Please stay home when you are sick or if you are experiencing symptoms of illness. If you need to cancel your appointment, we ask that you provide as much advance notice as possible. Telehealth appointments may be available upon request.

HOWARD CENTER HOURS OF OPERATION

While certain locations may open earlier or close later, Howard Center main sites will all be open at a minimum between the hours of 8:30 am and 4:00 pm, Monday through Friday, excluding agency holidays.

In addition to regular business hours, Howard Center offers weekend and evening services. Please ask your provider to learn more.

MAIN SITES INCLUDE:

- 102 South Winooski Ave., Burlington, VT 05401
- 1138 Pine St., Burlington, VT 05401
- 300 Flynn Ave., Burlington, VT 05401
- 855 Pine St., Burlington, VT 05401

SERVICES

HOW TO GET HELP

Anyone can call Howard Center's main number, **802-488-6000,** to get help. When you call, you will be asked the reason for your call, and you may receive information about community resources and eligibility requirements for various programs. If needed and desired, you will be scheduled for an intake assessment.

Howard Center's 24/7/365 mobile crisis program, First Call for Chittenden County, is available for phone support, face-to-face intervention, and crisis assessment at **802-488-7777 or call 988**. If you live outside Chittenden County and need crisis support, we will connect you to resources in your area, as each county in Vermont has its own crisis service.

After an intake or crisis assessment, you may be referred to one or more Howard Center programs or other community resources, as needed. Occasionally, referrals are made directly to a Howard Center program without an initial assessment, such as when we receive a referral from a school. If there is a waitlist for needed services, you will receive support while you are waiting. Once the Howard Center service begins, you will be assigned a primary provider who will work with you to determine your needs and preferences. Together you will create an individualized service plan or treatment plan. Your provider can make additional referrals within Howard Center or to other community groups if other services or supports are needed for you or a family member.

Live language interpretation is available for phone calls, face-to-face, and telehealth services.

Vermont 2-1-1 is a statewide resource offering information and referrals for an array of services, including employment, education, childcare, government programs, support groups, legal aid, transportation, community food shelves, and other resources. The service is available 24/7/365 and is a local call from anywhere in Vermont. Live language interpretation is offered.

ORGANIZATIONAL STRUCTURE

Howard Center offers a variety of services:

- Access and Intake services
- Crisis programs
- Substance use disorder services and resources
- Home and community programs
- Long-term supports and services
- Medications for opioid use disorder
- Outpatient services
- School programs

CONSUMER INPUT

Your involvement in the planning and evaluation of the services you receive is an important part of the agency's philosophy. There are a number of ways that we will encourage your participation.

All clients, and family members, if appropriate and permitted by the client, participate in the development of their service plan(s). Before services begin, you will meet with a provider for an assessment, and together you will make decisions about which services are right for you. A primary provider will be assigned to you. Depending on the program(s), this person may be called a counselor, social worker, therapist, care manager, support worker, doctor, nurse, or something similar. This provider will coordinate your care with you. You and your provider will develop a plan of care to meet your individual needs. You will decide what your goals are, what steps you need to take to achieve these goals, and how you will know you are ready to transition into other services or to leave the agency. Your provider will help you with referrals to other services and/or partner providers if necessary. On occasion, clients may choose to develop special plans in advance should their condition worsen or they develop another serious problem which makes it difficult for them to make decisions. These are called advance directives. If you would like more information about advance directives, please ask your provider.

Howard Center has a number of groups, called Standing Committees, for clients and/or their families to provide feedback about services and input on our current work and the future direction of Howard Center.

The Standing Committees are: **Family Advisory Council**, **Consumer Advocacy Network**, **Developmental Services Standing Committee**, and **Substance Use Services Advisory Committee**. Speak to your provider or contact us at **802-488-6956** or StandingCommittee@howardcenter.org for more information. Additionally, at least 51% of Howard Center's Board of Trustees are individuals with lived experience or are family members of individuals with lived experience.

One of the ways we evaluate our services is to ask how satisfied clients are and if the services they received have helped them. We use questionnaires while clients are receiving services and contact clients after completing services. Your participation in this process is voluntary and greatly appreciated.

PAYMENT FOR SERVICES

Howard Center services are paid for through a variety of funding sources.

Many kinds of insurance, including Medicaid, are accepted. If you have insurance, please bring your card to your first visit, along with a photo ID. Be aware that some insurance companies require a co-pay. If you are uninsured, we will use a sliding scale to set individual fees based on your financial situation. Please note that if you choose not to use your insurance, the sliding fee scale cannot be used. Your fee will be explained to you before you begin to receive services.

Howard Center is committed to working with clients, families, health insurers, local and state agencies, private entities, and other sources to secure funding to support needed services. Financial limitations will not limit access to services.

If you have billing questions, call 802-488-6920.

CREATING A SAFE ENVIRONMENT

Each Howard Center site is equipped with fire extinguishers and first aid kits. There are emergency exit instructions posted near every door. Each site has a specific evacuation plan. If you would like a copy of a site's emergency plan, please ask your provider. Fire drills and lockdown safety protocols (also posted near every door) are regularly practiced.

Generally, there is at least one staff member at every site who is trained in CPR and first aid. Staff are also trained in Universal Precautions. Should a situation arise in which an individual requires medical attention or Universal Precautions should be implemented, clients can ask a staff member to intervene. A number of sites have automated external defibrillators.

Our relationship with those we serve is based on mutual respect and consideration. Although some of the rules and expectations we outline may be imposed by state or federal regulations, our main goal is to create a positive experience for our clients.

Mutually respectful behavior is expected from clients and staff. No weapons are allowed on agency property. The possession and/or use of any and all illegal drugs on agency property is strictly prohibited. In accordance with Vermont State law, the use of all tobacco products on agency grounds, both indoors and outdoors, is strictly prohibited except in designated areas of some of our residential programs. Tobacco products include all tobacco products, e-cigarettes, and any non-FDA approved nicotine product or device. (The use of FDA approved nicotine replacement products for the purpose of cessation is allowed.) If you would like additional information regarding tobacco usage statistics, cessation

assistance, or to speak to a cessation specialist, please go to **www.802quits.org** or call **1-800-784-8669**. For additional substance use treatment resources, contact your provider or call us at **802-488-6000.**

Service animals, emotional support/companion animals, and service animals in training are welcome on agency property and in most agency activities, as many staff and clients partner with service animals. It is important to note that while service animals and service animals in training are permitted in places of public accommodation, emotional support/companion animals do not have the same option for legal access. Visit www.ada.gov for rules and regulations regarding service and emotional support/companion animals.

According to the Americans with Disability Act (ADA), a service animal is defined as "a dog that has been individually trained to do work or perform tasks for an individual with a disability." Service animals in training are permissible under Vermont accessibility statute. Service animals come in all breeds and sizes and do not need to be visibly identifiable. They should be under their handler's control and leashed at all times unless tethering the animal interferes with the handler being helped with a disability related activity.

From time to time, you may see a therapy dog team on our premises that has been invited to visit one of our programs. Since you may not know which type of dog you may be seeing at Howard Center, it is best to talk with the handler before engaging with an animal. Please understand that many of these animals are with their person for disability-related reasons, so it is important not to distract the animal by making sounds, offering food, or trying to pet.

CARE PATHWAY

There are times where it may be important for us to offer you extra care and attention. We call this extra care a "pathway," and it is meant to support your safety while you are working on building a path forward to hope.

Through our pathway, we offer additional support to assist people who are at increased risk of suicide. This period of risk may or may not include current thoughts of suicide. We know that there is an increased risk for suicide when someone has experienced things such as recent hospital discharge, recent suicide attempt, or other life circumstances. We strongly believe treatment and support can help you create change that is meaningful to you.

Here is what to expect with the extra care provided through our pathway:

- We will work together to create a plan that supports your safety. This is usually called a safety plan.
- If we are concerned about your safety because we haven't been able to connect with you, we will reach out to make sure you are ok.
- When people struggle with suicidal thoughts or behaviors, it is important that treatment and support directly address those concerns first before looking at other concerns. We want to be sure that the treatment and care you have focuses on keeping you safe in your home and community.

CLIENT RIGHTS AND LEGAL INFORMATION

CONFIDENTIALITY OF INFORMATION

Federal and state laws protect your confidential information. Respecting confidentiality is important to us. We will use and disclose your health information for treatment, payment, and healthcare operations, as outlined in our *Notice of Privacy Practices*. This includes using and disclosing health information about you so that the treatment and services you receive at the agency may be approved by, billed to, and paid for by a third party such as an insurance company. Substance use disorder records are protected by Title 42 of the Code of Federal Regulations (CFR) Part 2 and may not be released or disclosed without your written permission unless otherwise provided for in the regulations.

You are advised that under certain legal circumstances, such as the following, information about you or your family may be released without your permission:

- We are mandated by Vermont law to report actual or suspected cases of abuse, neglect, or exploitation involving children and vulnerable adults.
- We are required to take appropriate action if you are in imminent danger to yourself, others, or the general public.
- We reserve the right to disclose credible threats of violence or harm made against identifiable victims, or the general public, including persons or property locations.
- On occasion, we may be required to comply with a court-ordered subpoena to testify or provide records.
- We will disclose medical information about you when required to do so by federal, state, or local law.

RIGHTS OF CLIENTS AND FAMILIES

Howard Center's goal is to provide services and treatment in the least restrictive environment available in a manner that is responsive and appropriate to your unique characteristics, needs, desires, and abilities.

- You have the right to be treated with dignity and respect at all times when receiving services. You have the right to adequate and humane treatment and care.
- You have the right to services and support without regard to race, religion, gender, ethnic background, age, sexual orientation, disability, or HIV status.
- You have the right to be informed about all agency policies that affect the course of your treatment or service experience. Ask your provider for more information regarding specific agency policies.
- You have the right to be informed of your service provider's credentials and qualifications. Licensed and rostered psychotherapists will provide their credentials and qualifications to you by no later than their third contact with you. The credentials and qualifications of all other direct service staff members will be provided to you upon your request.
- You have the right to receive information about eligibility criteria and funding priorities; available services, programs, and providers; practice guidelines; management practices; and grievance and appeal procedures.
- You have the right to choose your level of participation in the development of an individualized treatment or support plan that may

include other people and agencies/systems as you desire, and to review such plans and records.

- You have the right to informed consent and to participate in decisions which will establish your treatment/services goals, including expressing your preferences regarding the choice of care manager, therapist, or other service provider.
- You have the right to choose services at Howard Center, or elsewhere. However, your health insurer may only pay for services that are furnished by providers who are enrolled with your health plan.
- During intake, or at any time during the course of services, you may initiate a discussion with your service provider to express your preferences regarding service delivery, release of information, co-occurring services, who is on your service delivery team, and involvement in research projects, if applicable.
- You have the right to receive timely, pertinent information to facilitate your decision making.
- You have the right to privacy. Your confidentiality is protected by state and federal law except in specific situations allowed or required by law.
- You have the right to refuse medication or specific treatment procedures.
- You have the right to have timely access to copies of the health records we originate and/or maintain about you, with some exceptions. Your request for records shall be fulfilled without unreasonable delay. You have additional rights regarding your health information that are outlined in the *Notice of Privacy Practices*.
- You have the right to all legal protection and due process for status as an outpatient and inpatient, both voluntary and involuntary, as defined under Vermont law.
- You have the right to access or be given a referral to legal entities for appropriate representation.
- You have the right to access or be given a referral to self-help and advocacy support services.
- You have the right to have any alleged infringement of your rights investigated without losing access to services.

- A child or adolescent with a severe emotional disturbance as defined by ACT 264 who needs the services of more than one agency is entitled to the development of a Coordinated Services Plan through their treatment team's planning process. If you as the parent or guardian are dissatisfied with the coordination of services, you may appeal under ACT 264 through the Agency of Human Services.

In addition to these rights, participants of some programs may have additional rights or rights stated in a different way. Clients are informed of their rights annually or as often as is required by the State or other governing or regulatory body.

These rights do not require any health, mental health, or service professional to administer treatment contrary to such professional's judgment if the treatment exceeds the skill level of the professional or the service is deemed to be harmful to the individual's well-being or is beyond the financial resources of the organization.

None of the above rights shall prevent a program from reducing or eliminating services to a person for whom the provision of appropriate treatment or services is impossible as a result of a person's refusal to consent to or cooperate with reasonably offered and provided care and support services.

RESPONSIBILITIES OF CLIENTS AND FAMILIES

Services are effective only when there is a partnership between the client and provider. All parties need to make a full commitment to achieving the treatment or service goals. We ask all clients to commit to the following:

- Regular participation in treatment or services
- Regular attendance at scheduled visits or appointments
- Payment at the time of service when a direct fee has been agreed upon
- Resolution of differences in a reasonable way
- No physical or verbal threats, aggressive or destructive behavior
- No weapons are allowed on agency premises
- Photographing or recording any agency staff requires their verbal permission; staff are not required to be in any photographs or recordings
- No smoking or use of tobacco products is allowed on agency premises
- No illicit drugs or alcohol are allowed on agency premises

If the above expectations are not followed, the agency reserves the right to discontinue or place restrictions on services. Any rights or privileges that have been restricted or suspended may be reinstated at the agency's discretion, based on individual circumstances and the reason for restriction or suspension.

CODE OF ETHICS SUMMARY

Howard Center has developed a detailed Code of Ethics to which it expects its employees to conform. A summary of the ethical expectations is outlined below.

- Howard Center employees will respect and promote the rights of clients to self-determination and will assist clients to identify and clarify their own goals.
- Howard Center employees will not knowingly engage in behavior that is harassing or demeaning to persons with whom they interact in their work or engage in, condone, or facilitate unfair discrimination based on a person's age, gender, race, ethnicity, national origin, religion, sexual orientation, disability, language, or socioeconomic status.
- Howard Center employees will not use derogatory language in any written or verbal communications.
- Howard Center employees will not engage in physical contact with clients that is not therapeutically necessary and trauma-informed.
- Howard Center employees will obtain appropriate informed consent to therapy or related procedures, except in instances in which capacity to consent is in question.
- Howard Center employees will explain services provided and any results of such services in a language that is understandable to the recipient of those services.
- Howard Center employees will take steps to set appropriate boundaries when it is not feasible or reasonable to avoid social or other nonprofessional contact with clients, students, supervisees, or research participants. Whenever feasible, Howard Center employees will refrain from treating clients where a pre-existing relationship could cause harm or a prior sexual relationship existed.
- Howard Center employees will make reasonable efforts to plan for care in the event that psychological services are interrupted by factors such as illness, death, or scheduling availability.
- Howard Center employees will not abandon patients or clients. Howard Center employees will appropriately terminate a professional relationship when it becomes reasonably clear that the patient

or client no longer needs services or is not benefiting from the services.

- Howard Center employees will discuss with clients, as early as possible, the nature of anticipated services, fees, employee qualifications, and confidentiality.
- Howard Center employees are required to report suspected abuse of children and vulnerable adults and threats of harm to self, others, or the general public.
- As early as is feasible in a professional relationship, Howard Center employees and the client, or other appropriate recipient of services, will reach an agreement specifying the billing arrangements. Howard Center employees and the client/guardian will complete a Payment Agreement Form and discuss any limitations to services that may occur because of financing/insurance coverage.
- Howard Center employees will perform evaluations, diagnostic services, or interventions only within the context of a defined professional relationship.
- Howard Center employees will refrain from accepting, beyond nominal acknowledgments, gifts, personal payments, goods, services, or other non-monetary remuneration from clients.

A complete version of the Howard Center Code of Ethics, including the above summary, as well as other topics, can be found on our website at **www.howardcenter.org**.

CONSUMER GRIEVANCE AND APPEAL POLICY AND PROCEDURES

As a client of Howard Center, you have the right to file grievances about the services you receive. We strongly encourage you to request a full copy of our *Grievance and Appeal Policy and Procedures*, as it contains detailed information that is designed to help you through these processes. Speak to your provider or front desk staff to request more information. For your convenience, we have summarized the policy on the next several pages.

GRIEVANCE AND APPEAL DEFINITIONS

Adverse Benefit Determination: refers to any of the following:

- Denial or limited authorization of a requested service, including determinations based on the type or level of service, requirements of medical necessity, appropriateness, setting, or effectiveness of a covered service
- Reduction, suspension, or termination of a previously authorized service
- Denial, in whole or in part, of payment for a service
- Failure to provide services in a timely manner, as defined by the Agency of Human Services
- Failure to act within established timeframes regarding standard resolution of grievances and appeals
- Denial of a beneficiary's request to obtain services outside the network
- Denial of a beneficiary's request to dispute a financial liability, including cost sharing, copayments, premiums, deductibles, coinsurance, and other beneficiary liabilities

Appeal (applies to individuals with Medicaid): A formal oral or written request from a consumer to the agency to review its decision on an adverse benefit determination. An **expedited appeal** is an appeal in an emergent situation which could seriously jeopardize the consumer's life, health, or ability to attain, maintain, or regain maximum function.

Authorized Representative: an individual, either appointed by a client or authorized under state law, to

act on behalf of the client obtaining a determination or dealing with any level of the grievance or appeal process. Unless otherwise stated, the authorized representative has all of the rights and responsibilities of the client they represent.

Fair Hearing: This applies to individuals with Medicaid and is a quasi-judicial process where the consumer and the designated agency each present their side of the situation to a professional hearing officer. Fair hearings are only available after the consumer has exhausted Howard Center's internal process with regard to an adverse benefit determination.

Grievances: an oral or written expression of consumer dissatisfaction about any matter other than an adverse benefit determination.

Grievance Review: An internal review of the grievance decision-making process by an unbiased third party within Howard Center.

GRIEVANCE AND APPEAL POLICY

A grievance or appeal will be appropriately reviewed and given consideration in a timely manner. Clients, and/or guardians, if applicable, will be informed of the agency's grievance and appeal policy and procedures upon intake and annually thereafter, or at a different frequency if specific contracts dictate. The policy and procedures will also be posted in service locations and on the agency's website. Additionally, all staff will be trained on the consumer grievance and appeal policy and procedures upon hire and every two years thereafter. Any individuals initiating or pursuing a grievance or appeal will be free from any form of retaliation or discrimination. Any questions about this policy or the associated procedures should be directed to Howard Center's Compliance Officer. There are four additional agency representatives to ensure compliance with this policy. The Compliance Officer will serve as the grievances and appeals coordinator for Howard Center overall and is responsible for ensuring timely processing and resolution of all grievances and appeals. All discussions surrounding the decision process of a grievance or appeal will be kept confidential from the general public or third parties, unless requested otherwise by the client.

If you believe your privacy rights have been violated, you may file a complaint with the agency or with the U.S. Department of Health and Human Services, Civil Rights Office. To file a complaint with the agency, contact the Compliance Hotline by phone at the number noted below. Please note that privacy complaints are handled as required under federal law and are not addressed through the agency's grievance process.

Clients of the Park Street Program and the Transitional Housing Program have additional grievance rights documented in the agency policy on the Prison Rape Elimination Act (PREA). The PREA grievance form is available on the website **www.howardcenter.org**.

Timelines and department-specific requirements may vary depending on the program in which the grievance or appeal occurs. The appointed grievance and appeal representative will be responsible for reviewing and complying with different departmental requirements when not outlined in this policy.

At any time, a staff person or client can contact the Compliance Hotline by calling **802-488-7195** to leave a confidential voicemail. These can be anonymous. Alternatively, clients can e-mail any requests for grievances or appeals to **clientG&A@howardcenter.org**. All calls and emails will be acknowledged and reviewed.

Copies of the full agency policy and procedures are available to any client upon request.

OFFICE OF PROFESSIONAL REGULATION – CONDUCT AND COMPLAINT PROCESS

The Vermont Secretary of State Office of Professional Regulation provides Vermont licenses, certifications, and registrations for over 55,000 practitioners and businesses.

Each profession or occupation is governed by laws defining professional conduct. If this applies to your licensed/rostered provider at Howard Center, he or she will provide you with a copy of their Disclosure Form and relevant statutes. You can find copies of the specific statutes at the Vermont Secretary of State Office of Professional Regulation site at **https://sos.vermont.gov/opr/**.

Clients who wish to file a complaint may do so on the Office of Professional Regulation website by visiting https://sos.vermont.gov/opr/complaints-conduct-discipline/. For further information, you may reach the Office of Professional Regulation by writing or calling:

Office of Professional Regulation
89 Main Street, 3rd Floor
Montpelier, VT 05620-3402
802-828-1505

Upon receipt of a complaint, an administrative review determines if the issues raised are covered by the applicable professional conduct statute. If so, a committee is assigned to investigate, collect information, and recommend action or closure to the appropriate governing body.

All complaint investigations are confidential. Should the investigation conclude with a decision for disciplinary action against a professional's license and ability to practice, the name of the license holder would then be made public.

Disciplinary action through the Office of Professional Regulation ranges from reprimand to revocation of license, but does not involve financial compensation, with some exceptions. Financial remuneration can be pursued through private attorneys, small claims courts, or with the Consumer Protection Division of the Office of the Attorney General.

CLIENT ADVISEMENT FORM

(copy for reference only)

Client Advisement

* Your decision to use our services is voluntary.
* Howard Center services are a cooperative effort between client and provider. While we trust that our services will be of benefit to you, there are no guarantees about the results of treatment, evaluation, or support.
* Some programs may use therapies or techniques in the course of treatment such as meditation, yoga, or guided imagery. Your provider will discuss this with you in more detail if you are to receive any of these services.

Client's Confirmation of Disclosure

I have been oriented to Howard Center including:

1. Mission and Values
2. Hours of Operation, including Crisis Services
3. How to Access Services and Organizational Structure
4. Consumer Input
5. Payment of Services
6. Creating a Safe Environment
7. Confidentiality of Information
8. Rights of Clients and Families
9. Responsibilities of Clients and Families
10. Code of Ethics Summary
11. Consumer Complaint, Grievance, and Appeal Policy and Procedures
12. Office of Professional Regulation – Conduct and Complaint Process
13. My service provider's credentials and qualifications
14. The site's emergency exit route and location of fire extinguisher
15. Notice of Privacy Practices

I have been oriented to the information above and understand and consent to its content.

Client/Parent/Guardian (circle): _____ Date: _____

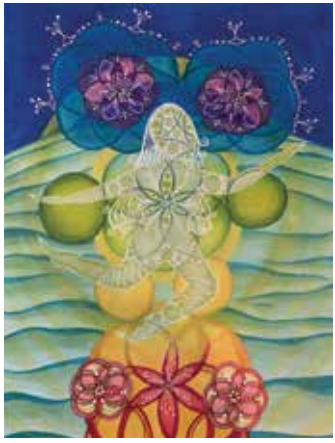
Client/Parent/Guardian (circle): _____ Date: _____

WOULD YOU LIKE TO REGISTER TO VOTE?

If you are not registered to vote and would like help, please speak to your provider or front desk staff for a registration form. To be eligible to vote in Vermont, you must:

1. be a citizen of the United States;
2. be a resident of Vermont and a resident of the town in which you apply to be added to the checklist; (OR be a military or overseas voter qualified under the federal Uniformed and Overseas Citizens Absentee Voting Act whose last place of residence in the United States immediately prior to moving overseas was in a Vermont town or city);
3. take, or have previously taken, the Voter's Oath; and
4. be 18 years of age or older or will be 18 on or before the day of election.

The Howard Center Arts Collective is a group of adult artists of all skill levels who have lived experience with mental illness and/or substance use challenges, via their personal experience, with family or friends, or through their work. We work collaboratively to ensure that there are opportunities for our artists to connect, create, and exhibit their artwork. We value the transformative power of the creative process on a personal, social, and systemic level, and we acknowledge that we are stronger when everyone has a voice.



Brochure cover, see credits on page 2.

If you are looking for a thriving community to support and nurture your creativity, email us at artscollective@howardcenter.org.

Join Us!

Your feedback is important and plays an important role in planning how we help.

Howard Center has a number of advisory groups, called Standing Committees, for clients, family members, and board members to provide feedback about services, input on our current work, and guidance regarding the future direction of Howard Center.

Meetings are held quarterly on weekdays from 4:30 to 6:00 pm. We invite you to join us and make a difference in your community. **Your voice matters!**

Standing Committees:

- Family Advisory Council
- Consumer Advocacy Network (CAN)
- Developmental Services Standing Committee
- Substance Use Services Advisory Committee

Contact us at **802-488-6956** or StandingCommittee@howardcenter.com for more information.

HELP IS HERE.

We respect **WOMEN, MEN** and **NON-BINARY PEOPLE** • We value **BLACK LIVES** • We stand with our **LGBTQIA+ COMMUNITY MEMBERS** • We celebrate **CHILDREN** • We stand with **IMMIGRANTS, REFUGEES, INDIGENOUS PEOPLES**, and **PEOPLE OF ALL FAITHS and ETHNICITIES** • We support **INDIVIDUALS** and **FAMILIES** challenged by mental health, substance use, and developmental disabilities.

*We stand with our **COMMUNITY**.*

HATE HAS NO BUSINESS HERE.

All Are Welcome Here.

بنه راغلاست Byenveni
Karibu Добродошли
स्वागत छ Chào mừng
kāze እንኳዕ ደሓን መፁ
ကိုဆိုပါတယ်။ Bienvenu

Soo dhawoow 欢迎
དགའ་བསུ Sababari'ya
Bienvenido مرحباً
خوش آمدید Dobrodošli
Ласкаво просимо

Adapted from a poster courtesy of The Main Street Alliance #HateHasNoBizHere

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Revised February 2026