## About Southside Behavioral Health

With 50+ years of achievements, Southside Behavioral Health is committed to having a positive impact on the communities where we live and work. Our mission is to provide individualized, culturally competent care in our communities by supporting wellness and quality of life in a recovery-oriented environment and professional manner.

## Welcome to SBH

We are interested in making your involvement here meaningful. We also commend you for taking this step to improve your life. All of us working here have a responsibility to ensure that you receive the best possible care while in treatment. In order to provide quality care, we need your help, because you share in the responsibility for your recovery. On the following pages is an orientation to the services in which you have chosen to participate. At intake we will assist you with signing in our electronic health record that you have received this information.

## Orientation to Services

Individuals have more success when they have choice and control over their care. ID/DD support coordinators facilitate choice by providing individuals with various opportunities for supports and community involvment that allows individuals to live their lives as safely and independently as possible.

# Locations

**Brunswick Suport Coordination Center**
1676 Lawrenceville Plank Road
Lawrenceville, VA 23868
434-227-5301

**Brunswick Creative Innovations**
1648 Lawrenceville Plank Road
Lawrenceville, VA 23868
434-848-4661

**Halifax Creative Innovations**
3030 Philpott Road
South Boston, VA 24592
434-572-2971

**Mecklenburg Creative Innovations**
John H. Northington Center
703 Lombardy Street
South Hill, VA 23970
434-447-7608

## Administrative Office

143 Industrial Parkway
Clarksville, VA 23927

434-572-6916
www.southsidebh.org

SOUTHSIDE BEHAVIORAL HEALTH

# Support Coordination

## Opportunities for participation in services & discharge planning

Support coordination assist individuals with identifying needed supports, linkage to resources within their community such as behavioral, medical, employment, daily activities (day support), community engagement, housing, and in home supports. While promoting participation and choice. Assistance with placement on the DD waiver waiting list. Monitoring of supports and adjusting supports as needed for continued satisfaction and appropriateness. Support coordination services are person centered. Individuals participate in the creation of their individualized support plan to address all needed/requested supports.

## Service Guidelines

**Criteria for Admission**

Criteria for admission to support coordination services are determined by assessment of need and eligibility. Diagnostic eligibility is determined by intellectual and/or developmental disability diagnosis. Functional eligibility is determined by the completion of the Virginia Individual Developmental Disability Eligibility Survey (VIDES). ID/DD support coordination services are provided to adults and children that meet eligibilty and have active support coordination needs.

**Criteria for Discharge or Transfer**

Discharge from services can occur when an individual request termination of services, lack of participation in services or no longer meets eligibility criteria. The individual participates in process and support referrals are made if needed.

Transfers can occur when the individual request a transfer of support coordination services to another CSB or if an individual moves outside of Southside Behavioral Health catchment area.

## Fire Safety and Emergency Preparedness Procedures

All SBH facilities have emergency evacuation plans posted in common areas such as lobbies and hallways. SBH employees are routinely trained in fire drills, tornado drills, and our own Emergency Preparedness Procedures. A copy of our current Emergency Preparedness Procedures is maintained onsite and in a location easily accessible to all employees.

## Hours & Days of Operation

Support coordination services are avaliable Monday-Friday 8:30am to 5:00pm. Hours can also be tailored around individual needs.

## After-Hours Services

Southside Behavioral Health maintains a 24/7 emergency line. If you need assistance please call 1-833-377-7272 to reach one of our trained crisis clinicians.

## Grievance Policy

Individuals receiving services and/ or their representatives have the right to register a complaint about any of the services received at any SBH facility or from any staff member providing services, regardless of title or position. Any complaint by an individual receiving services, family member, advocate or other stakeholder can be made:

- To any staff member at any SBH location;
- Calling the SBH Director of Quality and Compliance at 434-572-6916 (ext 1528);
- Calling the SBH Administrative Office at 434- 572-6916 and asking for the Director of Quality and Compliance or the Human Rights Advocate;
- Emailing complaint@southsidebh.org or humanrights@southsidebh.org
- Going online at www.southsidebh.org; clicking on “Contact Us” on the SBH homepage; and completing the “Get In Touch” form.

Every effort will be made to resolve all complaints within 10 business days of their receipt. Status updates can be requested through the Quality and Compliance Department.