



CLIENT RIGHTS

As a client involved in services with **Peerstar LLC.**, you have a right to:

- Quality peer support services
- Peer support services, regardless of race, religion, sex, age, ethnic background, or handicap.
- Services appropriate to your needs.
- Dignity, compassion, respect, opens communication, and positive social relationships.
- An Individual Service Plan
- Be provided with another service or additional services, if necessary.
- Be informed about all aspects of your peer support services in language that you can understand.
- Participate in planning your discharge from peer support services.
- Receive peer support services in the least restrictive setting possible.
- Refuse all peer support services or a specific aspect of peer support services (unless court ordered by a judge, or when refusing peer support services is likely to place yourself or others at risk of harm or death).
- Be protected against invasion of your privacy, including unwarranted disclosure of records.

CLIENT RESPONSIBILITIES

As a client involved in services with **Peerstar LLC.**, you have the responsibility to:

- Make sure that you understand your rights and peer support services information by asking questions.
- Being open and honest with your peer support specialist in order to benefit from peer support services.
- Take an active role in your individualized peer support services plan.
- Show respect and concern for other peers, respecting their privacy as well as your own.
- To be courteous, respectful and cooperative in peer support services.
- To attend scheduled meetings, appointments, peer support services.
- To actively participate and engage in peer support sessions while free of being impaired by any form of alcohol, any narcotic or any controlled substance.



NONDISCRIMINATION POLICY STATEMENT NONDISCRIMINATION IN SERVICES

TO: Patients/Clients/Residents/Parents

FROM: Dr. Larry Nulton

Admissions, provision of services, and referrals of consumers shall be made without regard to race, color, religious creed, disability, ancestry, national origin, (including limited English proficiency), age, or sex.

Program services shall be made accessible to eligible persons with disabilities through the most practical and economically feasible methods available. These methods include, but are not limited to, equipment redesign, provision of aides, and the use of alternative service delivery locations. Structural modifications shall be considered only as a last resort among available methods.

Any individual/client/patient/student (and/or their guardian) who believes they have been discriminated against may file a complaint of discrimination with:

Peerstar LLC
210 College Park Plaza
Johnstown, PA 15904
1-888-733-7781

PA Human Relations Commission
Harrisburg Regional Office
333 Market Street, 8th Floor
Harrisburg, PA 17101

Commonwealth of Pennsylvania
Department of Human Services
Bureau of Equal Opportunity
North/Central Office
Room 225 Health & Welfare Building
PO Box 2675
Harrisburg, PA 17105

Commonwealth of Pennsylvania
Department of Human Services
Bureau of Equal Opportunity
Southeast Regional Office
801 Market Street, Suite 5034
Philadelphia, PA 19107

Commonwealth of Pennsylvania
Department of Human Services
Bureau of Equal Opportunity
Western Regional Office
301 Fifth Ave-Suite 410, Piatt Place
Pittsburgh, PA 15222

PA Human Relations Commission
Philadelphia Regional Office
110 N. 8th Street, Suite 501
Philadelphia, PA 19107

PA Human Relations Commission
Pittsburgh Regional Office
301 Fifth Avenue
Suite 390, Piatt Place
Pittsburgh, PA 15222

U.S. Dpt. Of Health & Human Services
Office for Civil Rights
Suite 372, Public Ledger Bldg.
150 South Independence Mall West
Philadelphia, PA 19106-9111

**Patient
Choice
Form**

I have been informed that I have the right to choose a peer support services provider. I have had the opportunity to discuss peer support services with the Peerstar LLC, SM staff who informed me of the choices available in my county. I am aware that Peerstar LLC, SM is affiliated with Nulton Diagnostic and Treatment Center, PC through common ownership. I have also been advised that if I would like to discuss further options for receiving peer support service that I can call the following toll-free numbers.

Beacon Health Options
www.beaconhealthoptions.com
pawebmaster@beaconhealthoptions.com
Westmoreland: 1-877-688-5977
Armstrong: 1-877-688-5969
Indiana: 1-877-688-5969

PerformCare (formerly CBHNP)

Website: <http://pa.performcare.org> -- Email: <https://pa.performcare.org/securecontact/index.aspx>

Franklin-Fulton County: 1-866-773-7917

Community Care Behavioral Health Organization - CCBHO

Website: www.ccbh.com

Bedford: 866-483-2908
Somerset: 866-483-2908
Blair: 855-520-9715
Clearfield: 866-878-6046
Jefferson: 866-878-6046
Centre: 866-878-6046
Huntington: 866-878-6046
Mifflin: 866-878-6046
Juniata: 866-878-6046
Wayne: 866-878-6046
Susquehanna: 866-668-4696
Lackawanna: 866-668-4696
Luzerne: 866-668-4696
Wyoming: 866-668-4696
Carbon: 866-473-5862
Monroe: 866-473-5862
Pike: 866-473-5862

Magellan

Website: www.magellan.com
Cambria County: 800-424-0485
Delaware County: 888-207-2911
Lehigh County: 866-238-2311
Northampton County: 866-238-2312

Community Behavioral Health (CBH)

Philadelphia County
801 Market St
Suite 7000
Philadelphia, PA 19107
(215) 413-3100

PEERSTAR, LLC

Peerstar, LLC, is dedicated to the development of a full continuum of care in this community, enabling individuals of all ages and abilities to access an appropriate level of care for their emotional and behavioral needs. Our mission is to provide individualized, comprehensive emotional and behavioral health care services, emphasizing a compassionate team approach to helping clients achieve emotional wellness. It is our policy that all consumers/families involved in services with the Agency will have access to a formal grievance/complaint process. All grievances should be filed by calling 888-733-7781.

A complainant may choose to contact an outside agency other than Peerstar, LLC, to assist in advocating their grievance/complaint. Some local Advocacy numbers are:

- **National Alliance on Mental Illness (NAMI)**
<https://www.nami.org/Local-NAMI?state=PA>
- **Local County Mental Health Administrator**
 - <http://www.mhdspa.org/Pages/Local-Contacts.aspx>

Peerstar, LLC, is devoted to the effective and fair resolution of all grievances/complaints.

All grievances/complaints will be thoroughly investigated and responded to by the Executive Director/Management Team within a reasonable time frame.