

# S.H.A.R.E. SPOT Member Guide

**S.H.A.R.E.**  
Self Help & Recovery Exchange



**SPOT**

**GOOD THINGS HAPPEN AT THE  
S.H.A.R.E. SPOT**

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## **Welcome!**

On behalf of Charlotte Behavioral Health Care, we welcome you to our services.

The philosophy of Charlotte Behavioral Health Care, Inc.'s. The S.H.A.R.E. Spot program is consistent with the mission statement of the Agency. The primary purpose of the S.H.A.R.E. Spot program is to provide a safe and social atmosphere that will empower all members while instilling hope for a brighter future while creating opportunities for socialization, advocacy and self-help for each person that has a psychiatric diagnosis and that is a resident of Charlotte County. The focus of our drop-in center is to assist the members in increasing their overall quality of life, decrease isolation, gaining insight, and develop coping strategies to help them successfully manage their symptoms and/or challenging life circumstances. We aim to promote self-efficacy within every person we serve. The S.H.A.R.E. Spot program is committed to providing opportunities for socialization, self-expression (artistic, musical, etc.) and emotional support. Members are encouraged to exercise their self-determination, right to personal choice, dignity, and the right to enjoy community experiences. The S.H.A.R.E. Spot program does not provide treatment, but does provide a wide range of activities that will assist the members to improve their quality of life, as well as their ability to live in the community.

## **IT IS YOUR PLACE IN THE COMMUNITY**

**ALL POLICIES LISTED IN THIS HANDBOOK ARE SUBJECT TO CHANGE.  
MEMBERS WILL BE NOTIFIED WHEN SUCH CHANGES OCCUR.**

## ***OUR MISSION IS...***

### **Socialization--- Advocacy--- Recovery**

*The mission of the S.H.A.R.E. spot /Drop-In center is to offer a wholesome place for socialization, advocacy and self-help with each and every member that is on their personal journey to recovery. We are committed to offering a welcoming, safe and social atmosphere that will empower all members while instilling hope for a brighter future.*

## **PROGRAM DESCRIPTION**

**S.H.A.R.E. spot** is a non-treatment day program that requires a member to be screened through the application process in which staff reviews and determines if the S.H.A.R.E. Spot can provide the appropriate level of care for all individuals that apply.

This program provides an alternative, nonresidential environment for people who have a mental, emotional or social problem which offers fellowship between individuals, recreational activities, socialization, individual or group peer counseling and mutual support group meetings; all of which empowers and encourages individuals to advocate for themselves mentally and physically. Daily activities include snacks, fun activities and informational groups, two independent creative rooms (cards, puzzles and model building) and a meditation room all of which addresses issues affecting mental health consumers. The services have been defined to the needs and preferences of the members.

# **SERVICES**

## **The S.H.A.R.E. Spot offers:**

**Support Groups** - Our groups will offer the opportunity to discuss symptoms you experience, share your thoughts, situational problems and receive support. Take what information that will work for you and leave the rest.

**Social-based Recreational Activities** - These activities assist in helping increase self-esteem and self- confidence, overcome social anxiety, improve social skills while having FUN! There will be various activities and groups offered to meet everyone's preference as well as stimulating opportunities to learn or try something new! There are posted calendar of events including groups and daily activities.

**Peer Specialists**- Certified and Non-certified Peer Specialists assist individuals who are integrating back into the community. They assist members in areas that are supportive of their recovery, helping them to reach their individualized goals.

**Assistant Activities Coordinator**- Assists in the development and implementation of the S.H.A.R.E. spot groups groups/activities and assesses members and peer specialists for activity groups weekly. Assist in setting volunteers up for job duties and acknowledgement of completed jobs.

## **SERVICES (continued)**

- Arts and crafts groups that assist the members with self-expression through creativity that inspires connecting with abilities while connecting with others.
- Development of life skills.
- Opportunity for socialization for members.
- Recovery groups that are designed to give consumers of mental health services greater control over the treatment of their illness and tools to help them recover.
- Emotional support for members.
- Health and wellness encouragement/promotion.
- Substance abuse relapse prevention.
- Coping and life skills for the aging and the elderly.
- Awareness and use of community resources.
- Empowerment of members in all aspects of daily life.
- Peer support through individual and group counseling.
- Non-judgmental supportive atmosphere in the community setting.
- Parties/celebrations for all members on special occasions and certain holidays.
- Ongoing awareness/assessment, by staff, of all members participating in the integrated community program for changes in baselines and instability.
- Peer and self-advocacy.
- Self-Help Groups.
- Guest Speakers.
- Supervision offered by professional staff and peer specialists.
- Opportunities to grow mentally, spiritually, and physically.
- Volunteerism
- Spiritual activities

## **Hours of Operation**

**New Member Screening:** New members may come in Mondays and Wednesdays from 11:30am-12:00pm for a screening. A Peer Specialist will review this application with the new member and determine eligibility for the S.H.A.R.E. Spot.

**Location:**

1700 Education Avenue, Building B  
Punta Gorda, FL 33950

**Phone:**

941-347-6411

**Hours of Operation:**

Monday, Wednesday, & Friday  
10:30 AM – 2:30 PM  
(until further notice)

## **In Case of Emergency**

***\*\*If you have an emergency please call 9-1-1\*\****

If members require crisis assistance after hours, they may contact the Crisis Line at 941-575-0222, or call 911.

We ask members to provide information for an emergency contact person. If we are unable to reach you for any reason, or if something were to happen while we are with you, we will utilize this information. Outside of emergency needs, we will not provide your emergency contact information about the services you are provided. We will only disclose your information after you provide us with a signed Release-of-Information form.







## **Complaint Procedures**

If you have a complaint/grievance about any aspect of your treatment, please contact the Program Manager or the assistant activities coordinator, or you may contact Charlotte Behavioral Health Care and ask to speak to the program Director. Should they not be able to resolve the matter, please request to speak with Quality Management.

## **Advocacy Information**

At the Self Help and Recovery Exchange, we strive to provide the best services available. If you feel you have experienced an injustice or abuse, you may file a grievance with the staff/supervisor of the program. The staff will respond to your grievance within three (3) business days. Additionally, complaints may be filed with the following entities:

- **Quality management of CBHC 941-639-8300- Quality Manager  
Rebecca Hansen**
- **Department of Children and Families**
- **Alcohol, Drug Abuse, and Mental Health Program 813-558-5700**  
(Pinellas/Pasco/Hillsborough/Manatee/Sarasota/Lee/Charlotte Counties)
- **Central Florida Behavioral Health Network 1-877-355-2377**  
(For members whose treatment is funded through CFBHN)
- **Florida Local Advocacy Council 850-921-8695**
- **Advocacy Center for Persons with Disabilities 866-875-1794**

**If you have been a victim of abuse, or witnessed abuse on a child or elderly person, contact the Abuse Registry Hotline:  
1-800-96-ABUSE - (800-962-2873)**



## **Member Rights and Responsibilities**

1. Upon arrival, all members will sign-in.
2. Smoke breaks are only for smokers who show their cigarette before going out to the designated smoking area. The smoking area is accessible through the back door exit only.
3. Smoking is only allowed in the designated smoking zone/area during scheduled smoke break times.
4. A member who smokes may volunteer to clean the smoking area daily before smoke breaks are authorized. However, those who use the smoking area are responsible for picking up cigarette butts (use proper disposal receptacle), wrappers, matches, etc.
5. Members are not allowed to share cigarettes or ask another member for a cigarette.
6. Members will stay in the designated Drop-in Center areas explained by staff. If a member needs to leave the designated area for any reason they must inform staff first.
7. All members will clean-up after themselves.
8. Each member will use their own cup or write their name on their cup and use it for refills.
9. All members will treat each other with dignity and respect.
10. There will be no foul language (cursing) of any kind used at the Drop-in Center.
11. There will be no horseplay or rough housing at the Drop-in Center.
12. All members will respect personal boundaries and space of other members.
13. There will be no public displays of affection at the Drop-in Center.
14. There will be no loitering before 10:30 AM or after 2:30 PM on the Drop-in premises.
15. There will be no destruction of any Drop-in Center property.
16. No drugs or alcohol are allowed on the Drop-in Center property.
17. All members must be ambulatory and capable to care for themselves.
18. The television and radio will be turned off during groups.

## Member Rights and Responsibilities (continued)

19. No members will touch the thermostats or electric boxes. Only staff is allowed to adjust/touch these.
20. All room doors must be left open during Drop-in Center hours of operation unless there is an active group occurring.
21. All members and information shared at the Drop-in Center is confidential. There are no exceptions.
22. No provocative clothing or behavior is allowed at the Drop-in Center.
23. Any behavior that may or will jeopardize the safety and/or wellbeing of the Drop-in, members, or staff will not be tolerated.
24. Every member who participates will receive information about abuse reporting procedures.
25. Every member who participates will receive information about their rights, responsibilities, and choices.
26. Members shall actively participate in decisions concerning activities and program services.
27. To become a member of The S.H.A.R.E. Spot one must have a clinical diagnosis of mental illness or emotional disorder and /or substance abuse.

**Any violations of the Drop-in rules can lead to disciplinary action. This can include permanent banning from participation.**





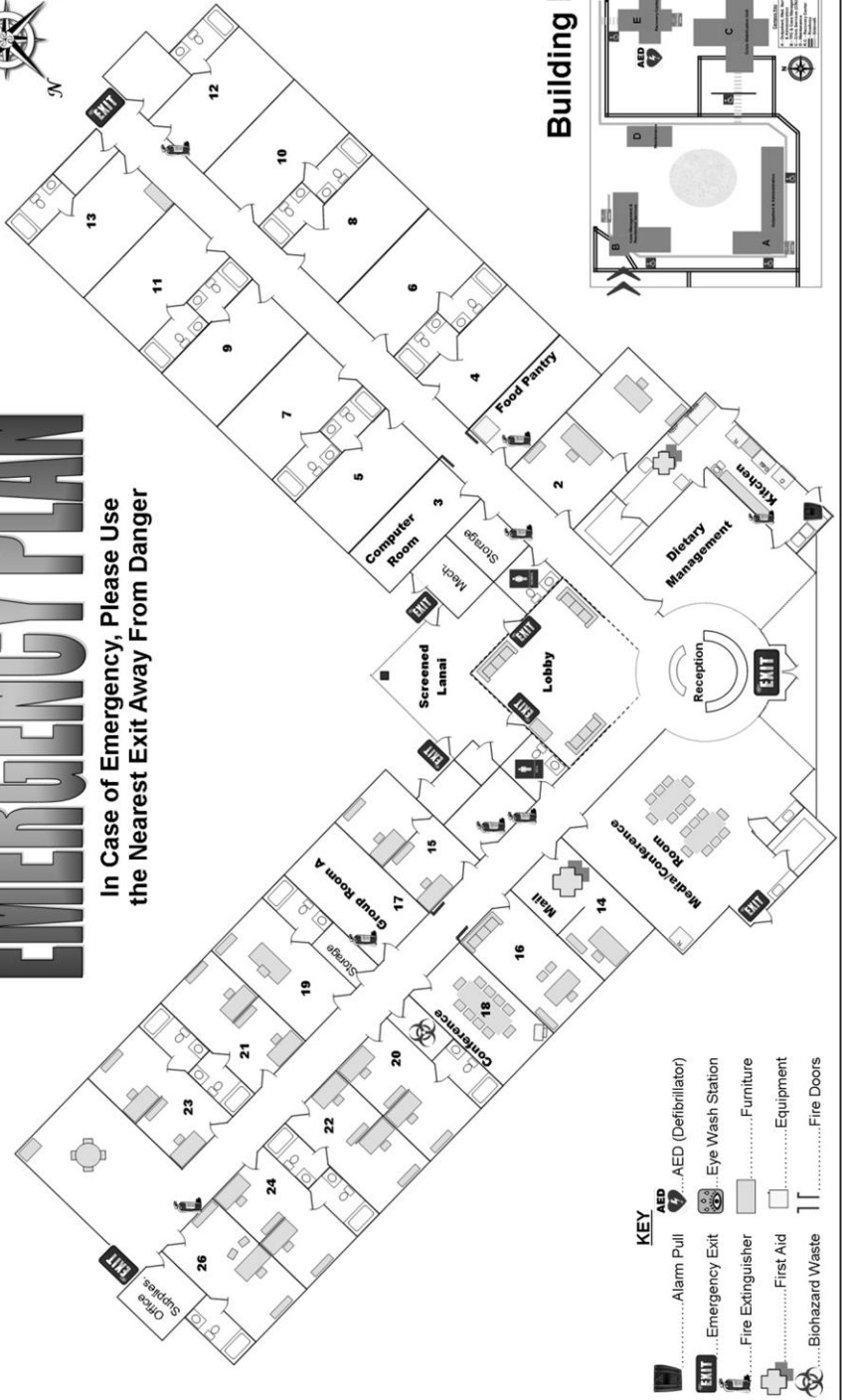
## **Confidentiality**

Right to privacy is important. Federal law, (42 CFR under the Department of Health and Human Services) as well as the Health Insurance Portability and Accountability Act of 1996 (HIPAA) ensures that any information about you will be kept confidential, protecting each person in our program.

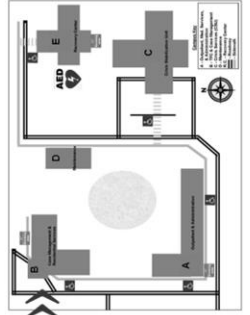
No staff member can disclose information about you or your treatment without prior written consent. There are however, a few exceptions, which are stipulated by law. Examples of these exceptions are to report suspected child abuse, if you threaten to harm yourself or others, or if you commit a crime on program premises or against program staff. Please make sure to ask your Program Manager if you have any questions about this.

# EMERGENCY PLAN

In Case of Emergency, Please Use  
the Nearest Exit Away From Danger



Building B



- KEY**
- Alarm Pull
  - Emergency Exit
  - Fire Extinguisher
  - First Aid
  - Biohazard Waste
  - AED (Defibrillator)
  - Eye Wash Station
  - Furniture
  - Equipment
  - Fire Doors

# *Thank You*

Thank you for taking the time to review your handbook. Any questions or concerns may be brought to the Program Manager. We look forward to meeting with you and working with you in any way possible.