



Coshocton Behavioral Health Choices

Rebuild Your Wings

Client Orientation Handbook

www.coshoctonbhc.org

610 Walnut Street, Coshocton, OH 43812

740-622-0033

Revised September 2026

About CBHC

Compassionate, person-centered behavioral health services rooted in our community.



Our Mission

To provide compassionate, person-centered, wrap-around behavioral health services to individuals and our community.

Our Story

CBHC has served Coshocton County for more than five decades. We provide community-based behavioral health, recovery, prevention, and support services for children, adolescents, adults, and families.

Person-Centered Philosophy

We believe every person has strengths and the capacity to make meaningful changes. Care should respect the whole person - mental, physical, emotional, social, cultural, and spiritual needs - and support choice, dignity, recovery, resilience, and community participation.

What this handbook does

This handbook introduces CBHC services, rights, responsibilities, safety information, financial expectations, accessibility supports, and ways to participate in care. Staff will review the information that applies to you and answer questions.

Hours & Access

Know when we are open, how to request services, and where to turn in a crisis.

Office Hours

Monday - Thursday
8:00 AM - 6:00 PM

Friday - Sunday
Closed

Main office
740-622-0033



Getting Started

Call 740-622-0033 to request services. A referral is not required for most CBHC services. Staff will explain available appointment options and any paperwork that should be completed before your visit.

Emergency & Crisis Support

CBHC is not a 24-hour emergency service. For immediate danger or a medical emergency, call 911 or go to the nearest emergency department. For suicide, mental health, or substance-use crisis support, call or text 988.

Your Treatment Team

Your team may include counselors, social workers, case managers, CPST/TBS staff, peer support specialists, nursing or medication-service staff, prevention staff, and other qualified professionals. Your assigned clinician or coordinator is a main point of contact.



Our Vision

CBHC envisions a community where every individual has access to quality behavioral health services and the opportunity to achieve lasting wellness, recovery, resilience, and community participation.

Our Values

Ethical

Act with integrity and protect rights.

Reliable

Follow through and communicate clearly.

Evidence-based

Use sound practices and clinical judgment.

Empathetic

Treat each person with dignity and compassion.

Collaborative

Plan care with persons served and supports when authorized.



Wraparound & Community Supports

Whole-person care may include help connecting to housing, transportation, employment, benefits, education, life-skills resources, food, legal resources, childcare, and other community supports. Availability varies by program and community resource.

Your preferences matter. Tell staff about cultural, spiritual, language, accessibility, family, identity-related, transportation, technology, or scheduling needs that affect your participation.

Our Services

Assessment, treatment, recovery support, medical services, and community-based care.



Intake & Assessment

Screening, intake, diagnostic assessment, risk screening, and service recommendations based on needs, strengths, preferences, and goals.

Counseling & Outpatient

Individual, family, and group counseling; mental health and substance use treatment; structured outpatient programming when clinically appropriate.

Case Management / CPST / TBS

Care coordination, skill development, community supports, and connection to resources.

Peer & Family Supports

Peer recovery and family peer supports may provide encouragement, practical support, and connection with recovery resources.

Medical & Medication Services

Psychiatric evaluation, medication management, medication-assisted treatment, approved medical services, and selected testing.

Prevention & Community

School-based supports, prevention education, community partnerships, and other approved programs that strengthen wellness and reduce risk.

Person Served Orientation Standards

The key information CBHC reviews with you at the beginning of services.



Informed Consent & Choice

Before routine treatment, CBHC explains the service, expected benefits, material risks, reasonable alternatives, confidentiality, costs when applicable, and available choices in a way you can understand. You may ask questions and may refuse or withdraw consent to the extent permitted by law.

Family & Natural Supports

With your permission and when clinically appropriate, family members, caregivers, or other natural supports may participate in assessment, education, planning, coordination, transition, or discharge.

Service Coordination

Your assigned clinician or service coordinator helps oversee your individualized plan and serves as a point of contact for questions and coordination.

Professional Conduct

CBHC staff are expected to maintain ethical boundaries, treat every person with dignity and respect, protect confidentiality, and follow professional and agency requirements.

Advance Directives

CBHC provides basic education about advance directives and can help you locate resources. You are not required to have an advance directive to receive services.

Your Care Is Person-Centered

Your goals, voice, preferences, and progress shape the plan.



Treatment & Service Planning

Treatment planning is collaborative. You will be encouraged to identify what matters to you, your strengths, needs, preferences, goals, risks, barriers, and the outcomes you want to achieve. Your plan is reviewed and may change as your needs or circumstances change.

Your Choice Matters

You may ask questions, request changes, discuss alternatives, identify cultural or spiritual preferences, request language or accessibility support, and participate in developing and reviewing your plan. Refusing a recommended service or treatment component does not result in retaliation or coercion.

Measurement & Progress

CBHC may use questionnaires, rating scales, screening tools, and other measures to understand symptoms, functioning, recovery, satisfaction, and progress. These tools support - but do not replace - conversation, clinical judgment, and your own view of whether services are helping.

Prevention Programs

School, family, and community prevention partnerships.



Too Good for Drugs / Sources of Strength

School-based prevention and wellness programming that supports healthy coping, decision-making, substance-use prevention, and suicide prevention.



Vaping Prevention / Diversion

Education and diversion supports for youth and families related to vaping and nicotine use.

Nurturing Parenting

Evidence-based parenting education designed to strengthen nurturing skills and reduce harmful parenting practices.

Community Coalitions

CBHC participates in community partnerships that may address suicide prevention, reentry, and other local behavioral health priorities.

Creative Options

Community-based prevention activities and supports for youth and families.

Signs of Suicide (SOS)

School partnership activities may help identify youth who need additional screening, support, or referral.

Nurse Practitioner Services

Medication support, medical services, testing, and specialized treatment when appropriate.



Medical Clinic

CBHC provides nurse practitioner and medication services for appropriate clients.

Services may include:

- Psychiatric evaluation and medication management
- Medication-assisted treatment and approved injections
- Lab orders and selected testing when available
- Wellness or other approved medical services
- Pharmacogenomic testing when clinically appropriate

Drug & Alcohol Testing

Testing may be used when clinically indicated, required by a program or payer, and authorized as applicable. Staff will explain the purpose, procedure, privacy expectations, and how results may be used.

Spravato / Specialized Treatments

Specialized treatments are provided only when clinically appropriate and authorized. Staff explain risks, benefits, alternatives, monitoring requirements, and follow-up before treatment.

Before Your Visit

Bring a current medication list, questions for your prescriber, insurance information, and tell staff about pregnancy, allergies, side effects, or urgent symptoms that may affect safe care.

Treatment Planning, Transition & Discharge

A clear path through services, with planning for what comes next.

1

Treatment Planning

Your individualized plan is based on assessment findings, strengths and needs, safety considerations, preferences, and goals. You participate in developing, reviewing, and revising the plan.

2

Transition

When needs change, staff may help you move to another service, provider, level of care, or community support. When authorized, CBHC supports referrals and warm handoffs to reduce gaps in care.

3

Discharge

Discharge may occur after goals are achieved, when another service or level of care is more appropriate, when you choose to end services, when services are no longer clinically indicated, or when continued enrollment cannot reasonably be maintained after appropriate outreach and review.



No Automatic Punitive Discharge

A single missed appointment, same-day cancellation, relapse, positive toxicology result, symptom recurrence, or disagreement about treatment does not automatically end services. CBHC reviews barriers, needs, safety, clinical appropriateness, and continuity before administrative closure.

Telehealth Services

Care from a private location when telehealth is clinically appropriate.



Scheduling & Technology

Ask your provider whether telehealth is appropriate for your service. Staff may confirm your identity, current location, contact information, emergency plan, privacy, and technology needs. A phone, tablet, or computer may be used when approved.

Privacy, Environment & Backup Plan

Use a private setting when possible and tell your provider who else is present. Only approved technology may be used for protected information. A backup communication plan is established in case technology fails. If telehealth becomes unsafe, ineffective, inaccessible, or clinically inappropriate, CBHC will arrange another format, referral, crisis response, or transition.

Safety & Emergency Information

Know the emergency resources at the location where you receive services.



Facility Tour

During in-person orientation, staff show you emergency exits, meeting locations, severe-weather shelter areas, first aid supplies, fire extinguishers, and other emergency resources.

First Aid / AED / Naloxone

CBHC maintains first-aid supplies and other emergency resources at designated locations. Ask staff immediately if you need urgent assistance.

Preventing Unsafe Behavior

Tell staff immediately about suicidal thoughts, self-harm, thoughts of harming someone else, severe withdrawal, dangerous medication effects, escalating aggression, or another urgent safety concern.

CBHC does not use seclusion or restraint as behavioral interventions. Staff use trauma-informed prevention, de-escalation, and emergency-response procedures.

Abuse, Neglect & Harassment

CBHC does not tolerate abuse, neglect, exploitation, harassment, or retaliation. Report concerns to any staff member or Client Rights Officer.

Immediate Emergency

Call 911 or go to the nearest emergency department when there is an immediate threat to life or safety. Call or text 988 for suicide, mental health, or substance-use crisis support.



HEALTH INFORMATION

HEPATITIS B & C • TUBERCULOSIS • HIV

Hepatitis B & C

Hepatitis B and C are viral infections that affect the liver. Hepatitis B can be prevented with vaccination. Hepatitis C has no vaccine, but current treatment can often cure the infection. Testing and early treatment can reduce long-term complications and transmission risk.

Tuberculosis (TB)

TB is caused by bacteria and usually affects the lungs. Testing may involve a skin or blood test, with additional testing when needed. Latent TB does not cause symptoms or spread to others, but it can later become active disease.

HIV

HIV affects the immune system and is spread through certain body fluids. Testing is confidential, and modern treatment can help people with HIV live long, healthy lives and greatly reduce transmission risk. CBHC may provide testing or referral based on available services and your needs.

Questions to Ask

Ask staff whether testing, vaccination, follow-up medical care, treatment referral, or prevention education may be appropriate for you or your family.



HEALTH INFORMATION

SUBSTANCE USE EDUCATION • OVERDOSE • MEDICATIONS

Age-Appropriate Substance Use Education

CBHC provides education related to substance use disorders, recovery, withdrawal, overdose risk, safer practices, emergency response, and available treatment supports. Information is adapted to age, developmental needs, and the person's circumstances.

Overdose Awareness

An overdose can slow or stop breathing and can be life-threatening. Warning signs may include slowed or stopped breathing, blue or gray lips or fingertips, unresponsiveness, gurgling or choking sounds, or pinpoint pupils. Call 911 for a suspected overdose. Naloxone (Narcan) can reverse an opioid overdose when given quickly.

Medication Education

If medications are part of your care, staff or qualified medical personnel will explain the purpose, benefits, risks, common side effects, serious warning signs, safe use, storage, disposal, interactions, and alternatives as appropriate. Medication-assisted treatment options may be discussed when clinically appropriate.

Nicotine & Tobacco

Nicotine can affect physical health, recovery, medication response, and long-term wellness. Smoking and vaping are not permitted on CBHC property. Ask staff about education, treatment options, or referral resources if you want help reducing or stopping.

Comprehensive Client Rights and Grievance Policy

Coshocton Behavioral Health Choices (CBHC)

PURPOSE

To establish comprehensive guidelines and procedures that ensure clients' rights to respectful, considerate care and provide a clear grievance process in compliance with Ohio Administrative Code 5122-26-18 and to protect client confidentiality in accordance with Ohio Administrative Codes 5122-26-08, 5122-27-06, and 42 CFR Part 2 regulations.

POLICY

It is the policy of Coshocton Behavioral Health Choices (CBHC) to:

- Provide respectful and considerate care to all individuals seeking services
- Protect client confidentiality to the fullest extent permitted by law
- Ensure all clients can exercise their rights without reprisal
- Maintain a transparent and accessible grievance process for addressing rights violations

CLIENT RIGHTS

CBHC adopts and guarantees the following client rights as outlined in Ohio Administrative Code 5122-26-18:

Dignity and Safety Rights

- Right to dignity and respect - Treated with consideration for personal dignity, autonomy and privacy
- Right to safety - Reasonable protection from physical, sexual or emotional abuse and inhumane treatment
- Right to least restrictive environment - Services provided in the least restrictive, feasible environment

Treatment Participation Rights

- Right to service participation - Participate in any appropriate service consistent with ISP, regardless of refusal of other services
- Right to informed consent - Give informed consent to or refuse any service, treatment, therapy, or medication (absent emergency)
- Right to treatment planning - Participate in development, review and revision of individualized treatment plan and receive a copy

Treatment Quality Rights

- Right to appropriate treatment - Freedom from unnecessary/excessive medication and restraint/seclusion unless immediate risk of harm
- Right to refuse hazardous procedures - Be informed and refuse any unusual or hazardous treatment procedures
- Right to privacy in treatment - Refuse observation by others and recording technologies (excluding security monitoring of common areas)

Information and Access Rights

- Right to confidentiality - Protection of communications and personal identifying information per state/federal laws
- Right to record access - Access to own client record unless restricted for clear treatment reasons
- Right to service information - Advance notice of service termination reasons and referrals
- Right to denial explanation - Explanation of reasons for service denial
- Right to cost information - Knowledge of service costs

Non-Discrimination and Advocacy Rights

- Right to non-discrimination - Protection from discrimination based on race, ethnicity, age, color, religion, gender, national origin, sexual orientation, physical or mental handicap, developmental disability, genetic information, HIV status, or any prohibited basis
- Right to rights information - Verbal information about all rights and written copy upon request
- Right to exercise rights - Exercise rights without reprisal (except where health/safety considerations supersede)
- Right to grievance - File grievances regarding rights violations
- Right to grievance help - Oral/written instructions and assistance in filing grievances
- Right to condition information - Be informed of one's own condition
- Right to external consultation - Consult with independent treatment specialist or legal counsel at own expense

CONFIDENTIALITY PROCEDURES

A client's right to privacy and confidentiality is paramount to all CBHC Board of Directors, employees, volunteers, and interns. Federal and State reporting statutes will be strictly adhered to, including updated 42 CFR Part 2 regulations.

GRIEVANCE PROCEDURES

Definitions

"Grievance": Written complaint initiated verbally or in writing regarding denial or abuse of rights

"Reasonable": Standard for fairness under typical circumstances

"Client rights advocate": Staff member or state ombudsman program representative implementing grievance procedure

Grievance Process Steps

Step 1: Initial Resolution

Client contacts Client Rights Officer (CRO) to resolve concern informally

CRO: Executive Director or designated appointee

Location: 610 Walnut St., Coshocton, OH 43812

Hours: Monday-Thursday 8:00 AM-6:00 PM; Friday-Sunday Closed

Phone: 740-622-0033

Step 2: Formal Grievance Filing

If unresolved, client works with client advocate to file written grievance

Verbal grievances documented in writing by advocate with client attestation

Grievances are confidential but not anonymous

Step 3: Acknowledgement and Investigation

Written acknowledgement within 3 working days including:

- Date received
- Grievance summary
- Investigation process outline
- Timeline for completion
- Contact information

Step 4: Resolution Timeline

Written response within 20 business days

Extensions documented with written client notification

Records retained for minimum 2 years including:

- Grievance copy
- Process documentation
- Resolution/remedy details
- Extension circumstances if applicable

Step 5: Escalation Options

If unsatisfied with resolution:

Refer to CBHC Performance Improvement Committee Chair

Contact external agencies:

- Ohio Department of Mental Health and Addiction Services: 30 East Broad Street, 36th Floor, Columbus, OH 43215-3430 | 614-466-2596
- Disability Rights Ohio: 200 Civic Center Drive, Suite 300, Columbus, OH 43215-5923 | 614-466-7264
- Office for Civil Rights: 233 N. Michigan Avenue, Suite 240, Chicago, IL 60601 | 312-886-2359

Complaints & Grievances

You may raise concerns or file a grievance without retaliation.



No Retaliation

You may raise a concern, make a complaint, or file a formal grievance without retaliation, intimidation, coercion, discrimination, or loss of services solely because you used the grievance process. Informal resolution is optional.

Client Rights Officers

Jeanette Hall and Tyra Hixon
Co-Executive Directors / Client Rights Officers
Phone: 740-622-0033
Email: jhall@coshoctonbhc.org
Email: thixon@coshoctonbhc.org

How the process works

1 Tell us

A grievance may be presented verbally or in writing to a Client Rights Officer or staff member. Staff will help put a verbal grievance into writing when needed.

2 Date received

The date CBHC first receives the grievance is the official date of receipt.

3 Acknowledgement

CBHC provides written acknowledgement within three business days.

4 Resolution

CBHC makes a resolution decision within twenty business days unless documented extenuating circumstances require additional time.

5 Extension notice

If more time is needed, CBHC provides written notice explaining the reason and revised expected completion date.

Formal Grievance Procedure

Information, assistance, and outside organizations.

What a Written Grievance Should Include

Your name; the date; a description of the concern; and, if available, the date and approximate time of the event and the names of people involved. The grievance should be signed by you or the person filing on your behalf, or may include an attestation by the Client Rights Officer that it accurately reflects your concern.

You May Contact an Outside Organization

You may contact an outside organization at any time. You do not have to complete CBHC's internal grievance process first.

Mental Health and Recovery Services Board

1500 Coal Run Road, Zanesville, OH 43701
740-454-8557

Ohio Department of Behavioral Health

30 East Broad Street, Columbus, OH 43215
614-466-2596

Disability Rights Ohio

200 Civic Center Drive, Suite 300, Columbus, OH 43215
614-466-7264 or 800-282-9181

U.S. HHS Office for Civil Rights

800-368-1019
TDD 800-537-7697

Feedback & Quality Improvement



Your Experience Matters

CBHC wants to know what is working well and what could be improved. Feedback is used to strengthen access, service quality, safety, communication, and program design.

Ways to Share Feedback

- Satisfaction surveys
- Suggestion boxes or other feedback tools
- Conversations with staff or leadership
- Focus groups or community input opportunities
- Online feedback when available
- The complaint or grievance process

Continuous Quality Improvement

Providing feedback will not result in retaliation or reduce your access to services. CBHC reviews feedback and performance information as part of ongoing quality and performance-improvement activities.

Responsibilities & Shared Expectations

Working together for safe, respectful, effective care.



Information

Provide information that is as accurate and complete as you can about your health, medications, symptoms, safety concerns, contact information, insurance, and other information needed for care.

Questions & Communication

Tell staff when information is unclear, when you need an interpreter or accommodation, or when a plan does not fit your needs or preferences.

Participation

Participate in treatment and service planning to the extent you choose and are able.

Appointments

Keep scheduled appointments when possible. If you cannot attend, contact CBHC as soon as you can so staff can reschedule and discuss barriers.

Medication & Substance Information

Tell staff about prescribed and nonprescribed medications, supplements, allergies, and substance use that may affect safety or treatment.

Financial Arrangements

Follow agreed financial arrangements and notify CBHC when insurance or financial circumstances change.

Respect & Safety

Treat other persons, staff, visitors, and property respectfully. Threats, violence, harassment, theft, intentional property damage, weapons, and unauthorized substances are not permitted on CBHC property.

Children

Arrange appropriate supervision for children and do not leave a child unattended in CBHC areas.

Missed Appointments Do Not Automatically End Services

CBHC first considers barriers, changing needs, risk, accessibility, preferences, and whether another service format or level of care would be more appropriate. Reasonable re-engagement efforts are made before administrative closure when continued enrollment cannot reasonably be maintained.

Guardianship & Custody

Keeping legal authority, insurance, billing, and contact information current.



Custody / Legal Authority

Provide current court orders, custody documents, guardianship papers, or other documentation that affects consent or decision-making. Tell CBHC promptly when legal authority changes.

Insurance & Billing

Provide current insurance information, including more than one plan when applicable. The person designated as guarantor is responsible for communicating with CBHC about billing arrangements.

Communication

Keep contact information current and notify CBHC of changes that may affect scheduling, consent, billing, or coordination.

Keep Us Updated

Prompt updates about custody, guardianship, emergency contacts, insurance, and contact information help CBHC provide safe, lawful, and coordinated care. Staff will explain how the rights of the person served and the authority of a parent, guardian, or representative apply in the specific situation.

Fees, Insurance & Financial Information

Understanding payment arrangements and coverage.



Sliding Fee / Financial Assistance

When applicable, staff will explain sliding-fee or other financial-assistance processes and what information is needed to determine eligibility.

Insurance

Keep CBHC informed of insurance changes. Network participation and accepted insurance plans can change, so verify current coverage with CBHC and your health plan.

Self-Pay & Balances

Staff will explain self-pay arrangements, expected copayments, and remaining balances. Ask questions about any charge you do not understand.

Third-Party Payers

A payer may require information, authorization, or documentation before paying for a service. CBHC will explain any release or documentation request that requires your consent.

Questions About Bills or Coverage?

Ask staff if you would like help understanding your insurance, prior authorization, self-pay responsibilities, sliding fee information, statements, or payment arrangements.

Access to Records

Your health information and record-access rights.



Your Right to Access Your Record

You or your authorized representative may request to inspect or obtain copies of your record as permitted by law. CBHC will verify identity and authority and may provide access electronically, on paper, through in-person review, by summary, or another permitted format.

Important Information

Any fee for copies will be reasonable and cost-based and limited to costs permitted by law. Parents, guardians, and legal representatives may exercise access or consent rights when authorized by law. Ask staff for help starting a record-access request.

Release of Information

A Release of Information (ROI) allows CBHC to share specified information with a person or organization you authorize. The form identifies who may receive information, what information may be shared, the purpose, and when the authorization expires. You may ask questions and may revoke an authorization prospectively as permitted by law.

Need help? Ask any CBHC staff member for help with the request process, identity or authority verification, release forms, or questions about copy fees and formats.

Confidentiality & Privacy

HIPAA, 42 CFR Part 2, and voluntary releases of information.



Confidentiality

CBHC protects the privacy and confidentiality of clinical, financial, and identifying information in accordance with applicable law, including HIPAA and 42 CFR Part 2 when it applies. Information is accessed and shared only for authorized purposes or when disclosure is permitted or required by law.

Limits of Confidentiality

Staff will explain important limits of confidentiality, including situations in which reporting or disclosure may be required for safety, abuse or neglect, certain legal requirements, public-health duties, or other circumstances allowed by law.

You Control Voluntary Releases

CBHC will not require you to sign a release simply because you disagree with a recommendation. When coordination is important for safety or continuity, staff will explain why a release may help, discuss alternatives, and document your decision.

Uses and Disclosures for Care

When permitted by law, health information may be used for treatment, payment, and healthcare operations such as care coordination, billing, quality assessment, accreditation, training, licensing, or credentialing. More restrictive rules are followed when required.

Accessibility & Communication

Language assistance, auxiliary aids, reasonable accommodations, and communication support.



Language

Preferred spoken or written language; qualified interpreter or language-assistance services when required.

Accessible Formats

Large print, help reading or understanding forms, visual supports, or another accessible format.

Auxiliary Aids

Communication supports or auxiliary aids for sensory, communication, or other disability-related needs.

Reasonable Accommodations

Reasonable adjustments to support access and participation when required.

Culture, Spirituality & Identity

Tell staff about cultural, spiritual, family, or identity-related preferences that may affect care.

Other Access Barriers

Transportation, technology, scheduling, literacy, caregiving, or other barriers can be discussed so staff can help identify options.

No Cost for Required Communication Assistance

Qualified language assistance, auxiliary aids, and reasonable communication accommodations are provided at no additional cost when required.



Responsible Use of Technology & AI

SUPPORTING SERVICES - NOT REPLACING PROFESSIONAL JUDGMENT

How Technology May Support Care

CBHC may use approved technology and artificial intelligence tools to support administrative work, communication, quality review, documentation support, scheduling, billing, compliance review, and performance tracking.

Ethics, Privacy & Professional Judgment

AI supports - but does not replace - clinical judgment or professional responsibility. Staff are expected to use approved tools, protect confidential information, and review AI-generated content before it is used in client care or organizational decision-making.

What AI Will Not Do

AI does not replace your provider, informed consent, your right to ask questions, or CBHC's responsibility to protect privacy and make professional decisions.

Questions Welcome

If you have questions about technology used in your care or in agency operations, ask staff for more information about how it supports services and privacy.

Quick Contacts & Reminders

Keep this handbook for reference and ask staff for updated information when needed.

CBHC Main Office

740-622-0033

Address

610 Walnut Street, Coshocton, OH 43812

Hours

Monday - Thursday: 8:00 AM - 6:00 PM
Friday - Sunday: Closed

Website

www.coshoctonbhc.org

Client Rights Officers

Jeanette Hall and Tyra Hixon
jhall@coshoctonbhc.org | thixon@coshoctonbhc.org

Immediate Emergency

Call 911 or go to the nearest emergency department

Suicide / Mental Health / Substance-Use Crisis

Call or text 988

What to Remember

You have the right to respectful, person-centered care and meaningful participation in decisions. Ask questions whenever something is unclear. Tell staff about accessibility, language, cultural, safety, medication, financial, or scheduling needs that affect your ability to participate. You may raise concerns or file a grievance without retaliation.