

The Multnomah County Behavioral Health Division (BHD) provides mental health services. Services are provided at no charge to adults and families. Mental Health Consultants are qualified mental health professionals as defined by the State of Oregon. All licensed consultants meet the professional, ethical, and continuing education requirements of their professional licensing board. Further information about relevant education and training will be provided upon request. All Consultants work under the supervision of a clinical supervisor and a consulting psychiatrist.

All BHD staff will prohibit discrimination and ensure that all individuals receiving services:

- Are treated with dignity and respect
- Receive culturally responsive services
- Receive services that are aware of and responsive to gender differences
- Have religious freedom

Every individual has the right to:

Give informed consent in writing prior to the start of services, except in a medical emergency or otherwise permitted by law.

Refuse services; if there are any serious consequences from refusing services, the consequences will be explained verbally and in writing by the treatment provider to the person giving consent. The refusal of services will be documented in the individual's mental health record.

Choose from services and supports that are consistent with their assessment and service plan. Services will be provided in the most integrated setting in the community and under conditions that are least restrictive to the individual's liberty, are least intrusive to the individual, and that provide for the greatest degree of independence.

Have all services explained, including expected outcomes and possible risks.

Have a friend, family member, member representative, or advocate present during appointments and other times as needed within clinical guidelines.

Receive prior notice of transfer, unless there is a threat to health and safety that requires a transfer of services.

Report incidents of abuse or neglect without being subject to retaliation. Every individual has the right to receive services that are free from abuse or neglect, experimentation, or seclusion and restraint.

Make a complaint about services or supports, without being subject to retaliation, by calling the Complaint Line at 503-988-8600 or any other BHD staff member.

Make a declaration for mental health treatment.

Receive information and materials in written form or in an alternative format or language appropriate to the individual's needs.

Access their or their child's mental health record. A copy of the record will be made available within five days of the request. No cost is involved.

Confidentiality; all information about individuals will be kept confidential except when permission is given through a signed release of information or when required to be disclosed by law.

BHD staff are mandatory reporters of abuse and are required to disclose information as specified below:

- A. Reporting to Child Protective Services or other appropriate law enforcement agency when there is reason to suspect the abuse or neglect of a child as required by ORS 419B.010 and following sections.
- B. Reporting to Protective Services as appropriate where there is reason to suspect elder abuse as required by OAR 411-020-0020.
- C. Reporting to Protective Services as appropriate when there is reason to suspect abuse to persons who have an intellectual or developmental disability as required by ORS 430.755 — 430.765.