

How you feel about the services we provide you is important to us. You can share your thoughts or problems with us by calling Customer Services at (906) 482-9400 or Toll Free at 1-800- 526-5059. You may also call the NorthCare Network Customer Services Department at: 1-888-333-8030. If you prefer, you may write us at Customer Services, CCMHS, 901 West Memorial Drive, Houghton, MI 49931.

In addition, we have Suggestion Boxes located in each of our Outpatient waiting rooms in our Houghton, L'Anse, Calumet and Ontonagon Offices. There is also a Suggestion Box at the ACT Team Office, Northern Lights Clubhouse, and outside of the Customer Services Coordinator's Office at the Rice Memorial Center.

What you can do if you are dissatisfied with services:

- ◆ Contact your mental health professional or his/her supervisor to discuss your concerns; or
- ◆ If you are uncomfortable doing so, or you feel that your concerns were not handled to your satisfaction:
 - ◆ Contact the Customer Services Coordinator; or
 - ◆ Contact the Office of Recipient Rights.

We want customers to be satisfied with the services they receive.



Many opportunities exist for customers to share their suggestions for improving services. If you would be willing to serve in this way, please contact:

Customer Services

Copper Country
Mental Health Services
901 West Memorial Drive
Houghton, MI 49931
(906) 482-9400
(Toll Free) (800) 526-5059
TDD/TTY: (906) 482-8037

Hours of Operation

Monday - Friday
8:00 a.m. - 5:00 p.m.

***Language Translation Services
Are Free - No Cost to You!***



**Copper
Country
Mental
Health
Services**

***Customer
Services***

Copper Country Mental Health Services wants its customers to be satisfied with the services/supports received.

What is Customer Services?



Customer Services is where you can bring inquiries, comments, concerns, questions, suggestions, grievances, requests or praise about services received from Copper Country Mental Health Services.

Some things you should know when receiving services from Copper Country Mental Health:

You can receive services close to home. We have offices in Calumet, Houghton, Ontonagon, and L'Anse.

Everyone at Copper Country Mental Health should treat you fairly and with respect! If you are unhappy with any part of your care, Customer Services is the place to go. We will work with you and your concerns. If you are still not happy after talking with Customer Services, you may take your concerns to the Executive Director.

Services in your language are here for you, including if you are hearing impaired or do not speak English. This service is **FREE**. Some written materials are available in alternative formats (large print, Braille, audio) for those who are visually limited or have limited reading proficiency.

You can be a part of what is going on at Copper Country Mental Health Services. There are several groups where your help is needed. You can find out more by contacting the Customer Services Coordinator.

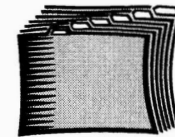


Here are some of the things you can be a part of:

- ◆ Consumer Advisory Committee
- ◆ Recipient Rights Advisory Committee
- ◆ Quality Improvement Committee
- ◆ Regional Inclusive Community Coalition

You cannot be left without service because of your race, color, gender or religion. The following laws protect your Civil Rights:

- ◆ American with Disabilities Act
- ◆ Federal Fair Housing Act
- ◆ Michigan Handicappers Civil Rights Act
- ◆ Section 504 of the Rehabilitation Act



Except where the law says, your record is private. We can give information from your record only when you or the person who legally does things for you gives the okay.

You will receive a booklet explaining your rights when you begin services. Because you are getting public mental health services in the State of Michigan, you have certain rights that belong to you because of the law (Mental Health Code).

If you think you have not been treated fairly, or if you would like help with your rights, contact the Office of Recipient Rights at (906) 482-9400.