



NorthStar

Community Services

CLIENT HANDBOOK



NORTHSTAR COMMUNITY SERVICES

WELCOME

I would like to welcome you to NorthStar Community Services and thank you for choosing us as your service provider. I invite you to read our NorthStar Community Services client handbook to understand the care and services offered, your rights, and available resources and much more. We are proud to be a local community mental health agency.

You may have accessed our services to meet the needs of a family member, a friend, or yourself. I want you to know that NorthStar Community Services is committed to providing you with high quality, personalized, professional care which is easily accessible and responsive to you and your goals. Our staff includes a comprehensive, collaborative team of professionals who will strive to meet your expectations and treat you with dignity and respect. Our center operates within federal, state, and professional ethical standards. I am confident that we can help you on your journey.

Sincerely,

Heather Wright
CEO/President

1804 CLOQUET AVE | Cloquet,
Minnesota, 55720

Northstarcommunityservices.com

 /NorthStar Community Services

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This client handbook contains brief descriptions of the treatment planning opportunities in the various programs/services offered by NorthStar Community Services.

Our Vision, Mission and Values

Our Vision:

Our vision is to be a trusted service provider throughout our community, supporting all people to achieve their dreams.

Our Mission:

Enriching the lives of individuals with disabilities by community integration and inclusion.

Our Core Values:

Heart ~ We have a heart for people and a heart for families

Creativity ~ We do what no one else does.

Commitment ~ We are committed to walking alongside you as you live your best life.

Belief ~ We believe in you; we will always support your dreams.

About Us

NorthStar Services, established in 2019, is a local family owned mental health and social service agency. We have locations throughout St. Louis, Carlton, and Pine Counties serving over 300 individuals, everyday! NorthStar Community Services believes in providing services through a family-based model allowing individuals to develop long-lasting relationships. At NorthStar, we pride ourselves on a compassionate and energetic culture with community integration and inclusion.

Our Services

Residential Services:

NorthStar Services operates more than 16 residential locations in St. Louis, Carlton, and Pine County. These locations offer 24-hour services with a wide variety of service specialties including, behavioral health, spectrum-type disorders, and physical disabilities. NorthStar offers custom living settings to best meet the needs of the individual through many different service options.

Community & Employment Services:

NorthStar Services provides a wide variety of Employment Services including 245D-waivered employment services and Vocational Rehabilitation Services. NorthStar currently services the northeast region of Minnesota including, St. Louis, Lake, Carlton, Pine, and Aitkin Counties. Employment Services and supports are customized to meet the individual's needs to assist with further developing employment skills to obtain competitive community employment.

Through the services available, our staff members will provide assistance with:

- Job analysis
- Job redesign
- Support with acceptable workplace self-care, proper dress, personal hygiene, and grooming
- Job training and coaching to strengthen and maintain necessary work skills, behaviors, and co-worker relationships
- Job-related counseling and support, including help understanding earned wages and impact on

benefits

- Training and coaching the individual on job-related transportation
- Progress review and reporting meetings
- In-service transportation

Housing Services:

NorthStar currently offers a variety of housing services including Housing Stabilization, Long-Term Homeless Housing, & Transitional Services. These services can be provided in St. Louis, Carlton, Lake, and Pine counties. Housing Services can assist individuals with finding and sustaining long-term housing options to live independently.

This service is a new Minnesota Medical Assistance benefit to help people with disabilities, including mental illness and substance abuse disorder, and seniors find and keep housing.

Behavioral Health Services:

NorthStar offers a wide range of Behavioral Health Services to assist people with achieving their best possible lives. These services utilize a multidisciplinary approach to best serve individuals through all areas of their life for ultimate success.

Services under Behavioral Health Services include:

- Adult Rehabilitative Mental Health Services
- Psychotherapy
- Occupational Therapy
- Medication Management
- Adult Mental Health Case Management
- Early Intensive Developmental and Behavioral Intervention

Locations and Hours of Operation

Cloquet Office:

1804 Cloquet Ave, Cloquet, MN 55720
Monday - Friday: 8am-4:30pm

Duluth Office:

130 W Superior St. Suite 610, Duluth, MN 55802
Monday - Friday: 8am-4:30pm

Pine City Office:

750 Main Street, Pine City, MN 55063
Monday - Friday: 8am-4:30pm

Mailing Address:

PO Box 189, Cloquet, MN 55720

Nondiscrimination Notice

NorthStar Services does not discriminate against individuals served, visitors, or employees on the basis of race, color, national origin, sex, age, disability, culture, ethnicity, familial status, gender identity or expression, language, military service, sexual orientation, religion, socioeconomic status, or public assistance status.

NorthStar Services will provide free accommodations and services to people with disabilities when necessary to perform services. These include written information in alternate formats (large print, audio, other formats); information written in other languages; qualified language interpreters.

If you need these services, contact:

Heather Wright, President
(218) 879-2119
1804 Cloquet Ave, Cloquet, MN 55720

If you believe that NorthStar Services has failed to provide these services or discriminated another way on the basis of race, color, national origin, sex, age, or disability, you can file a grievance with:

Tara Price, Human Resources
(218) 879-2119
1804 Cloquet Ave, Cloquet, MN 55720

Mandated Reporting

Adults:

Staff who are mandated reporters must report all of the information they know regarding an incident of known or suspected maltreatment, either internally or externally, in order to meet their reporting requirements under law. All staff of the company who encounter maltreatment of a vulnerable adult will take immediate action to ensure the safety of the individual(s) served. Staff will define maltreatment of vulnerable adults as abuse, neglect, or financial exploitation and will refer to the definitions from Minnesota Statutes, section 626.5572 at the end of this policy. Staff are to conduct themselves in a supportive and respectful manner which does not maltreat Vulnerable Adults.

Reports can be made to:

MAARC: (844) 880-1574 (toll free)
Heather Wright: (218) 626-5175

Minors:

Staff who are mandated reporters must report externally all of the information they know regarding an incident of known or suspected maltreatment of a child, in order to meet their reporting requirements under law. All staff of the company who encounter maltreatment of a minor will take immediate action to ensure the safety of the child. Staff will define maltreatment as sexual abuse, physical abuse, or neglect and will refer to the definitions from MN Statutes, chapter 260E at the end of this policy.

Any individual may voluntarily report to the local welfare agency, agency responsible for assessing or

investigating the report, police department, the county sheriff, tribal social services agency, or tribal police department if the individual knows, has reason to believe, or suspects a child is being maltreated. Staff of the company cannot shift the responsibility of reporting maltreatment to an internal staff or position. In addition, if a staff knows or has reason to believe a child is being or has been maltreated within the preceding three years, the staff must immediately (as soon as possible but within 24 hours) make a report to the local welfare agency, agency responsible for assessing or investigating the report, police department, the county sheriff, tribal social services agency, or tribal police department.

Reports can be made to:

Carlton County Public Health & Human Services

- Suspected Child Abuse Form - <https://www.carltoncountymn.gov/641/Child-Protection-and-Child-Welfare>
- 218-879-4511

Heather Wright: (218) 626-5175

Conflict of Interest

All individuals served by NorthStar Services are expected to use good judgment, to adhere to high ethical standards, and to act in such a manner as to avoid any actual or potential conflict of interest. A conflict of interest occurs when the personal, professional, or business interests of a client conflict with the interests of the NorthStar. Both the fact and the appearance of a conflict of interest should be avoided.

Conflicts of Interest can include:

- Therapist, caregiver, or counselor has a personal or professional relationship with an individual served that could affect the ability to give unbiased and ethical care.
 - Therapist/Caregiver should not be engaged in any sexual relationship with individuals served
 - Therapist/Caregiver should not treat individuals who are friends, family members, or business partners

Regarding Health Information

To protect your privacy while we handle your health information, NorthStar Services follows applicable laws, rules and procedures. We are required by law to provide you with this Notice of Privacy Practices ("Notice"). This notice tells you about the ways in which NorthStar may use and disclose (share) health information about you. We also describe your rights to the health information we keep about you, and describe our obligations regarding the use and disclosure of your health information:

“Health Information” means any information, whether oral, electronic or paper, which is created or received by NorthStar and is related to your health care or payment for the provision of medical services. We understand that health information about you and your health care is personal. We are committed to protecting health information about you. The information documenting the care and services you receive from NorthStar is contained in a medical record, which is the physical property of NorthStar. We need this record to provide you with quality care, bill for your care and comply with legal requirements. Typically, your medical record contains your demographic information (such as how we can reach you and your social security number), and other information such as symptoms, diagnoses, treatments, care plans and other related information.

This Notice applies to all of the records of your care that we maintain, whether made by our staff (such as nurses, therapists, and health care providers contracted to provide services to NorthStar), support staff, volunteers, or by your personal doctor. Other health care providers may have different policies and notices regarding use and disclosure of your health information created in his or her office or clinic.

This Notice describes NorthStar's practices and that of all its employees, staff and contractors.

Federal and State Laws

Health information may be protected by both federal and state laws and regulations. NorthStar is required to follow both sets of rules. Sometimes these rules are different. In those cases, NorthStar must follow the rules that provide greater protection of health information and grant our patients greater rights. Where a state law is more stringent, we have listed that in this Notice.

Uses & Disclosures Without Your Express Permission

We may only use or disclose your health information with your written permission except as described in this Notice or specifically required or permitted by law. If you give written permission, you have the right to withdraw your permission for future uses and disclosures by notifying NorthStar in writing. A new form to revoke your permission is available by contacting NorthStar's Privacy Officer at (218) 879-2119. Your permission will end upon receipt of and approval of the signed form.

To provide you with care, we will need to use and disclose your health information. When we use and disclose your health information, we follow the law and take steps to protect your information. We may use and disclose your health information without your prior, express permission as follows:

Treatment, Payment and Health Care Operations:

We may use and disclose your health information for:

- treatment (for the provision, coordination and management of care, includes sharing information with non- NorthStar providers who are involved in your care);
- payment (such as providing bills, service dates, symptoms and diagnosis to you and your insurance company); and
- our health care operations. Such activities are necessary for us to provide you with services and manage our organization. Examples of such activities include, but are not limited to: quality improvement activities throughout NorthStar, evaluating our staff, conducting training activities, obtaining legal and accounting services, conducting audits, business planning and other management activities.

We may disclose your health information to a non-NorthStar provider or entity so that they can provide you with treatment and for continuity of care. For example, you may need primary care services from a local physician and we will share your information to make such arrangements. We may also disclose your information to non-NorthStar providers or entities for them to obtain payment for services provided.

We arrange to provide some services through contracts with business associates. On occasion, we may disclose your health information to business associates acting on our behalf so they can perform the

services that we have asked them to do. To protect your health information, however, we require the business associate to appropriately safeguard your information. Business associates are also required by Federal law to safeguard your health information.

Minnesota law generally requires patient consent (obtained at the time of admission) for disclosures of health information for treatment, payment and health care operations purposes, unless consent is not possible due to a medical emergency.

Appointment Reminders and Treatment Alternatives: At times we may access your health information to set up or remind you about future appointments, provide information about treatment and health-related benefits or services that may be of interest to you.

Facility Directory/Patient Census: Unless you instruct us not to, we may include your name, location in a facility, a health condition (in general terms, such as "good", "fair") and religious affiliation (should you choose to provide one) in a current patient list. This information is maintained for NorthStar's personnel to assist family members, staff and others in locating you while you are at NorthStar facility. This information (with the exception of religious affiliation) may be provided to people who ask for you by name. This information (including religious affiliation) may be provided to members of the clergy. If you do not wish to have NorthStar disclose this information, please inform the individual assisting you with registration or admission.

Disaster Relief: Unless you instruct us not to, in the event of a declared disaster, we may disclose your name and location to a public or private entity authorized by law or by its charter to assist in disaster relief efforts (e.g., the RedCross).

Record Locator Service (may also be known as HIE - Health Insurance Exchange): In the event of a medical emergency, we may share your demographic information (name, address, date of birth, gender and location of your health record) with a medical record locator service. This information will help caregivers identify where you have a health record(s) and will assist caregivers to make better decisions about your treatment. For example, if you are admitted to a hospital on an emergency basis and cannot provide important information about your health condition, this service will allow us to make your health information from other participants available to those who need it to treat you at the hospital. When it is needed, ready access to your health information means better care for you. If you do not want to be included in the record locator service, you may opt-out by completing a written opt-out form. Your opt-out decision will remain in effect until you notify us in writing that you wish to change these instructions. You can ask for this form from NorthStar's Privacy Officer by calling (218) 879-2119.

To Avert a Serious Threat of Harm: Under certain circumstances, we may use and disclose health information about you when necessary to prevent a serious and imminent threat to the health and safety of you, another individual, or the general public.

Military Authorities/National Security: We may release protected health information to authorized federal officials for military intelligence, counterintelligence or other national security activities authorized by law. NorthStar may also disclose protected health information to authorized federal officials so they may provide protection to the President or other authorized individuals. No consent is required if the disclosure is specifically required by federal law.

Public Health Activities: We may discuss health information about you for legally authorized or required public health activities such as in cases of "mandatory reporting" of abuse or neglect. These may also include such things as preventing or controlling disease, reporting reactions to medications, or

notifying an individual who may have been exposed to a disease or may be at risk for contracting or spreading a disease or condition.

Health Oversight Activities: We may disclose health information to a health oversight agency for legally authorized activities, such as audits, investigations, inspections and licensure. Through these activities the government monitors the health care system, government programs, and compliance with applicable laws and regulations, including civil rights laws.

Data Breach Notification Purposes: We may use your contact information to provide legally-required notices of unauthorized acquisition, access, or disclosure of your health information. We may send notice directly to you or provide notice to the sponsor of your plan through which you receive coverage.

Law Enforcement Activities: We may disclose your health information to the police or other law enforcement officials as required or permitted by law, including in response to a court order, subpoena, summons, warrant, or similar process. If we reasonably believe you are a victim of abuse, neglect or domestic violence and the reporting of such information is required or allowed by law, we may disclose your health information to a government authority, including a social service or protective service agency. No consent is required if the disclosure is in response to a valid court order or warrant.

Judicial and Administrative Proceedings: We may disclose your health information in the course of any judicial or administrative proceeding as required or permitted by law, including in response to a court/administrative order, subpoena or similar process.

Death: In case of your death, information about you may be released to your relatives or to facilitate organ donations. Coroner, Medical Examiners and Funeral Directors : We may disclose health information to a coroner or medical examiner when necessary to identify the deceased, determine the cause of death or as otherwise authorized by law. NorthStar also may release protected health information to a funeral director as necessary to carry out the funeral director's duties, including arrangements in reasonable anticipation of and after death.

Civil Commitment: Certain information related to pre-petition screening may be released without your consent.

Correctional Programs: We may release information about you if you are in custody to provide you with health care, to protect your health, or to protect the health of others.

Required By Other Laws: We will use or disclose health information when required by other federal, state or local laws.

Alcohol & Drug Abuse Records: If you are a recipient of alcohol or drug abuse treatment, provided by a federally assisted alcohol and drug abuse program, your health information is protected by special federal confidentiality laws (42 CFR Part 2). Your health information will be disclosed to NorthStar's staff and representatives within the alcohol or drug abuse treatment program and certain organizations providing services to the program that have a need to know your health information to perform their job duties or to medical personnel in the event of a medical emergency.

Youth Consent for Care

Circumstances in Which Minors May Consent to Health Care Services Emergency treatment.

- Health services may be provided to minors without the consent of a parent if, in the health professional's judgment, treatment should be given without delay, and if obtaining consent would result in delay or denial of treatment (Minn. Stat. § 144.344).
- Minor who has been married or has given birth. Any minor who has been married or has given birth may consent to personal medical, mental, dental, or other health services or to services for the minor's child (Minn. Stat. § 144.342).
- Minor who is living apart from parents and managing own financial affairs. A minor who is living apart from the minor's parents or legal guardian and who is managing the minor's own financial affairs may consent to personal medical, mental, or dental care services. This exception applies to a minor regardless of whether the minor's parents have consented to the minor living apart, regardless of the extent or source of the minor's income, and regardless of the duration of the separate residence (Minn. Stat. § 144.341).

Health Care Services to Which Minors May Consent

- Abortion. Minnesota Statutes, section 144.343, subdivisions 2 to 7, require a minor seeking an abortion to notify both of the minor's parents or the minor's guardian of the intended abortion and wait 48 hours, or seek judicial approval for the abortion. The law does not require notice if an attending physician certifies the abortion is needed to prevent the minor's death and there is not time to provide the required notice, if the persons entitled to notice authorize the abortion in writing, or if the minor is a victim of sexual abuse, neglect, or physical abuse (Minn. Stat. § 144.343, subs. 2 to 7). In *Doe v. Minnesota*, No. 62-CV-19-3868 (Minn. Dist. Ct. July 11, 2022), a Ramsey County district court held that section 144.343, subdivisions 2 to 6, are unconstitutional and issued an injunction prohibiting their enforcement. (Subdivision 7 provides for severability for this section and remains in effect.)
- Admission to a treatment facility or state-operated treatment program. Any individual 16 years or older may request admission to a treatment facility or state-operated treatment program as a voluntary patient for observation or treatment of mental illness, chemical dependency, or developmental disability, and may consent to hospitalization, routine diagnostic evaluation, and emergency or short term acute care. If a minor who is 16 or 17 refuses to consent to admission to a treatment facility or state-operated treatment program, the minor's parent or guardian may consent to the minor's admission for mental illness, developmental disability, or chemical dependency treatment, if an independent examination confirms the minor has a mental illness, developmental disability, or chemical dependency, and is suitable for treatment (Minn. Stat. §§ 253B.03, subd. 6, para. (b); 253B.04, subd. 1).
- Anatomical gifts. An emancipated minor or a minor who is at least 16 years old may make an anatomical gift during the life of the minor. However, upon the death of an unemancipated minor, the minor's parent may revoke or amend an anatomical gift, or may revoke the minor's refusal to make an anatomical gift (Minn. Stat. §§ 525A.04 and 525A.08).
- Blood donation. A minor age 17 or older may consent to blood donation in a voluntary, noncompensatory program (Minn. Stat. § 145.41).
- Hepatitis B vaccinations. A minor may consent to a hepatitis B vaccination (Minn. Stat. § 144.3441).
- Medical, mental, and other health services for certain conditions. A minor may consent to medical, mental, and other health services to determine the presence of or to treat pregnancy and associated conditions; venereal disease; and alcohol and other drug abuse (Minn. Stat. § 144.343,

subd. 1).

- Nonresidential mental health services. A minor age 16 or older may consent to nonresidential mental health services, defined as outpatient services provided to a minor who is not residing in a hospital, inpatient unit, or licensed residential treatment facility or program. This section does not preclude a minor from consenting to mental health or other health services according to the authority in other law (Minn. Stat. § 144.3431)

Individuals Served Rights and Responsibilities

Individuals Served Rights

1. **Dignity and respect** — You have the right to always be treated with dignity and respect, and not to be subjected to any physical or verbal abuse or any form of exploitation.
2. **Safety and comfort** — You have the right to receive services in a safe, healthy and comfortable environment.
3. **Participation in your treatment** — You have the right to actively participate in the development of your treatment plan. You have the right to select the goals of your treatment and to involve friends and family in the planning of your care. You have the right to request changes in the services provided to you and to request that other staff members be assigned to provide your services.
4. **Individualized, responsive treatment** — You have the right to receive treatment that is sensitive and responsive to your age, gender, race, culture and ethnicity, sexual orientation, religion, social supports and disability status.
5. **Efficient and effective services** — You have the right to receive efficient and effective services from qualified, credentialed clinicians according to the MN Mental Health Treatment standards.
6. **Informed consent** — You have the right to receive necessary information regarding your diagnosis and treatment in a manner that is easy to understand and that helps you make appropriate, informed decisions about your care. This includes information about the potential benefits and known risks of a treatment, alternative treatment options available and any known side effects of a medication prescribed for you.
7. **Care coordination** — You have the right to have outside providers, programs, or services considered, involved, and/or informed in your treatment at NorthStar Services. You will be asked to give your written consent. The reasons why this shared communication may be helpful will be explained to you. You have a right to refuse to involve others in your care and the consequences of doing so will be explained to you.
8. **Access to your records** — You have the right to see and review your medical record unless your treatment team determines that specific portions of the record shall not be disclosed in the interest of your safety and/or well-being. Ask your provider for details about this process.
9. **Confidentiality and privacy** — You have the right to confidentiality and privacy with the following exceptions: a. when you give written consent to the disclosure of information b. when/if your safety or the safety of others is threatened c. when an emergency makes urgent treatment necessary and sharing of information is needed to ensure proper care d. when it is necessary to cooperate with law enforcement, health, welfare and other state or federal agencies
10. **Service fees** — You have the right to be informed of any co-pays or fees you will be charged, a right to request that a fee be reduced or discharged and a right to refuse to apply for insurance

coverage. You will not be denied service for inability to pay, but services may be limited if you refuse to apply for available coverage.

11. **Voluntary treatment** — You have the right (if you are voluntarily receiving treatment) to refuse any treatments or medications to which you have not consented.
12. **Involuntary treatment** — You have the right (if you are involuntarily receiving treatment pursuant to a court order) to be informed that there may be consequences if you fail or refuse to comply with the provisions of your treatment plan or to take any prescribed medication.
13. **Complaints** — You have the right to make a complaint concerning a violation of any rights listed here or concerning any other matter, and a right to be informed of the procedures and process for making such a complaint.

Patients' Bill of Rights

A full copy of the Patients' Bill of Rights can be found at the link below. A paper copy of the Patients' Bill of Rights can also be requested at any time.

https://www.health.state.mn.us/facilities/regulation/billofrights/docs/mn_pts_rights_eng_reg.pdf

Healthcare Bill of Rights

A full copy of the Healthcare Bill of Rights can be found at the link below. A paper copy of the Healthcare Bill of Rights can also be requested at any time.

<https://www.revisor.mn.gov/statutes/cite/144.651>

Individuals Served Responsibilities

The staff at NorthStar Services will do everything possible to make your experience here pleasant and comfortable, and you can help them in their efforts by assuming the following responsibilities:

1. You are responsible for being considerate of other individuals and staff.
2. You are responsible for keeping appointments. A 24-hour cancellation notice is requested.
3. You are responsible for notifying your provider about any unexpected change in your health.
4. You are responsible for letting us know immediately if you do not understand instructions, or if you feel that they are such that you cannot follow them.
5. You are responsible for using supplies appropriately and to assist in ensuring their availability for future individuals.
6. You are responsible for fulfilling the financial obligations of services rendered per your financial eligibility as determined by all programs and/or lead agency.
7. You are responsible for loss or damage to NorthStar Services property or injury to any staff.
8. You are responsible to take part in planning and participating in your own service planning and provide information concerning your mental health, medical history, likes/dislikes, hobbies, support system, etc.
9. You are responsible to obey the laws which apply to all citizens.
10. As an individual served by NorthStar Services you have a guaranteed right to a place to come, a guaranteed right to meaningful relationships, a guaranteed right to meaningful work and a guaranteed right to a place to return.

Person Centered Services

NorthStar focuses on Person-Centered Services and guides individuals in achieving personally defined outcomes in the most integrated settings and ensures delivery of services in a manner that reflects personal preferences, talents, choices, and contributes to ensuring health and welfare of individuals served.

Services are provided in a manner that supports the individual's preferences, daily needs, and activities and accomplishment of the individual's personal goals and services outcomes, consistent with the principles of:

- Person-centered service planning and delivery which:
 - Identifies and supports what is important to and the individual as well as what is important for the individual, including preferences for when, how, and by whom direct support services is provided;
 - Uses that information to identify outcomes the individual desires; and
 - Respects each individual's history, dignity, and cultural background.
- Self-determination which supports and provides:
 - Opportunities for the development and exercise of functional and age-appropriate skills, decision making and choice, personal advocacy, and communication; and
 - The affirmation and protection of each individual's civil and legal rights.
- Providing the most integrated setting and inclusive services delivery which supports, promotes, and allows:
 - Inclusion and participation in the individual's community as desired by the individual in a manner that enables the individual to interact with nondisabled individuals to the fullest extent possible and supports the individual in developing and maintain a role as a valued community member;
 - Opportunities for self-sufficiency as well as developing and maintain social relationships and natural supports; and
 - A balance between risk and opportunity, meaning the least restrictive supports or interventions necessary are provided in the most integrated settings in the most inclusive manner possible to support the individual to engage in activities of the individual's own choosing that may otherwise present a risk to the individual's health, safety, or rights.

Emergency Closures

It is also possible that a non-weather related event may also cause the office to close or other events to be canceled, such as large scale loss of utilities, chemical spill, terrorist attack, etc. NorthStar will maintain electronic and paper contact lists for all active staff. Contact lists will include primary phone number and preferred email address.

In the event that the office is closed or events are canceled due to an emergency, all efforts will be made to notify all individuals served properly. Examples of communication during an emergency situation may include: phone call, text message, or an email.

Weather Policy

As NorthStar services is located in Northern Minnesota, we want to consider the weather that may conflict with services being provided. The safety of the individuals served and employees is a priority for NorthStar. We realize there are emergency situations caused by inclement weather. Additionally, some outdoor events may need to be canceled due to weather conditions.

Emergency Preparedness: The decision may be made to close the office and/or cancel/reschedule onsite community and wellness events due to incremental weather. Samples of potential weather events:

- Blizzards
- Tornado
- Flooding

In the event of inclement weather, NorthStar encourages safe procedures based on weather conditions for the safety of clients and staff.

Attendance

In order to receive the best care, it is important to consistently attend appointments. We understand that occasionally issues arise that may prevent you from attending. The following attendance policy has been adopted to facilitate participation and to ensure that your treatment is successful.

- If you need to cancel an appointment, please do so as soon as possible.
- Please also note that if you are more than 15 minutes late for an appointment, the session will be shortened or rescheduled.
- Failing to cancel, arriving late to your appointment, or canceling an appointment after the scheduled start time will be considered a “No Show.”

Suspension of Services for Poor Attendance

- Failure to attend scheduled appointments may result in a suspension of services.
- After a missed appointment, we will reach out to discuss next steps.
- We will make every effort to contact you by mail, phone, or email. However, our inability to reach you will not change the status of future appointments being canceled.
- If services are suspended due to poor attendance, you will be offered an appointment with a care coordinator to discuss options for returning to services.

Suspension of services in one area will not necessarily affect your ability to participate in other services at NorthStar Services.

Data Privacy

Your Right to Privacy Is Protected By Law

Federal and state laws protect the right to confidentiality of health records of all NorthStar Community Services individuals served. These laws include the federal law known as HIPAA (i.e. the Health Insurance Portability and

Accountability Act of 1996) and Minnesota Statutes Chapter 13, or the Minnesota Government Data Practices Act. These laws require that we take special care to make sure that our individuals served records are kept confidential, or private. This means that we must:

- Keep individual served records in a safe place
- Keep each individual served records separate from those of other individuals served
- Keep unauthorized individuals from seeing individuals served records either accidentally or on purpose without your consent
- Not send private information about individuals served over the internet unless we can reasonably assure that the information will not be seen by unauthorized individuals
- Limit the number of individuals within our agency who see individuals served records and keep the information they see to the minimum necessary to do their jobs
- Not release individuals served records without the individual's (or the individual's legal guardian's or conservator's) consent

Individuals to Whom We May Release Records Without Consent

NorthStar Community Services will not release individual served health records without a signed and dated consent from the individual or the individual's legal guardian or conservator. There are some exceptions. Some of those exceptions include the following:

- In a medical emergency, to treating professionals;
- When a federal or state law requires it;
- When we receive a court order or a federal grand jury subpoena requiring release of health information;
- General statistical data, not associated with a specific individual served or individual.

Under Minnesota law, we may also be required to provide information to other individuals or organizations for specific purposes and for coordination of your services. We will log these releases in individual served records and make these logs available to individuals served upon request. Unless required by law, NorthStar Community Services will not release information to any other agency without a signed and dated consent from the individual served or his or her authorized legal representative. When we disclose information to these agencies and individuals, we will disclose only the minimum necessary required. Some examples of individuals or agencies to whom we might disclose information include, but are not limited to, those listed below:

- Parents/legal guardians of a minor;
- Legal representatives who have health care and financial decision-making authority for an adult individual;
- The individual served case manager, his or her supervisor, financial worker, and other authorized social services staff assigned to an individual served case;
- County public health nurses, county or state screeners, or other officials responsible for authorizing services;
- Authorized individuals such as licensers, investigators, or other officials at the Minnesota Department of Health or the Minnesota Department of Human Services;
- Ombudsman and county or state investigative agencies when we make a report of possible maltreatment (abuse or neglect) of a vulnerable adult or child; Data Privacy Notice to our Clients Data Privacy Notice
- Health Boards or health professional licensing boards or agencies while engaged in authorized investigative or licensing activities;
- Medical examiners or coroners;
- Law enforcement or investigative agencies when individuals served present a threat of harm or are potential victims of serious threats of physical violence;
- Insurance companies and other payers for services provided by NorthStar Community Services when the information is required to obtain payment.

Client's Right to See Records

Federal and state law also requires that individuals served may review any information in their health and program records kept by health care providers regarding any diagnosis, treatment and prognosis. If an individual served or authorized representative asks in writing, we will provide copies of records or copies of a summary of the information in the records. We may not provide this information if we have determined that it is detrimental to the individual's physical or mental health, or is likely to cause the individual to inflict self harm, or to harm another. If such a determination has been made, then the information shall be given to an appropriate third party. State and federal laws also set a maximum charge for finding and copying records. In cases where individuals served make reasonable requests, we will provide a summary of the information in the individual's record at no cost.

Reporting Data Privacy Violations

Any staff member, individual served or other affected party may report data privacy violations by contacting the Operations Director, Clinical Director or other officer/director of NorthStar Community Services as soon as possible after learning of the potential privacy violation.

Data Storage

NorthStar Community Services will maintain individual served records for a period of at least 7 years following termination of services.

Grievance/Complaint Protocol

Each individual served and/or legal representative will be encouraged and assisted in continuously sharing ideas and expressing concerns in informal discussions with management staff and in support team meetings. Each concern or grievance will be addressed, and attempts will be made to reach a fair resolution in a reasonable manner.

Should an individual and/or legal representative feel an issue or complaint has not or cannot be resolved through informal discussion, they should file a formal grievance. Staff and individuals served and/or legal representatives will receive training regarding the informal and formal grievance procedure. This policy will be provided, orally and in writing, to all individuals served and/or legal representatives. If an individual served and/or legal representative feel that their formal complaint has not or cannot be resolved by other staff, they may bring their complaint to the highest level of authority in the program, the President/CEO, who may be reached at the following:

Heather Wright, President/CEO
P: (218) 879-2119
F: (218) 879-2696
1804 Cloquet Ave, Cloquet, MN 55720
PO Box 189

The company will ensure that during the service initiation process that there is orientation for the individual served and/or legal representative to the company's policy on addressing grievances. Throughout the grievance procedure, interpretation in languages other than English and/or with alternative communication modes may be necessary and will be provided upon request. If desired, assistance from an outside agency (i.e. ARC, MN Office of the Ombudsman, local county social service agency) may be sought to assist with the grievance.

Individuals served and/or legal representatives may file a grievance without threat or fear of reprisals, discharge, or the loss of future provision of appropriate services and supports.

The following procedure will be followed:

1. All complaints affecting an individual's health and safety will be responded to immediately by the program manager.
2. Direct support staff will immediately inform the manager of any grievances and will follow this policy and procedure. If at any time, staff assistance is requested in the complaint process, it will be provided. Additional information on outside agencies that also can provide assistance to the individual served and/or legal representative are listed at the end of this procedure.
3. If for any reason an individual served and/or legal representative chooses to use the formal grievance process, they will then notify in writing or discuss the formal grievance with the manager and will initially respond in writing within 14 calendar days of receipt of the complaint.
4. If the individual served and/or legal representative is not satisfied with the manager's response, they will then notify in writing or discuss the formal grievance with the President, who will then respond within 14 calendar days.
5. All complaints must and will be resolved within 30 calendar days of receipt of the complaint. If this is not possible, the President will document the reason for the delay and the plan for resolution.
6. If the individual served and/or legal representative believes their rights have been violated, they retain the option of contacting the county's Adult or Child Protection Services or the Department of Human Services. In addition, individuals may contact advocacy agencies (listed at the end of this policy) and state they would like to file a formal grievance regarding their services, provider company, etc.
7. As part of the complaint review and resolution process, a complaint review will be completed by the Director of 245D Services or the Designated Coordinator for Community Based Services and documented by using the Internal Review form regarding the complaint. The complaint review will include an evaluation of whether:
 - a. Related policies and procedures were followed.
 - b. The policies and procedures were adequate.
 - c. There is a need for additional staff training.
 - d. The complaint is similar to past complaints with the individuals, staff, or services involved.
 - e. There is a need for corrective action by the company to protect the health and safety of individuals served.
8. Based upon the results of the complaint review, the company will develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by staff or the company, if any.
9. A written summary of the complaint and a notice of the complaint resolution to the individual served and/or legal representative and case manager will be provided by using the Complaint Summary and Resolution Notice form. This summary will:
 - a. Identify the nature of the complaint and the date it was received.
 - b. Include the results of the complaint review.
 - c. Identify the complaint resolution, including any corrective action.
10. The Complaint Summary and Resolution Notice will be maintained in the service recipient record.

Professional Boundaries

Nicknames/Endearments. The way you address others indicates your level of professionalism. Some employees and other individuals served may find the use of nicknames or endearments offensive, and the use of endearments might suggest a more personal interest than you intend. Ask staff individuals how they would like to be addressed and avoid using terms like “sweetie” and “honey”.

Physical Boundaries. Touch is a powerful tool. It can be healing and comforting, or it can be confusing, hurtful, or simply unwelcome. Staff should model age-appropriate physical boundaries towards you, the individual served as well as acting the same back to the staff individuals. Be aware that each individual reacts to touch differently, and whenever possible ask the individual’s permission before you touch them.

Gifts/Favors. Giving or receiving gifts or doing special favors can blur the line between a personal relationship and a professional one. Accepting gifts is not permitted for staff individuals. Individuals served should practice not giving gifts to their staff individuals. If you have questions in this area, speak to your staff or house leads.

Clothing. Clothing helps to define the boundaries between an individual served and a caregiver. Individuals served should be aware of this and dress accordingly while caregivers are around.

Scheduled Time. Any time an individual served spends with a caregiver that is not on shift may indicate that professional boundaries are being blurred. Individuals served may not spend time with caregivers while caregivers are not on shift.

Romantic or Sexual Relationships. Any romantic or sexual relationship that occurs between individuals served and caregivers is never permissible. Individuals served are to be aware that staff are not to engage in these types of relationships or activities. This includes flirting or other suggestive behavior.

Secrets. Personal secrets compromise role boundaries. Secrets between individuals served and staff are different from confidentiality. Staff should make it clear to individuals served that they are a mandated reporter and that they may need to report any information shared, especially if it is regarding possible abuse or neglect.

Professional Boundaries as They Apply to Internet/Social Networking Sites (Facebook, Instagram, etc.). Due to the potential for disclosure of private or sensitive information, NorthStar Services individuals served may not request or accept employee’s Depending on the level of personal information individuals choose to disclose, individuals served should also exercise caution when becoming “friends” with others in the program on social networking sites.

Forms & Policies

All forms and copies of NorthStar Services Policies and Procedures can be found on the NorthStar website. northstarcommunityservices.com. A hard copy of these forms and policies and procedures can be obtained by discussing with a staff member.

Local Resources

Housing Resources

Carlton County Housing Resources- Carlton County Emergency Assistance Program
(218) 879-4511

Cloquet/Carlton Housing and Redevelopment Authority (218) 879-3353
201 Spruce Ave Carlton, MN 55718

Fon du Lac Housing Division - Cloquet (218) 878-8050

Lakes and Pines Emergency Housing Assistance Program (800) 832-6082 opt. 4

Pine County Housing and Redevelopment Authority (320) 591-0019 or (320) 591-1620

Duluth Salvation Army (218) 722-7934
215 S 27th Ave W Duluth, MN 55806

Housing and Redevelopment Authority of Duluth, MN (218) 529-6300
222 E Second Street Duluth, MN 55816

NorthStar Services (218) 879-2119
130 W Superior St. Suite 610, Duluth, MN 55802

Food Resources

Duluth:

Second Harvest Northern Lakes Food Bank (218) 451-4931
4503 Airpark Boulevard Duluth, MN 55811

Chum Food Shelf (218) 720-6521
102 W 2nd St Duluth, MN 55802

Fruit of the Vine Food Shelf (218) 525-3462
1533 Arrowhead Rd Duluth, MN 55811

Duluth Salvation Army (218) 722-7934
215 S 27th Ave W Duluth, MN 55806

Damiano Center (218) 726-0500
206 W 4th St #214, Duluth, MN 55806

Cloquet:

Cloquet Salvation Army Food Bank (218) 879-1693
316 Carlton Ave Cloquet, MN 55720

United Way of Carlton County Emergency Food and Shelter (218) 879-8404
807 Cloquet Ave Cloquet, MN 55720

Cromwell:

Tri-Community Food Shelf (218) 426-4067
5597 E Hwy 210 Cromwell, MN 55726

Hinckley:

Family Pathways Food Shelf (320) 384-7426
321 Fire Monument Road Hinckley, MN 55037

Moose Lake:

Moose Lake Food Shelf (218) 382-0058
308 Elm Ave Moose Lake, MN 55767

Pine City:

Angel's of Hope-Rock Creek/Pine City (320) 336-9191
56395 Forest Blvd Pine City, MN 55063
Family Pathways Food Distribution (320) 629-0128
220 7th St Pine City, MN 55063

Sandstone:

Family Pathways Food Distribution (320) 245-2485
314 Main Street Sandstone, MN 55072

Utilities/Heat Resources

MN Energy Assistance Program
<https://mn.gov/commerce/energy/consumer-assistance/energy-assistance-program/>

Carlton County Emergency Assistance Program
<https://www.co.carlton.mn.us/328/Emergency-Assistance-Program>

Lake and Pines Community Action Council (320) 679-1800
Services: Emergency housing, assistance with heating and energy bills and emergencies

Lakes and Pines Energy Assistance
<https://www.lakesandpines.org/>

United Way Carlton County (218) 879-8404

Arrowhead Economic Opportunity Agency (218) 623-3011
<https://www.acoa.org/energy-assistance-program>

Psychotherapy Resources

Duluth:

Insight Counseling (218) 481-7660
306 West Superior St., Alworth Building, Suite 1000, Duluth, MN 55802

MAP Behavioral Health Center (218) 606-1797
324 West Superior St, Duluth, MN 55802

Northern Waters Clinic (218) 727-3888
1702 Miller Trunk Hwy Suite 214 Duluth, MN 55811

Cloquet:

Human Development Center (218) 879-4559
40 11st ST Cloquet, MN 55720
Services: Psychotherapy and Psychiatry

Northstar Community Services (218) 879-2119
1804 Cloquet Ave Cloquet, MN 55720

WebMed Mental Health Services (218) 310-8896
1001 Avenue B Suite 100
Cloquet, MN 55720

Hinckley:

Love the Journey Counseling Center (320) 384-6362 204
Fire Monument Rd Hinckley, MN 55037

Moose Lake:

Melissa Anderson Psychological Services (218) 485-4445
451 Arrowhead Lane Moose Lake, MN 55767

Shaffer Professional Services (218) 380-0175 501
Arrowhead Lane Moose Lake, MN 55767

Pine City:

Between Two Pines Therapy (651) 347-8499
615 8th Ave NE Pine City, MN 55063

Therapeutic Services Agency (320) 629-7600
220 Railroad St. SE Pine City, MN 55063

Medical Resources

Duluth:

Essentia Health - St. Mary's Medical Center (218) 786-4000
402 E 2nd St Duluth, MN 55805

St. Luke's Hospital (218) 249-5555
915 East First Street Duluth, MN 55805

Cloquet:

Community Memorial Hospital (218) 879-4641
512 Skyline Blvd Cloquet, MN 55720
Services: Hospital and Emergency Room

CMH Raiter Family Clinic (218) 879-1271
417 Skyline Blvd Cloquet, MN 55720
Services: Primary Care Clinic

Essentia Health Cloquet Clinic (218) 337-4000
1413 Hwy 33 Cloquet, MN
Services: Primary Care Clinic and Urgent Care

MedExpress (218) 878-7903
707 MN 33 STE #19 Cloquet, MN 55720
Services: Urgent Care

Hinckley:

Gateway Clinic (320) 384-6618
45 Lady Luck Drive P.O. Box 309 Hinckley, MN 55037
Services: Walk-In care, Primary Care

Welia Health (320) 384-6189
620 Fire Monument Rd Hinckley, MN 55037

Moose Lake:

Essentia Health Moose Lake Clinic (218) 485-2105
4572 Co. Rd. 61 Moose Lake, MN 55767
Services: Hospital, Primary Care Clinic, Urgent Care, Emergency Room

Gateway Clinic (218) 485-4491
4570 County Hwy 61 Moose Lake, MN 55767
Services: Walk-in Care, Primary Care

Pine City:

Welia Health (320) 629-7505

1425 Main St. N Pine City, MN 55063

Sandstone:

Essentia Health- Sandstone Clinic (320) 245-5600
705 Lundorff Dr. Sandstone, MN 55072
Service: Hospital, Primary Care Clinic, Urgent Care, Emergency Room

Gateway Clinic (320) 245-2250
707 Lundorff Drive Suite 1 Sandstone, MN 55072
Services: Walk-in care, Primary Care

Dental Resources

Duluth:

Lake Superior Dental (218) 728-6445
1225 E 1st St Duluth, MN 55805

Aspen Dental (218) 491-8058
320 West Myrtle St STE 100, Duluth, MN 55811

Port City Dental
1432 London Rd, Duluth, MN 55805 ~ (218) 728-5095
324 W Superior St, Suite 930, Duluth, MN 55802 ~ (218) 727-5041
1832 Maple Grove Road, Duluth, MN 55811 ~ (218) 722-1070

Carlton:

Lake Superior Community Health Center (218) 336-3524
210 3rd St Carlton, MN 55718

Cloquet:

Cloquet Dental (218) 879-8357
707 MN-33 Cloquet, MN 55720

Connolly Dental Clinic (218) 879-6703
1600 Washington Ave Cloquet, MN 55720

Hup Family Dentistry (218) 879-3341
1419 Cloquet Ave Cloquet, MN 55720

Lake Superior Dental (218) 879-5271
716 14th St Cloquet, MN 55720

Tomhave Dental Associates (218) 879-4541
1211 Stanley Ave Cloquet, MN 55720

Moose Lake:

Moose Lake Dental Care (218) 485-4615
75 Arrowhead Lane Moose Lake, MN 55767

Hinckley:

Midwest Dental (320) 384-6118
210 Old Hwy 61 S Hinckley, MN 55037

Pine City:

Oak Park Dental Clinic (320) 629-2282
505 Johnson Ave SE Pine City, MN 55063

Pine City Family Dental (320) 629-2789
1105 Hillside Ave SW Pine City, MN 55063

Pharmacies

Duluth:

Walgreens Pharmacy (218) 724-3060
1131 E Superior St, Duluth, MN 55802

Essentia Health Pharmacy (218) 786-3137
400 E 3rd St STE A, Duluth, MN 55805

CVS Pharmacy (218) 724-3735
1215 E Superior St., Duluth, MN 55802

Cub Pharmacy (218) 727-3010
615 W Central Entrance, Duluth, MN 55811

Cloquet:

The Medicine Shoppe Pharmacy (218) 879-4547
1208 Cloquet Ave Cloquet, MN 55720

Walgreens Pharmacy (218) 879-0091
215 Doddridge Ave Cloquet, MN 55720

Walmart Pharmacy (218) 878-0676
1308 MN-33 Cloquet, MN 55720

White Drug Pharmacy (218) 879-6768
707 MN-33 Cloquet, MN 55720

Hinckley:

Thrifty White Pharmacy (320) 384-6166
45 Lady Luck Dr. Hinckley, MN 55037

Moose Lake:

Thrifty White Pharmacy (218) 485-4401
60 Arrowhead Lane Moose Lake, MN 55767

Pine City:

Walmart Pharmacy (320) 629-6225
950 11th St. SW Pine City, MN 55063

Sandstone:

Thrifty White Pharmacy (320) 245-5520
707 Lunderff Dr. #2 Sandstone, MN 55072

Crisis Line Resources

988 Suicide and Crisis Line (call or text)

National Crisis Text Line: Text HOME to 741741

Trans Lifeline (877) 565-8860

Trevor Lifeline for LGBTQ+ Youth 1-866-488-7386

Carlton County:

Human Development Center Crisis Response Line (844) 772-4724

Pine County:

Pine County Response Line 1-800-523-3333

Pine County Text Line: Text MN to 741 741

St. Louis County:

Arrowhead Regional Crisis Line (844) 772-4724

Adult mental health crisis response phone numbers (all MN counties)

<https://mn.gov/dhs/people-we-serve/adults/health-care/mental-health/resources/crisis-contacts.jsp>

Children's mental health crisis response phone numbers (all MN counties)

<https://mn.gov/dhs/people-we-serve/people-with-disabilities/health-care/childrens-mental-health/resources/crisis-contacts.jsp>

Other Resources

Carlton County Public Health and Human Services (218) 879-4511
14 N 11th St Cloquet, MN 55720

Fond du Lac Human Services (218) 879-1227
927 Trettel Lane Cloquet, MN 55720

Pine County Health and Human Services (320) 591-1570
653 Northridge Dr. NW Suite 220 Pine City, MN 55063

St. Louis County Public Health and Human Services (218) 726-2222
320 W 2nd St Duluth, MN 55802