



Youth Handbook



Welcome



My Journey Through Spindletop Center

My teacher calls my Parents because

- ☐ I have trouble paying attention and not listening when spoken to
- ☐ I have a hard time sitting still and talking too much
- ☐ I have trouble finishing my work and blurt things out or interrupt

OR

- ☐ I am feeling sad and having no energy
- ☐ I am not interested in favorite activities and loss of appetite
- ☐ I am not sleeping or sleeping too much
- ☐ I am thinking about death or suicide

and asks my parents to take me to Spindletop Center



My parents call Spindletop Center to make an appointment.



Hello, Spindletop Center
... Can I help you?



Yes, I want to make an
appointment for my child.



I meet with a counselor or caseworker to talk about what's going on

Let's talk about why you are here today.

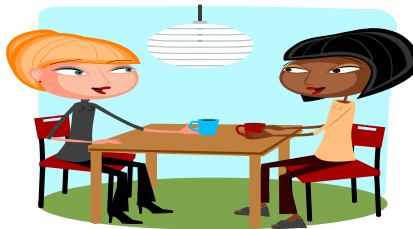
My daughter is always arguing with her sister and does not do what we tell her.



My dad says that I fight with my sister for no reason and I am not passing some of my classes.

The counselor or caseworker asks my parents and me if we want to talk to someone on a regular basis to help me ...

This is what you and I are going to work on for the next three months.



Ok, are you going to be coming to my school every week?

Sometimes I will be going to your house and sometimes you and your parents will come to my office.

They even ask if I want to see a doctor...

Tell me what brings you here, today?



Doctor my son is not able to concentrate in school.

After working together as a team with my parents, my caseworker, and the doctor, I can received the support I need to help me do better in school and at home! Yay!



Rights & Responsibilities

We all have rights and responsibilities including you.

They are as follows:

| RIGHTS | RESPONSIBILTIES |
|--|--|
| You have the right to be respected, supported and protected from harm... | ... and the responsibility to respect, support and care for others. |
| You have the right to confidentiality, reasonable privacy, and possession of your personal belongings... | ... and the responsibility to respect others confidentiality, private space and belonging. |
| You have the right to be heard and taken seriously... | ...and the responsibility to listen to others. |
| You have the right to good health care... | ...and the responsibility to take good care of yourself. |
| You have the right to a good education... | ...and the responsibility to study and respect Your teachers. |
| You have the right to be included, whatever your abilities... | ...and the responsibility to respect others For their differences. |
| You have the right to practice and be proud of your heritage and beliefs... | ...and the responsibility to respect the cultures and beliefs of others. |
| You have the right to a safe, humane, bully free environment... | ...and the responsibility to respect the safety and comfort of others. |
| You have the right to make mistakes... | ...and the responsibility to try to learn from these mistakes. |
| You have the right to a clean safe environment... | ...and the responsibility not to pollute it. |
| You have the right to your opinion and to file a complaint... | ...and the responsibility to bring concerns to Your parents, teachers or Spindletop staff. |
| You have the right to know your rights & responsibilities... | ...and the responsibility to respect others rights & responsibilities. |



At any time, if you believe Spindletop Center has violated your privacy rights, you have the right to file a complaint;

1. Your complaint must be filed in writing.
2. Your complaint must be filed within 180 days of the incident.
3. You must report what happened and who was involved.

You may initiate a complaint and be informed of whom to call for help without any form of retaliation or barriers to service by contacting:

Spindletop Center
Privacy Officer (Bryan Gauthier)
2750 South 8th Street
Beaumont, TX 77701
Office 409-839-1014

Spindletop Center
Client Rights Officer (Jonathan Sanchez)
655 South 8th Street
Beaumont, TX 77701
Office: (409)-550-7499

Health and Human Services Commission (HHSC)
Office of the Ombudsman-Behavioral Health
Mail Code H-700
P.O. Box 13247
Austin, Texas 78711-3247
1-800-252-8154
Fax: 1-512-706-7337

Office of Civil Rights
Department of Health and Human Services
1301 Young Street – Suite 1169
Dallas Texas 75202
(214) 767-4056 or (214) 797-8940 (TTD)
(214) 767-0432 Fax

Disability Rights Texas
2222 West Braker Lane
Austin, TX 78758
1-512-454-4816
1-866-362-2851 (Statewide Videophone)
1-800-252-9108 (Intake Line)

No-show and Cancellation Process: Your full participation in our person-center recovery plan is the most important part of successfully reaching your goals. For this reason, it is yours and your parents' responsibility to attend all scheduled appointments or cancel them, when needed, at least 24-hours in advance. If you miss two (2) scheduled, consecutive medical appointments without giving 24-hour notice, you will be placed on Walk-In status. This means you will have to come to the clinic as a Walk-in and wait to be worked into a cancellation or missed appointment slot that day with the understanding that you may not be seen depending on availability. Once you have successfully attended a Walk-in medical appointment, your next medical appointments will be scheduled.



Client Rights Word Search

Respect
Dignity
Privacy

Fair
Value
Teach

Rights
Okay
Human

Equal
Worth
Learn

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
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Rules to Follow

(Match the rule with the picture)

No Tobacco Use



No firearms



Safety First



Seclusion/Restraints



No Violence



No Alcohol



No Drugs

