



NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT RECIPIENTS OF People Incorporated SERVICES MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Effective: January 1, 2021

WHO WILL FOLLOW THIS NOTICE

This notice covers People Incorporated and all of its respective programs, locations, employees, contractors, trainees, interns, and volunteers. All these programs, locations and individuals follow the terms and procedures of this notice. In addition, these entities, sites and locations may share information with each other for treatment, payment or health care operations purposes described in this notice.

PURPOSE OF THIS NOTICE

This notice describes all of the following:

1. The reasons People Incorporated is requesting information about you;
2. The ways People Incorporated may use and disclose information about you;
3. When and how People Incorporated must seek your permission to use and disclose your information;
4. People Incorporated's duties to protect your information;
5. Your rights regarding your information, including your right to complain to People Incorporated or to government agencies if you believe your rights are violated; and
6. How to contact People Incorporated for more information or to make a complaint. We also describe your rights and certain obligations we have regarding the use and disclosure of information.

We are required by law to:

- maintain the privacy of protected health information;
- give you this notice of our legal duties and privacy practices with respect to information about you;
- follow the terms of the Notice that is currently in effect;
- and notify you following a breach of unsecured protected health information.

This notice also serves as our notice under the Minnesota Government Data Practices Act of how and why we ask for confidential information about you and the consequences of providing or not providing requested information (known as a "Tennessee Warning").

REASONS FOR REQUESTING INFORMATION ABOUT YOU

We understand that information about you and your health is personal. We are committed to protecting information about you. As part of providing services to you, People Incorporated will collect information about your health care. We need this information to provide you with quality services and to comply with certain legal requirements.

The information we ask from you will be used to establish, determine, or provide:

- Diagnosis and prognosis
- Treatment plans and goals

- Requested services
- Your ability to pay for services or collect reimbursement for services from third party payers such as insurance companies or social service agencies.

You have the right to refuse to provide requested information but if you do so, we may not be able to provide services to you.

HOW WE MAY USE AND DISCLOSE INFORMATION ABOUT YOU.

Listed below are a number of reasons or ways in which information about you might be disclosed. In each category we will explain what we mean and give an example. NOT EVERY USE OR DISCLOSURE IN A CATEGORY WILL BE LISTED. The ways we might disclose information include:

For Treatment. We may disclose information about you to people who are involved in your care. For example, your direct care staff may need to share information about your medications with your psychiatrist, or with your case manager. Different departments of People Incorporated may also share information about you in order to coordinate the different things you need. For example, a People Incorporated intensive residential treatment service (IRTS) that you receive services from may need to share goals you have established with staff who provide services through another People Incorporated program so that you do not have to duplicate your work for each location. In our programs that provide services for individuals with Mental Illness and Chemical Dependency information is shared across departments to assure that the services you receive are integrated and comprehensive.

For Payment. We may use and disclose information about you so that services may be billed and payment may be collected from you, an insurance company, or a government health program. We may also tell your health plan about a service you may receive to obtain prior approval or to determine whether your health plan will cover the treatment.

For Health Care Operations. We may use information about you to run our program and to make sure you receive quality services, or to decide if we should change or modify our services.

To Provide You Appointment Reminders and Information About Treatment Alternatives: We may in some circumstances or programs use and disclose information to contact you either to provide you with information about treatment alternatives or as a reminder that you have an appointment.

As Required by Law. We will disclose information about you when required by federal, state, or local law or to comply with a court order. For example, we may reveal information about you to the proper authorities to report suspected abuse or neglect.

To Avoid a Serious Threat to Health or Safety. We may use or disclose information about you when necessary to prevent a serious threat to your health and safety or the health and safety of the public or another person.

For Military Purposes. If you are a member of the armed forces, we may release information about you as required by military command authorities.

For Workers' Compensation Purposes. We may release information about you for workers' compensation or similar programs when required by law to do so. For example, if you are involved in a claim for workers' compensation benefits, we may release information requested about your health.

For Health Oversight Activities. We may disclose information to a health oversight agency for activities authorized by law. Examples are government audits, investigations, inspections and licensure.

In Lawsuits and Disputes. If you are involved in a lawsuit or dispute, or if there is a lawsuit or dispute concerning your services or someone who provided services to you, we may disclose information about you in response to a court or administrative order. We may also disclose information about you in response to a subpoena, discovery request, or other lawful process from someone else involved in the dispute, but only if efforts have been made to tell you about the request or to obtain an order protecting the information requested.

For Law Enforcement. In certain situations, we may release information about you to law enforcement officials. In general we may release information about you to identify or locate a missing person; about a death we that may be the result of criminal conduct; or in emergency circumstances to report a crime, the location of the crime or victims, or the identity, description of location of the person believed to have committed the crime, or in response to a court order, subpoena, warrant, summons or similar process that specifies the information.

To Coroners, Medical Examiners and Funeral Directors. We may release information to a coroner or medical examiner to identify a deceased person or determinate a cause of death. We may release information to funeral directors as necessary to help them carry out their duties.

For National Security and Intelligence Purposes. We may release information about you to authorized federal officials for intelligence, counterintelligence and other national security activities authorized by law.

For Correctional Programs. If you are an inmate or in the custody of a law enforcement officer, we may release information about you to the correctional institution or law enforcement official, for example, to provide you with health, to protect your health and safety or the health and safety of others.

As you authorize/consent. You may, from time to time, authorize or consent to uses and disclosures that require your authorization or consent. Some of the uses or disclosures described above may require, under Minnesota law, your authorization or consent. For all uses and disclosures that may require your authorization or consent under either State or Federal law, People Incorporated will not use or disclose your information in that manner unless an authorization or consent has been received by People Incorporated, including authorizations or consents that may have been provided to other entities with whom you have a relationship, such as an insurance company or a government health program that pays for your health care.

If we request and you provide to People Incorporated an authorization to use or disclose information about you, you may revoke that authorization or consent at any time by submitting, **in writing**, a request to the Privacy Officer at one of the following:

via email to: legalandcompliance@peopleincorporated.org

via mail or in-person delivery to: People Incorporated
Attn: Legal And Compliance
3000 Ames Crossing Road, Suite 600
Eagan, MN 55121

If you revoke your authorization or consent, we will no longer use or disclose information about you for the reasons covered by your prior authorization or consent, but we are unable to take back any disclosures we have already made with your permission, and that we are required to retain for our records of the care that we provided to you.

CONFIDENTIALITY OF ALCOHOL AND DRUG ABUSE PATIENT RECORDS If you are participating in a substance use disorder treatment program operated by People Incorporated, the confidentiality of your substance use disorder records maintained by People Incorporated related to this program is protected by federal law and regulations governing such programs, in addition to

the protections provided under HIPAA and state law. These additional federal protections can be found at 42 C.F.R. §§ 2.1-2.67. These federal laws and regulations do not protect any information about a crime committed by a patient either at the program or against any person who works for the program or about any threat to commit such a crime, nor do they protect any information about suspected child abuse or neglect from being reported under state law to appropriate state or local authorities.

OUR DUTIES TO PROTECT YOUR INFORMATION

We are required by law to:

- maintain the privacy of protected health information;
- give you this notice of our legal duties and privacy practices with respect to information about you;
- follow the terms of the Notice that is currently in effect;
- and notify you following a breach of unsecured protected health information.

YOUR RIGHTS REGARDING INFORMATION ABOUT YOU

You have the following rights:

To Inspect and Copy your People Incorporated Service Records. Usually, this includes information regarding your treatment and services, medical and billing records, but not psychotherapy notes. To inspect and copy information in your record, you must submit your request, **in writing**, to People Incorporated at one of the following:

via email to: records.request@peopleincorporated.org

via fax to: 651-229-5390

via mail or in-person delivery to: People Incorporated
Attn: Records Department
3000 Ames Crossing Road, Suite 600
Eagan, MN 55121

You may request that we transmit a copy of your information directly to another person whom you designate, but this request must be **in writing, be signed by you, clearly identify the designated person to receive the information, and clearly identify where the information is to be sent.** These requests must also be submitted to People Incorporated at one of the locations described above.

Consistent with applicable law, we may charge a fee for the costs of copying, mailing or other costs related to your request.

In very limited circumstances, we may deny your request. If we deny your request, you may ask that the denial be reviewed.

To Amend Your Records. If you believe the information we have about you is incorrect or incomplete, you may make a written request to the Privacy Officer to amend the information. You must include a reason that supports your request. Your **written** request must be submitted at one of the following:

via email to: legalandcompliance@peopleincorporated.org

via mail or in-person delivery to: People Incorporated
Attn: Legal And Compliance
3000 Ames Crossing Road, Suite 600
Eagan, MN 55121

We may deny your request if it is not in writing or does not include a reasons to support the request. We may also deny your request if you ask us to amend information that:

- was not created by us, unless the person or entity that created the information is no longer available to make the amendment;
- is not part of the information kept in our file;
- is not part of the information you would be permitted to inspect and copy;
- we believe the information is accurate and complete; or
- as otherwise permitted by law.

If we deny your request, you may appeal our denial and we will provide information regarding the appeal process at that time.

To Receive an Accounting of Disclosures. We will keep a log of disclosures made on or after April 13, 2003, other than disclosures for treatment, billing or health care operations, or disclosures for which you provided your consent. You have the right to request the list of disclosures. You must submit a **written** request to the Privacy Officer at one of the following:

via email to: legalandcompliance@peopleincorporated.org

via mail or in-person delivery to: People Incorporated
Attn: Legal And Compliance
3000 Ames Crossing Road, Suite 600
Eagan, MN 55121

The request may not cover more than a six-year period.

To Request Restrictions. You may request a restriction on the disclosure of information about you for treatment, payment or health care operations. You must submit a **written** request to the Privacy Officer at one of the following:

via email to: legalandcompliance@peopleincorporated.org

via mail or in-person delivery to: People Incorporated
Attn: Legal And Compliance
3000 Ames Crossing Road, Suite 600
Eagan, MN 55121

Your request must tell us 1) what information you want to limit; 2) whether you want to limit our use, our disclosure or both; and 3) to whom you want the limit to apply. For example, you could ask that we not use or disclose information to a certain person about services you've received.

We do not have to agree to your request. If we do agree, we will comply with your request unless the information is needed to provide you emergency treatment.

You may request that we not disclose information about your care to your health insurance carrier if you pay for your own care directly, and we must comply with this request if we are permitted by law to do so. This option is not available to individuals whose services are covered by federal or state health care programs such as Medicare or Medical Assistance.

To Request Alternative Ways to Communicate. You may request that we communicate with you about your services in a certain way or at a certain location. For example, you can ask that we contact you only at work, or only by mail. This request must be **in writing**, must tell us how you would like us to communicate with you, and must be sent to the Privacy Officer at one of the following:

via email to: legalandcompliance@peopleincorporated.org

via mail or in-person delivery to: People Incorporated
Attn: Legal And Compliance
3000 Ames Crossing Road, Suite 600
Eagan, MN 55121

We will accommodate all reasonable requests.

To Receive a Paper Copy or Electronic Copy of this Notice. You have the right to receive a paper copy or an electronic copy of this notice. You may access an electronic version of this notice at www.peopleincorporated.org, or you may request either a paper or an electronic notice by submitting a request, **in writing**, to the Privacy Officer at one of the following:

via email to: legalandcompliance@peopleincorporated.org

via mail or in-person delivery to: People Incorporated
Attn: Legal And Compliance
3000 Ames Crossing Road, Suite 600
Eagan, MN 55121

CHANGES TO THIS NOTICE. We may change this notice in the future. We can make the revised or changed notice effective for information we already have about you as well as any information we have in the future. We will post changes to this Notice on our web site and in our service locations.

QUESTIONS OR COMPLAINTS.

If you do not understand this document or if you have further questions, please discuss these with the program staff person who provided you with this statement. If program staff are not able to adequately address your questions, you may submit your questions, **in writing**, to the Privacy Officer at one of the following:

via email to: legalandcompliance@peopleincorporated.org

via mail or in-person delivery to: People Incorporated
Attn: Legal And Compliance
3000 Ames Crossing Road, Suite 600
Eagan, MN 55121

If you believe your privacy rights have been violated, you may file a complaint by submitting it, **in writing**, to the Privacy Officer at one of the following:

via email to: legalandcompliance@peopleincorporated.org

via mail or in-person delivery to: People Incorporated
Attn: Legal And Compliance
3000 Ames Crossing Road, Suite 600
Eagan, MN 55121

You have a right to file a complaint if you feel you have been discriminated against because of race, religion, national origin, sex, marital status, color, creed, disability, sexual orientation or status with regard to public assistance. Staff may not intimidate, threaten, coerce or discriminate against you or take other retaliatory action against you if you exercise your rights under the Privacy Regulation. Complaints may be made to the following state and/or federal government agencies:

Office for Civil Rights
U.S. Department of Health and Human Services
200 Independence Avenue, S.W.
Room 515F HHH Bldg.
Washington, D.C. 20201

The Commissioner of Administration
Attention: Data Privacy
60 Sherburne Avenue
St. Paul, MN 55155

Department of Health and Human Services
200 Independence Avenue SW
Washington DC 20201

People Incorporated will not retaliate against you for filing a complaint in good faith.

Grievance Policy

Date Approved: August 23, 2017

Date Revised: June 1, 2018

Owner: Legal and Compliance

Policy

People Incorporated shall maintain a clear and responsive process for documenting, investigating, resolving and responding to any allegations of compliance violations made to People Incorporated by its employees, by individuals served by its programs or their authorized representatives, or by members of the public. All People Incorporated employees shall comply with and assist in the Grievance process as requested, including responding to inquiries of staff overseeing the Grievance process. People Incorporated shall not retaliate against individuals employed by, or receiving services from, People Incorporated who report concerns in good faith.

Definitions

“Grievance” means a statement made by any individual to People Incorporated alleging a violation of law, professional standards, or Corporate Policy by People Incorporated or someone acting on People Incorporated’s behalf, or alleging improper client service provision by People Incorporated or someone acting on People Incorporated’s behalf. Grievances include, but are not limited to, allegations of civil rights infringements, improper billing or payment, or improper access, use, or sharing of sensitive information. A Grievance is not synonymous with an “incident” as defined in the Incident Reporting Policy, but the allegation which forms a Grievance may include events which could meet the definition of an “incident” and, thus, it may additionally be necessary to report these events according to the Incident Reporting Policy.

Procedure

1. The Grievance process is initiated when any employee receives a Grievance regarding People Incorporated or someone working on People Incorporated’s behalf.
2. Employees shall not retaliate against any individuals for the submission of Grievances in good faith to People Incorporated, including individuals employed by People Incorporated, or receiving services from, People Incorporated.
3. The Legal and Compliance Team shall establish and communicate telephone and email hotlines that allow employees, individuals served by People Incorporated’s programs or their authorized representatives, and by members of the public to submit Grievances. Compliance Coordinators shall maintain these hotlines and monitor them for Grievances.

4. Compliance Coordinators shall maintain an organization—wide Grievance Log of all Grievances received, which includes, but is not limited to, date of receipt, summary information, current status, and date of resolution.
5. If required by law or program policy, employees shall provide individuals who receive services from People Incorporated a copy of the Grievance Policy consistent with that law or policy. Additionally, when requested, Employees shall provide individuals receiving services from People Incorporated, or their authorized representatives, copies of the Grievance Policy. When requested, Employees shall provide individuals who receive services from People Incorporated, or their authorized representatives, direction on how to submit a Grievance.
6. Any Employee who receives a Grievance from an individual directly must notify the Compliance Coordinator of the nature of the Grievance via email at legalandcompliance@peopleincorporated.org within the same business day. If the Grievance is in writing, the employee must also send a copy of the document or forward the communication to the Compliance Coordinator. To the extent that an employee has supplemental information about the Grievance— explaining the context of the Grievance or grievance or an explanation of actions that have been or will be taken in response to the Grievance or grievance – that information should be sent along with the Grievance to the Compliance Coordinator.
7. If any Grievance received implicate matters in which the General Counsel or Compliance Coordinators are personally and substantially involved, action shall be taken in coordination with the CEO, CFO, or Board Chair, as appropriate, to mitigate any possible conflicts, including removing conflicted individuals from decision-making and involvement in the Internal Review.
8. If any Grievance cannot be resolved in the manner defined in the Grievance process in section 10, or an individual requests applicable external reporting resources, the following contact information shall be provided:

Office of Health Facility Grievances Phone:
651-201-4201, Fax: 651-281-9796
85 E 7th Place, Suite 220
St. Paul, MN 55101

Mental Health Association of
MN Phone: 651-493-6634
475 Cleveland Avenue N, Suite 222
St. Paul, MN 55104

Division of Licensing
Phone: 651-431-6500, Fax: 651-431-7673
444 Lafayette Road, PO Box 64242
St. Paul, MN 55164-0242

Office of the Ombudsman for Mental
Health and Developmental Disabilities
Phone: 651-757-1800
121 7th Place E, Suite
420 Saint Paul, MN
55101

Department of Human Rights
Phone: 651-539-1100
Freeman Building, 625 Robert Street N
St. Paul, MN 55155

Saint Paul Department of Human
Rights Phone: 651-266-8966
15 W Kellogg Blvd, City Hall
240 Saint Paul, MN 55102

Minneapolis Department of Civil Rights
Phone: 612-673-3012
350 South 5th Street, Room 239
Minneapolis, MN 55415

Minnesota Board of Behavioral Health
and Therapy
Phone: 612-548-2177
2829 University Ave. SE Suite #210
Minneapolis, MN 55414

9. When the Compliance Coordinator receives a Grievance, it shall be added to the Grievance Log, along with appropriate documentation.
10. Subsequent to logging a Grievance, the Compliance Coordinator shall determine whether any program-specific regulations mandate a specific sequence and timing for handling the Grievance. If so, and if those requirements differ from the sequence and timeline identified in paragraphs 11 - below, then those requirements shall be followed even if they conflict with the below procedure.
11. The Compliance Coordinator shall acknowledge receipt of the Grievance to the individual making the Grievance. This communication to the individual who initiated the Grievance shall be made in writing (either via mail or email) unless no contact information is available for the individual which would allow for a response in writing.
12. The Compliance Coordinator shall review the nature of the Grievance to determine whether review under the Investigation Policy or the Internal Review Policy is necessary to resolve the Grievance.
13. If the Compliance Coordinator determines that review under the Investigation Policy or Internal Review Policy is not necessary, the Compliance Coordinator shall forward the Grievance to the appropriate manager to review the Grievance and to take appropriate action to resolve the Grievance. When forwarding the Grievance to the manager, the Compliance Coordinator shall indicate the date by which the Grievance must be resolved according to this policy or any applicable law. Once a manager reviewing a Grievance has reached a resolution, the manager shall communicate this to the Compliance Coordinator along with a brief summary of the resolution.
14. If the Compliance Coordinator determines that review under the Investigation Policy or the Internal Review Policy is necessary to resolve the Grievance, then review of the matter shall proceed as an Internal Review or Investigation, depending on the nature of the Grievance. The Compliance Coordinator shall assure that those individuals involved in any Internal Review or Investigation are aware that the resolution of the Grievance must be completed within 30 days of receipt of the Grievance.
15. Regardless of whether the Grievance was reviewed and resolved under paragraph 13 or 14, within 30 days of receipt of the Grievance, the Compliance Coordinator shall communicate in writing, where possible, the resolution of the Grievance to the individual who made the Grievance. The Compliance Coordinator shall document a summary of the events in the Grievance Log. Program staff are responsible for documenting the grievance and its resolution in the applicable service recipient's record, to the extent required by law or by program policies.

Roles and Responsibilities

All Employees

- Responsible for forwarding Grievances to Legal and Compliance, along with any supplemental information the employee may have regarding the Grievance.
- Responsible for advising individuals of the Grievance and reporting resources, and, as appropriate or required, to assist individual receiving services in the submission of a Grievance.
- Responsible for documenting a Grievance and its resolution in the applicable service recipient's record, to the extent required by law or by program policies.

Program/Business Function Manager

- Responsible for ensuring all individuals receiving services from programs in their purview have been provided a copy of the Grievance Policy consistent with the law and program policy, as well as when requested.
- Responsible for ensuring the Grievance Policy is posted at the service location in a place accessible to all service recipients.
- Responsible for providing the Compliance Coordinator with all information requested to conduct the investigation, and by the date indicated.
- Responsible for reviewing and taking action to resolve Grievances in accordance with this policy.
- Responsible for ensuring any identified corrective action plans related to Grievances are completed and implemented.

Compliance Coordinator

- Responsible for intake, documentation, and archiving of all aspects of the Grievance process.
- Responsible for determining if a Grievance requires review under the Investigation Policy or Internal Review Policy.
- Responsible for initiating, where appropriate, an investigation or internal review to resolve a Grievance
- Responsible for communicating resolution of a Grievance to the individual who initiated the Grievance within 30 days or within any other time period required by law.
- Responsible for reviewing and responding to a Grievance consistent with any program-specific requirements and with this policy.
- Responsible for communicating findings and coordinating corrective measures and follow up to the individual within the applicable timelines.

General Counsel

- Responsible for providing advice on legal issues related to misconduct and compliance violations and the organization as a whole when appropriate.
- Responsible for working with the Compliance Coordinator to validate the findings of the investigation.

TO REPORT A GRIEVANCE, CONTACT THE LEGAL AND COMPLIANCE OFFICE:

(1) By phone at 612-623-1173; or

(2) By e-mail at legalandcompliance@peopleincorporated.org.



Tobacco Free Environment

Policy Date Approved: July 2018

Date Revised: October 22, 2019

Owner: Human Resources

Policy

People Incorporated is committed to improving the wellness of our clients, staff, and the communities that we serve by providing a tobacco free environment and by supporting and encouraging all treatment efforts by clients and staff.

Definitions

"Tobacco Products" includes, but is not limited to, any product containing, made, or derived from tobacco, whether chewed, smoked, absorbed, dissolved, inhaled, snorted, sniffed, or ingested by any other means. Tobacco products includes aerosols or vapors containing nicotine or similar substances that are inhaled through an electronic delivery device.

'Property' means all facilities, grounds, parking lots, and vehicles, that are owned, leased, rented, contracted, used, or controlled by People Incorporated.

'Electronic Delivery Devices' means any product that can be used to deliver nicotine or any other substance through the inhalation of aerosol or vapor from the product.

'Paid Company Time' means during paid work time including paid work breaks and while traveling for business.

Procedure

1. The use of tobacco products, including electronic delivery devices, by People Incorporated employees, interns, contractors, volunteers, clients, and visitors is prohibited at all People Incorporated property and on property that is directly adjacent to People Incorporated property, except that these limitations shall not apply to clients receiving services regulated under Minnesota Statutes, Chapter 245D if such clients began receiving these services prior to November 1, 2018.
2. The possession of tobacco products, including electronic delivery devices, by People Incorporated employees, interns, contractors, volunteers, clients, and visitors is prohibited on all People Incorporated property, except that these limitations shall not apply to clients residing in settings where they share no common living space with any other clients and shall not apply to clients receiving services regulated under Minnesota Statutes, Chapter 245D.
3. Clients are prohibited from using tobacco products in the immediate presence of People Incorporated staff while those staff are providing services to a Client, even if the services are being provided on property that is not owned or leased by People Incorporated, except that these limitations shall not apply to clients receiving services regulated under Minnesota Statutes, Chapter 245D if such clients began receiving these services prior to November 1, 2018.
4. Employees are prohibited from using tobacco products, including electronic delivery devices, during paid company time.
5. It is not a violation of this policy to use a product that has been approved by the United States Food and Drug Administration for sale as a tobacco treatment product, as a tobacco dependence product, or for other medical purposes, if it is being marketed and sold separately for such an approved purpose.

6. The use or possession of a Tobacco Product on People Incorporated property as part of a traditional Native American spiritual or cultural ceremony does not violate this policy when approval has been requested and approved in writing by management prior to the ceremony.

7. Program staff must inform all clients of our Tobacco Free Environment Policy during the admission and/or pre-admission process and offer alternatives to the use of tobacco products.

8. The Tobacco Free Environment Policy will be communicated to all employees, contractors, interns, and volunteers prior to their serving our clients and/or business units.

9. Resources regarding alternatives to the use of tobacco products will be offered to all employees.

10. This policy applies to employees, contractors, volunteers, interns, clients, and visitors and violations of this policy may result in the following consequences:

- a. Employees and Interns: Disciplinary action up to, and including, termination.
- b. Contractors: Termination of contract for cause.
- c. Volunteers: Termination of volunteer services.
- d. Clients: Termination of services (except that this consequence shall not apply to clients receiving services regulated under Minnesota Statutes, Chapter 245D if such clients began receiving these services prior to November 1, 2018).
- e. Visitors: Request to leave the property.

11. If an employee observes an employee, contractor, or volunteer violating this policy, the employee may communicate directly with the individual who is violating the policy regarding their behavior. If the employee is not comfortable communicating with the individual who is violating with the policy, the employee must notify their supervisor or manager and/or human resources of the violation.

12. If an employee observes a client violating this policy, the employee will courteously notify them of our tobacco free policy and ask them to refrain from violating the policy. The employee will engage in additional follow-up with the client and/or management if appropriate.

13. If an employee observes a visitor violating this policy, the employee will courteously notify them of our tobacco free policy and ask them to refrain from violating the policy. If the visitor refuses to comply with the policy, the employee will ask the visitor to leave the property, and seek assistance from other employees or management, if needed. The employee will engage in additional follow-up with management if appropriate.

How does the Tobacco Policy affect me?

1. What is a tobacco free environment and why is People Incorporated tobacco free?

In 2014, the U.S. Surgeon General concluded that smoke free laws in workplaces and communities help smokers quit and reduce tobacco use. People Incorporated is committed to the health of all people associated with this agency; including staff, visitors and those we serve our clients. In 2018, People Incorporated went tobacco free by prohibiting the use and possession of tobacco products at all property that is owned or leased. Property means; all facilities, grounds, parking lots, and vehicles, that are owned, leased, rented, contracted, used, or controlled by People Incorporated.

2. What is considered tobacco use and tobacco products?

Tobacco use includes, but is not limited to, the use of any product containing, made, or derived from tobacco, whether chewed, smoked, absorbed, dissolved, inhaled, snorted, sniffed, or ingested by any other means. This also includes the use of aerosols or vapors containing nicotine or similar substances that are inhaled through an electronic delivery device. Tobacco use does not include the use of tobacco as part of a traditional Native American spiritual or cultural ceremony when approval was requested and the request was approved in writing by management prior to the ceremony.

Tobacco Products include, but are not limited to, any commercial product containing, made, or derived from tobacco, whether chewed, smoked, absorbed, dissolved, inhaled, snorted, sniffed, or ingested by any other means. Tobacco products include aerosols or vapors containing nicotine or similar substances that are inhaled through an **electronic delivery device** meaning; any product that can be used to deliver nicotine or any other substance through the inhalation of aerosol or vapor from the product.

3. Are tobacco free policies legal? What about my rights?

Yes, a tobacco free policy is legal. There is no constitutional right to use tobacco under state or federal law. Using tobacco is not a protected activity or right and people who use tobacco are not a protected class. Legal judgments have concluded tobacco free policies do not infringe on individual rights. Nicotine addiction is not a recognized disability and no legal protections are based on a persons tobacco use status.

4. What supports are available?

There are a variety of tobacco treatment services available including individual and group services. We support clients with a variety of U.S. Food and Drug Administration (FDA) approved Nicotine Replacement Therapies (NRTs) to help manage cravings and tobacco addictions while receiving treatment. **To access these services please reach out to anyone on your care team.**

5. How can I be expected to quit using tobacco while I’m quitting everything else? I am here to deal with real drugs not cigarettes besides, I don’t want to quit.

Cigarettes are real drugs. They contribute to more illness and early death than any other drug legal or illegal. They are highly addictive and on par with opioids (painkillers, heroin). Evidence suggests that tobacco actually harms recovery from addiction to other drugs because it can trigger the use of those substances. As a tobacco free environment, we offer nicotine treatment that includes education about nicotine, the quitting process, and how tobacco impacts other addictions.

6. Why bother quitting when I will just start using tobacco again once I am discharged?

We understand that quitting is hard especially in environments where nicotine use is acceptable. Everyone is given the opportunity to detoxify while in treatment with the hope that they will choose to be substance-free. By incorporating tobacco treatment in our recovery philosophy, we can help you learn refusal skills, identify triggers, and regain control if you relapse.

7. This isn’t person-centered

The core principle of person-centered care is to help people find a good balance between what is important and what they need to be healthy and safe. It means putting the persons experience and expertise on their own life at the center of their treatment. As a health care provider, we are duty bound to guide people away from health risk behaviors (like smoking) to cope with their mental health symptoms, and instead, teach them ways of self-soothing and grounding that are not compromising their health and wellbeing.

As a behavioral health provider, People Incorporated understands that tobacco is the number one cause of death for individuals with mental illness. Choosing to quit tobacco is making a life-affirming decision to promote your health and wellness.

8. What about being Trauma-Informed?

Trauma-informed means that all aspects of an organizations policies and practices are informed by knowledge about trauma. One part of this is that healing environments should aim to be structured and predictable. Rules and procedures should be clear and concrete. This counters the chaos of the experience of trauma. Rather than being trauma informed in this way, treatment environments have traditionally sent mixed messages in this regard, that some drugs are ok, and others are not. Another aspect of Trauma-Informed Care is that care is integrated and focuses on long term recovery.

9. What about Harm Reduction?

Most professionals agree that the concept of harm reduction applies to individualizing care to create balance between behaviors that are comforting (such as drinking alcohol or substance use), but also threaten health and wellbeing long term. Under a Harm Reduction model, a person receiving services is encouraged to reduce harmful behaviors without being forced to do so completely overnight. As such, programming supports a persons attempts to reduce drug usage (by not allowing it on the property, for example) and views relapse as natural and normal and an opportunity for reflection, processing, and person-centered adjustment of their plan. Adjusting our policies to make our environments tobacco-free is supportive of this process.

By signing below, I agree that I have received a copy of the following People Incorporated Forms:

- Notice of Privacy Practices
- Grievance Policy
- Tobacco Free Environment Policy

If parent/guardian is signing on behalf of a client, please complete the following information:

Print Client Name

DOB

Print Name of Parent (custodial and non-custodial) or Guardian

Client Signature

Date

Signature of Parent (custodial and non-custodial) or Guardian