

SECTION II:

Office of Consumer and Family Affairs

WHAT IS THE OFFICE OF CONSUMER AND FAMILY AFFAIRS?

NBH has an Office of Consumer and Family Affairs to help you understand NBH's mental health care system. We can tell you what other activities you can join. We listen to your concerns. Call any of the people in the enclosed insert.

WHAT DO WE DO?

- › Tell you about your rights.
- › Help you if you have a complaint.
- › Listen to you when you have concerns.
- › Report complaints to the state.
- › Give information about any mental illness diagnosis.
- › Tell you about support groups.
- › Link you to mental health websites.
- › Link you to state level activities.
- › Have advisory groups to get your feedback.

HOW CAN I JOIN AN ADVISORY GROUP?

NBH is interested in hearing about your experience with the mental health services that you get. We want your feedback so that we can improve our services and fix problems. You can help us do this. NBH has a Consumer Advisory Committee in each mental health center area. There is one at Centennial Mental Health Center, one at Larimer Center for Mental Health and one at North Range Behavioral Health. Any individuals receiving services, parents of children or family members are invited to become a part of the advisory committees.

CALL THE DIRECTOR OF CONSUMER AND FAMILY AFFAIRS AT 1-888-296-5827 OR 970-347-2367 TO GET INVOLVED.