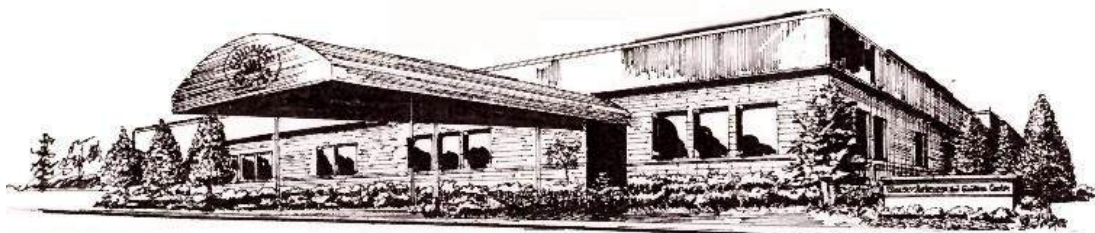


The Guidance Center

Client Orientation Handbook



Welcome

We welcome you and appreciate the opportunity to provide you with quality behavioral health care. The information that follows is designed to answer most frequently asked questions. We want you to know about our policies and methods of care. The more you know, the more we can be of service to you.

Employees of Western Arkansas Guidance & Counseling, Inc. dba The Guidance Center operate as a team. All employees have been trained appropriately and we take pride in our professional capability. The privacy of every client is respected and all records are handled in strict confidence.

We strive to provide the best service in western Arkansas. We realized that, in spite of our best efforts, misunderstandings do occur. If you experience a problem related to any aspect of The Guidance Center, please let us know. If you have any questions, please ask one of our employees.

We would like to thank you for choosing The Guidance Center as your behavioral healthcare provider.

History

In 1960, under the guiding hand of Dr. Roger Bost, The Child Family Guidance Center was established. Financial assistance came enthusiastically from Sebastian County Quorum Courts, Fort Smith School Systems, Junior League, Rosalie Tilles Home Board, Sebastian County United Fund, and many private citizens.

As a non-profit, charitable corporation, its goal was to provide affordable psychological services for citizens of Sebastian and Crawford Counties. Among the services offered by The Child Family Guidance Center were diagnostic and treatment service, training programs, consultation services to other community institutions and agencies, and psychological testing.

The Arkansas Rehabilitative Services joined The Child Family Guidance Center in 1968, further expanding their capabilities for services. In 1972, a federal staffing grant was received to establish a community mental health center. Therefore, in April of 1972, The Child Family Guidance Center, Family Service Agency, and the Traveler's Aid were consolidated into one entity: Western Arkansas Counseling and Guidance Center.

The Guidance Center is a private, non-profit corporation under the direction of a regional citizen's Board of Directors composed of representatives from the six counties served by The Center.

As a licensed and CARF accredited Community Mental Health Center (CMHC) and Certified Community Behavioral Health Clinic (CCBHC), The Guidance Center provides a wide range of coordinated health care services to treat mental, emotional, behavioral, substance abuse disorders, and primary health care. These services are available to residents of Crawford, Franklin, Logan, Polk, Scott and Sebastian Counties. The Center's goal is to contribute positively to making our communities a healthier and safer environment in which to live.

Mission

Our unique mission is to provide a comprehensive network of quality behavioral healthcare services that are consumer-sensitive, outcome-oriented and cost effective. To that end, we:

- Offer treatment, prevention and education;
- Provide services which are affordable, appropriate, timely and accessible;
- Exercise sound financial and business practices through effective stewardship of available and future resources;
- Convey trust and instill confidence; and
- Treat with dignity and respect the individuals we serve and enhance their quality of life.

Core Values

Embracing change through clear communication, respect, compassion, and adhering to a strong work ethic.

Notice of Nondiscrimination

The Guidance Center is in compliance with Titles VI and VII of the Civil Rights ACT and is operated, managed and delivers services without regard to age, religion, physical or mental disability, political affiliation, veteran status, marital status, family status, gender, gender identity, sexual orientation, race, color and national origin.

The Guidance Center is committed to the concept of equal employment opportunity without regard to race, color, sex, gender, gender-identity, sexual-orientation, political or religious opinions or national origin, affiliations, age, genetic information or disabilities. It shall be the policy of the Center to comply with the nondiscrimination provisions of all State and Federal regulations, such as the Equal Opportunity Act of 1972, the Rehabilitation Act of 1975, and the Americans with Disabilities Act of 1990.

The First Visit

The first visit with a mental health professional is referred to as an intake appointment. For this session, clients should arrive thirty minutes prior to their scheduled appointment in order to open a chart and take care of necessary paperwork. Fees and payment sources are determined at this time. Clients need to bring their state issued I.D., insurance cards, insurance policy numbers and income verification to this appointment.

Appointments

The Guidance Center is open on the following schedule:

Monday through Friday 8:30 a.m. to 5:00 p.m.

Evenings and Saturdays by Appointment only
Weekends and holidays: Closed

Walk-in services are available for new adult clients. We prefer to begin services for adolescents and children by appointment. We try to see all clients on an appointment basis, except for walk-in services, and request that you call in advance so that we can reserve a time for you. We make every effort to honor all time commitments and request that you extend the same courtesy to us.

If you cannot keep an appointment, please notify us immediately. We ask that you please give us advanced notice. This courtesy makes it possible to allocate your appointment time to another client. Repetitive no shows could result in a termination of services.

At the time of each visit, please check first with the receptionist to pay any copayments, and notify The Center of changes in the following areas:

- Mailing address and/or physical address
- Telephone number
- Marital status
- Income
- Insurance coverage

If you need assistance with access and/or appropriate referral to a guardian, conservator, self-help group or advocacy service, you may consult with your primary therapist or other mental health staff.

Insurance

We accept most insurances. We will file the insurance claim on your behalf. It is important to know in advance exactly what your insurance will cover.

- Does your insurance company recognize The Center as a provider?
- What services are covered?
- Which professional discipline must deliver services?

It is your responsibility to pay any deductible amount, co-insurance, or any other balance not paid for by your insurance company. We ask that you pay at each visit.

We know that questions might arise on insurance matters. We encourage you to discuss such questions with our Business Office staff. We will be happy to help you receive the maximum benefits. However, any questions or problems regarding insurance benefits and payment should be directed to your insurance company.

The Guidance Center accepts the following insurance:

- Arkansas Medicaid
- PASSEs (Summit, AR Total Care, Caresource, Empower)
- Medicare
- Private Insurance
- Self-Pay (sliding fee with income verification)

If you are uninsured we have some financial assistance available if you qualify.

Payments

We make every effort to provide affordable behavioral healthcare. You are expected to pay at the time of each visit. If you are unable to make payment at time of service we can make financial arrangements. We accept cash, credit, debit, checks, and money orders.

Client Rights

1. To have personal privacy and confidentiality of information within the limits of the law and the operational requirement of The Center.
2. To be free from financial or other exploitation, retaliation or humiliation.
3. To have personal dignity recognized and respected without abuse or neglect.
4. To have access to the information contained in the client record within the limits of the law and the operational requirements of The Center, unless it is not psychiatrically advisable to do so, in which case the information may be given to a legally authorized representative.
5. To give informed consent or refuse or express preference of choice of a specific medication or treatment procedures, and release of information to the extent permitted by law.
6. To be properly informed and give prior consent to any experimentations or other research or educational projects affecting care or treatment.
7. To be informed of the risks, side effects and benefits of medication and treatment procedures used, and to be informed of alternate procedures.
8. To continue to have legal rights to which all citizens are entitled to the extent permitted by law.
9. To have access or referral to: legal entities for appropriate representation, self-help support services and/or advocacy support services.
10. To initiate a complaint or grievance procedure. A path for investigation and resolution of alleged infringement of rights or other legal rights.
11. To have access to services without regard to an individual's age, religion, physical or mental disability, political affiliation, veteran status, marital status, family status, gender, sex, sexual orientation, race, color, gender identity, or national origin as stipulated in Titles VI and VII of the Civil Rights Act of 1964.
12. To have continuity of care.
13. To know the reasons for any proposed change in treatment or for any transfer of care within or external to the organization.
14. To participate in developing an individualized treatment plan which is reviewed and implemented by a qualified professional treatment team, including concurrent services and make-up of the service delivery team.
15. To be informed of the cost of services, sources of reimbursement and limitations of services.
16. To be informed of treatment procedures used; rules for client conduct; and discharge plans.
17. To be properly informed and consent to the use of observations and audio/visual techniques.
18. To not be denied services regardless of inability to pay per The Center's Income Verification guidelines.

Client Responsibilities

Each person receiving treatment at The Guidance Center has the following responsibilities:

1. To provide accurate and complete information about my presenting problems, treatment needs and preferences, previous treatment, medical and social history, and other matters relating to my appropriate care.
2. To actively participate in the development of an individualized treatment plan.
3. To participate in treatment in the manner agreed upon in the treatment plan.
4. To report changes in my condition, treatment needs or preference to my treatment team.
5. To be responsible for my actions if I refuse treatment or do not follow my treatment plan.
6. To abide by any specific rules of the programs and treatment modalities in which I may participate.
7. To reserve use of The Center's emergency line for legitimate emergency situations only.
8. To be considerate of other clients and staff of The Center and treat each with respect.
9. To discuss directly with my current team leader if I am displeased with my treatment, wish to transfer to another therapist, or be released from treatment.
10. To keep scheduled appointments and cancel appointments in advance.
11. To contact my insurance carrier for prior approval or to determine if services will be covered.
12. To make arrangements with The Center Business Office for payment of charges for services.
13. To pay for services rendered in the manner agreed.

If the client has been declared legally incapacitated, is a minor or determined by the treatment team to be psychiatrically incapable of making treatment decisions, these rights may be exercised by the person's legal guardian or other legally authorized representative to the extent permitted by law.

Client Grievance Procedures

The Guidance Center attempts to manage all complaints through informal avenues when possible. If the complaint cannot be resolved informally, then the client has the option to initiate a written formal complaint.

1. The Center's prime concern is to ensure that all persons served are treated fairly and equitably in trying to solve their present problem or problems.
2. The Center will inform the client of the grievance procedures in a manner that is understandable during the orientation process at the onset of treatment and at other times as needed. Grievance forms and procedures are to be made readily available to the client. The Center will assist the client in any reasonable way with this process, including the use of an advocate. For example, use of advocacy assistance will be available to illiterate and/or blind persons served. Attorneys will not be considered an appropriate advocate for this procedure. Use of the grievance procedure will not result in retaliation or barriers to service for the client.
3. If a client feels they have not been treated fairly, they should:
 - a. First, talk to the staff member to whom the complaint is directed.
 - b. If the client is unable to resolve the complaint directly with a staff member then the client may present the complaint to the staff member's direct supervisor.
 - c. If the client is unable to resolve the complaint with the supervisor then the client may choose to make the complaint formal by putting the complaint in writing. All formal complaints must be submitted to the Compliance Officer within 30 calendar days of the incident. A decision will be made and written feedback provided to the client within 10 business days following the complaint presentation.
 - d. If the client still considers the complaint to be unresolved after receiving the written response, the client may request a review by the CEO. A decision will be made and written feedback provided to the client within 10 business days following the request.

Continuum of Care

Outpatient Services

- ❖ Individual Therapy, Group Therapy, Family Therapy
- ❖ Medication Management
- ❖ Addiction Treatment
- ❖ Medication Assisted Treatment
- ❖ Crisis Services
- ❖ Mobile Crisis Services
- ❖ W.A.T.C.H. – Therapeutic Foster Care
- ❖ School-Based Therapy
- ❖ Home-Based Services
- ❖ Infant Mental Health Services
- ❖ Rehabilitation Day Services
- ❖ Case Management, Peer Recovery Support Services

Specialized Services

- ❖ Primary Care Clinic
- ❖ Crisis Stabilization Unit
- ❖ Horizon Renewal Center (Adult Residential Addiction Treatment)
- ❖ Community Reintegration Services (Fostering Change)
- ❖ Qualified Residential Treatment Program (Robin's House)
- ❖ Supervised Independent Living
- ❖ Mental Health Treatment Court
- ❖ Veterans Treatment Court
- ❖ Safecare
- ❖ Family Centered Treatment
- ❖ Drug and Alcohol Safety Education Program
- ❖ Community Outreach

Please visit our website: www.wacgc.org



Treatment Process

The purpose of your initial assessment at The Center is to help communicate your individual treatment needs based on your strengths, abilities, needs and preferences. You will be assigned a primary therapist who will gather relevant history to provide a diagnosis and develop with you an individualized treatment plan. The process of planning your treatment is something we want you to be involved with along with your therapist. Your therapist will work with you to identify the overall problems you wish to address and the goals you have for dealing with these challenges. Therapy sessions will include work toward individualized goals and may include homework assignments.

Discharge planning begins at initial assessment when goals are established. Part of planning is to help you develop skills for success. Readiness for discharge from treatment is determined by either reducing the overall level of distress caused by your problems or achieving at least the moderate level of goal attainment. If community support is needed to maintain progress, appropriate referrals will be provided. Other reasons for discharge could include: failure to follow through with treatment, no desire on your part to continue in treatment, excessive missed appointments, lack of benefit from treatment or simply moving from the area.

For your Additional Information

1. A floor plan of The Center is posted in the waiting area and on walls throughout the building which denotes the locations of emergency exits, fire suppression equipment and first aid kits.
2. No drugs, either illicit or licit, are allowed to be brought into any Center program or facility other than medications prescribed to the individual by a physician. Smoking, vaping, and other tobacco product use is not allowed in any Center vehicle or within 25 feet of any Center building.
3. Weapons are not allowed to be brought into any Center program, facility, or vehicle even for individuals with a license for concealed carry.
4. If you participate in any specialized Center programs such as CSU, Fostering Change, Addiction Services, Horizon, W.A.T.C.H., the N.E.W. Center, or Rehabilitation Day Services you will be given a copy of the specific program rules applicable to that program.
5. If you have an "Advance Directive," this will be taken into account in the treatment planning and service delivery process.
6. Persons exhibiting aggressive, assaultive, or disruptive behavior in any Center program who do not respond to verbal de-escalation may have their treatment session/activity suspended temporarily or terminated or possibly be restricted in participating in a particular program or treatment activity. If needed, law enforcement officials may be summoned to remove a disruptive individual from The Center premises. The Center does not use seclusion or restraint. If deemed necessary, qualified, trained Center staff members may employ an emergency physical hold to prevent a disruptive individual from injuring one's self or others until law enforcement officials arrive or until no longer needed. Once discharged from a program due to non-compliance or disruptive behavior, a person may re-enter services through the assessment process and treatment team staffing.

HIPAA NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GAIN ACCESS TO THIS INFORMATION.

It will be helpful for The Center to obtain information regarding any treatment you may have received from previous treating professionals. This will assist our staff in evaluating your treatment needs and help provide the best quality of care for you. Should you at any future time receive treatment from a professional caregiver other than through our Center, that caregiver may also request information concerning you from our treatment records. For these exchanges of information to occur, your written authorization must be obtained. Your consent as indicated by your signature on the "Therapy Contract" allows The Center to use and disclose Protected Health Information internally for purposes of carrying out treatment, payment and health care operations at The Center.

There are certain circumstances required or permitted by law under which information concerning you and/or your treatment at The Center may be released to appropriate individuals or officials without your consent, authorization or agreement. These include situations involving suspected child abuse or neglect, disclosure necessary to avert potential immediate threat to health and safety to you or others, for purposes of emergency care, when information concerning your treatment or evaluation at The Center is court-ordered and in other specific circumstances which are permitted by law for such disclosure. The Center's contract with the Arkansas Division of Mental Health Services allows The Center to exchange information with the Arkansas State Hospital for the care of mutual patients without obtaining the written consent of the patient.

Disclosure of information from your chart to your insurance carrier, or other third party payer source, may be disclosed without authorization when needed for payment of services. Clients have the right to request in writing to restrict insurance companies from accessing portions of their medical records if services were paid in full by the client. Other uses and disclosures of information concerning your treatment at The Center will be made only upon your written authorization and this authorization may be revoked by you at any time prior to the release of the information. A notice referencing the applicable Federal regulation (42 CFR, Part 2) is included on our authorization form to warn against re-disclosure of information. Under these laws The Center may not say to a person outside of The Center that you are or are not receiving addiction treatment.

You have other individual rights with respect to the uses and disclosures of protected health information from your file at The Center. These include:

- (1) The right to request restrictions on certain uses and disclosures of this information, although The Center is not required to agree to such a restriction.
- (2) The right to receive confidential communications of information from your file as well as the right to inspect and make copies of material from your file. The exceptions to this will be materials in your file which The Center has received from other professional caregivers, psychological test protocols and other material exempted by law from access, or information which your therapist believes to have the potential for being misunderstood and/or potentially harmful to you or others if revealed directly to you or your personal representative. Other information in your chart exempt from inspection and copying will include any information obtained from someone other than a health care provider under a promise of confidentiality that would be breached by the disclosure and information temporarily exempt in a research situation. When the request to inspect or make copies of material in your file is denied for any reason, you have the right to request to have the denial reviewed by appropriate staff members at The Center. You may make this request in writing through your primary therapist.
- (3) The right to review and amend material in your file with the exceptions of those items mentioned in #2 above or when your record is deemed to be accurate and complete by your primary therapist, clinical supervisor and program director. If material received from a previous caregiver is subsequently amended by that caregiver, The Center, upon official notification of the amendment, will also identically amend its copy of the same subject matter.
- (4) The right to be informed when information from your file has been disclosed and the right to receive a paper copy of this notice upon your request.

It is The Center's duty to maintain the privacy of protected health information in your file and to provide you with notice of its legal duties and privacy practices concerning this information. It is The Center's further duty to abide by the terms of this privacy notice currently in effect. We reserve the right to change the terms of this notice and to make the new notice effective for all the protected health information we maintain. If changed, you will be provided with a revised notice during your next contact at The Center.

If you believe your privacy rights have been violated, you may file a complaint with The Center or with the Secretary of the Department of Health and Human Services.

To file a complaint with The Center, contact:
 Privacy Officer
 Western Arkansas Counseling & Guidance Center, Inc.
 PO Box 11818
 Fort Smith, AR 72917-1818
privacy@wacgc.org

To file a complaint with the Secretary of the Department of Health & Human Services, Contact:
 The U.S. Department of Health & Human Services
 200 Independence Avenue, S.W.
 Washington, D.C., 20201
HHS.Mail@hhs.gov

The complaint to the Secretary must be filed within 180 days of when the complainant knew or should have known that the act or omission complained of occurred. The complaint must be in writing, either on paper or electronically, name the entity that is the subject of the complaint, and describe the acts or omissions believed to be in violation of the standards. Persons will not be penalized for filing a complaint.

SUMMARY – CENTER CODE OF ETHICS

The following is a summary of The Center's Code of Ethics which is contained in The Center's Clinical Policy Manual. The complete text of these policies is available upon request to your Primary Therapist.

All Center personnel, including those who may serve as interns and volunteers are committed to a belief in the dignity and worth of the individual human being. They maintain integrity with respect to their duties as they come in contact with persons served, other service providers, consumers, and the public.

Confidentiality: The primary obligation of all personnel is to safeguard information about a client that has been obtained.

Professional Conduct: Maintaining high standards of professional behavior and responsibility are important facets of the Guidance Center personnel's activities.

- a. Each employee takes responsibility for assuring the continuity of client cases by continuing contact and following up referrals to other agencies or individuals.
- b. Respect for the rights and privacy of colleagues is maintained.
- c. The professional avoids misrepresentation of profession qualifications, affiliations, and purposes, and those of the colleagues, institutions, and organizations of association.

Quality of Services: The maintenance of high standards of professional competence and quality of service is the responsibility of all personnel. Quality services should support the recovery and/or stabilization of client, enhance quality of life, reduce symptoms, restore or improve functioning and support the integration of the client into the community.

Moral and Legal Standards: Staff members will adhere to a strong code of ethics in their interactions in the community, business relations, marketing, professional practice, use of social media, and contractual relationships. Violations of ethical codes of conduct will be reviewed by the administration with potential for disciplinary action.

Therapist - Client Relationship/Paraprofessional - Client Relationship: The relationship between a therapist/paraprofessional and a client will be professional with all interactions based on accepted therapeutic principles and standards.

Client's Rights: The client will participate in treatment decisions. This will be accomplished in a manner that is culturally and ethnically sensitive.

All clients are entitled to humane care and treatment within a growth-enhancing environment based on individual need and subject to clinical judgment of authorized clinical staff. All clients are to be made aware of their right under the law and assisted in every way possible by staff to obtain the rights and privileges to which they are entitled. A "Grievance Procedure for Clients" is provided by the Center and is to be made available to clients who have questions and/or complaints regarding their treatment or other services received from The Center. A detailed list of Client Rights are listed on page 6 of this handbook.

If a client needs assistance with access and/or referral to a guardian, conservator, self-help group, consumer group, survivor group, ex-client group, advocacy service, legal service or other resource, the client (or other representative when appropriate) may make this request known to the primary therapist, intervention specialist, or other person involved in the client's care at the Center for assessment and assistance as deem appropriate. Or when indicated, a member of the treatment team in consultation with the team leader may take the initiative to advise the client of the availability of these resources and assist as needed with the referral process.

Accreditation & Certification

Western Arkansas Counseling & Guidance Center, Inc. dba The Guidance Center has been accredited by



Commission on Accreditation of Rehabilitative Facilities for the following program:

Addiction Services for Adolescents and Adults

- Case Management/Services Coordination
- Outpatient Treatment
- Residential Treatment

Mental Health Programs

- Case Management/Services Coordination
- Outpatient Treatment
- Residential Treatment

Psychosocial Rehabilitation Programs

- Case Management/Services Coordination
- Community Integration
- Community Housing

Western Arkansas Counseling & Guidance Center, Inc. has been certified by:



Division of Aging, Adult, & Behavioral Health Services

To provide Outpatient Behavioral Health Services (OBHS) and Community Support System Provider Services (CSSP) to persons enrolled in the Arkansas Medicaid Program.



Certified Community Behavioral Health Clinic provides a comprehensive range of mental health and substance use services through expanded care coordination with primary care providers, hospitals, social services, law enforcement, and other health services.

To find out more about Western Arkansas Counseling & Guidance Center, Inc. visit our website at: www.wacgc.org or email wacgc@wacgc.org



Service Locations

<p><u>Sebastian County</u> Primary Service Center: 3111 So 70th St Fort Smith, AR 72903 PO Box 11818 Fort Smith, AR 72917 Phone: (479) 452-6650 Fax: (479) 452-5847</p> <p>Fostering Change: 418 South 17th St Fort Smith, Ar 72901 Phone: (479) 478-6664 Fax: (479) 226-3118</p> <p>Five West CSU: 3113 So 70th St Fort Smith, AR 72903 Phone: (479) 785-9480 Fax: (479) 452-6657</p>	<p><u>Crawford County</u> Van Buren Clinic: 2705A Oak Lane Van Buren, AR 72956 Phone: (479) 474-8084 Fax: (479) 474-8085</p> <p>TLC (The Learning Center): 2705B Oak Lane Van Buren, AR 72956 Phone: (479) 471-5950 Fax: (479) 471-5997</p> <p>W.A.T.C.H. (Western Arkansas Therapeutic Children's Homes): 2705B Oak Lane Van Buren, AR 72956 Phone: (479) 471-5950 Fax: (479) 471-5997</p>	<p><u>Logan County</u> Booneville Clinic: 174 No Welsh PO Box 562 Booneville, AR 72927 Phone: (479) 675-3909 Fax: (479) 675-3914</p> <p>Horizon Renewal Center (Residential Substance Abuse for Adults): 398 E 2nd St Booneville, AR 72927 Phone: (479) 785-9470 Fax: (479) 910-0540</p> <p>Paris Clinic: 415 So 6th St PO Box 564 Paris, AR 72855 Phone: (479) 963-2140 Fax: (479) 963-2705</p>
<p>N.E.W. Center (Needed, Expected, Wanted): 3109 So 70th St Fort Smith, AR 72903 Phone: (479) 452-9490 Fax: (479) 452-9862</p>	<p><u>Scott County</u> Waldron Clinic: 1857 Rice St PO Box 312 Waldron, AR 72958 Phone: (479) 637-2468 Fax: (479) 637-2492</p>	<p><u>Franklin County</u> Ozark Clinic & Program Center: 980 Airport Road PO Box 587 Ozark, AR 72949 Phone: (479) 667-2497 Fax: (479) 667-4506</p>
<p>Primary Care Clinic: 3117 So 70th St Fort Smith, Ar 72903 Phone: (479) 785-9400 Fax: (479) 478-6793</p>	<p><u>Polk County</u> Mena Clinic: 307 So Cherry St Mena, AR 71953 Phone: (479) 394-5277 Fax: (479) 394-5546</p>	<p><u>Johnson County</u> Clarksville RDS: 311 So Central St Clarksville, Ar 72830 Phone: (479) 705-1533 Fax: (479) 705-1533</p>
<p>UAFS Student Counseling Center: UAFS Campus Pendergraft Health Sciences Center Room 312 Phone: (479) 788-7398</p> <p>Barling RDS: 115 Fort St Barling, AR 72923 Phone: (479) 769-2050 Fax: (479) 769-2050</p>		



**After Hours Emergency Crisis Line
479.452.6650 or 800.542.1031**

National Suicide Lifeline 988

**Non-Emergency Warm Line
479.452.6655**

**Please contact the appropriate County Clinic in your area
for Emergency Assistance during regular working hours:**

8:30 a.m. to 5:00 p.m. Monday thru Friday

For your convenience, County Clinic numbers are listed on inside back cover.