



MENTAL ILLNESS IS NOT A CHOICE, BUT RECOVERY IS.

Orientation

MISSION AND VALUES

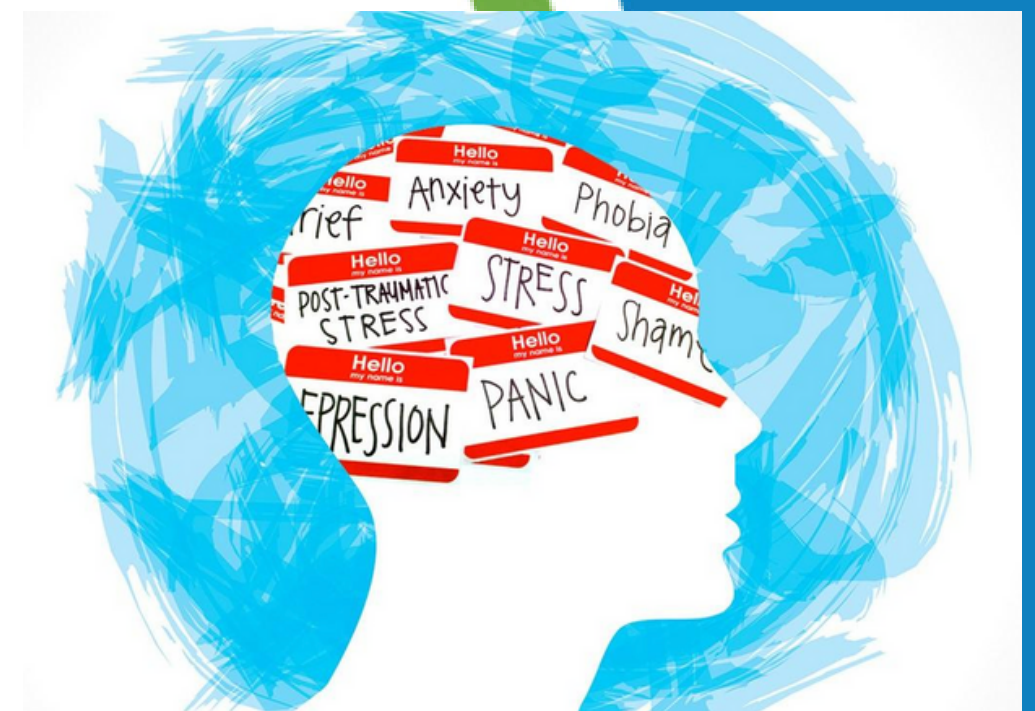
Our Philosophy: Here at Live Life Wellness Center, we believe in enhancing and rejuvenating the body, mind, and spirit. We are dedicated to practicing only the finest techniques and methods designed to help you feel more relaxed, vibrant, and peaceful. Our main goal is to help you be the best you can be – inside and out!

SCOPE OF SERVICES

- Live Life Wellness Center recognizes the need for a variety of treatment services for patients who experience problems with substance abuse/and or mental illnesses.
- Live Life Wellness Center offers services to adults seeking substance abuse evaluations, referrals, urine testing, and outpatient counseling.
- We provide a full continuum of quality outpatient, substance abuse, and mental health services, from least intensive to most intensive.
- Patients may access outpatient mental health and substance use services by self-referring Live Life Wellness Center or by referral through acute or emergency room encounters. Members may also access outpatient care by referral from their primary care practitioners (PCP); however, a PCP referral is not required for behavioral health services

Intensive Outpatient Treatment Programs

Live Life Wellness Center recognizes that for some patients experiencing alcohol, drug and/or mental health problems, a need exists for more comprehensive outpatient services than are historically offered by outpatient programs.



Dual Diagnosis Services

At Live Life Wellness Center, treatment for the dually diagnosed or those with a co-occurring disorder begins with a proper assessment. Live Life Wellness Center understands the complex needs of the dually disordered person and has specific assessment, education and a variety of treatment services available for this type of patient.



Misdemeanor Domestic Violence Offender Treatment

Live Life Wellness Center offers a psycho-educational program operating in an individual and/or group format with trained facilitators. The main goals are to address the ongoing safety needs of victims, hold abusive individuals accountable for their choice to engage in abusive and/or controlling behavior, and facilitate the development of skills and beliefs that support a non-violent lifestyle and promote healthy relationships.

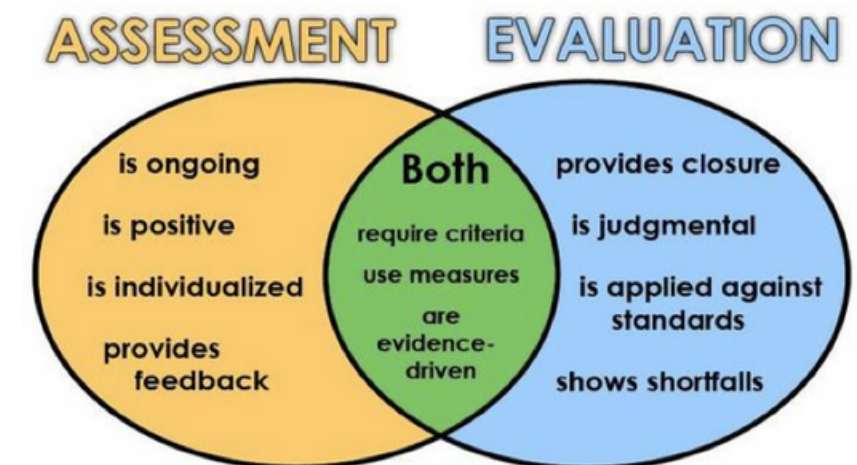


Assessment and Evaluation Services

Live Life Wellness Center staff provides professional assessments and evaluations. The information from the evaluation will be used to assess the severity of the applicant's substance abuse problem. Court Ordered

Evaluations: Per A.A.C R9-21-101 and A.R.S. § 36-533, in Arizona, an individual can be ordered by the state to undergo mental health treatment if found to fit one of the following categories due to a mental disorder:

- A Danger to Self
- A Danger to Others
- Gravely Disabled, which means that the individual is more likely to suffer severe mental or physical harm that impairs their judgment such that the person is not able to make treatment decisions for himself



Pre-petition Screening / Court Ordered Treatment



Pre-petition screening includes examining the person's mental status and/or other relevant circumstances. Upon review of the application, an examination of the person and review by the licensed counselor will determine if the person meets the criteria.



The evaluating agency may petition for court-ordered treatment based on the court-ordered evaluation. For the court to order ongoing treatment, the person must be determined to be DTS, DTO, PAD, or GD as a result of the evaluation. Court-ordered treatment may include a combination of inpatient and outpatient treatment. Inpatient treatment days are limited contingent on the person's designation as DTS, DTO, PAD, or GD.

DTS may be ordered up to 90 inpatient days per year.
DTO and PAD may be ordered up to 180 inpatient days per year.
DG may be ordered up to 365 inpatient days per year.



Live Life Wellness Center will outsource court-ordered inpatient treatment to a residential treatment facility. Before the court can order Live Life Wellness Center to supervise the person's outpatient treatment, the Clinical Director must agree and accept responsibility by submitting a written treatment plan to the court. If the court orders a combination of inpatient and outpatient treatment, the court will identify Live Life Wellness Center to supervise the person's outpatient treatment.

DUI Treatment/Education

- Quickly screen defendants for eligibility and start participation promptly.
- Provide community-based therapeutic treatment and other supportive services based on each participant's individualized needs, supported through a comprehensive program of supervision, monitoring, and other elements such as rewards and sanctions.

DUI Screening:

An intake will be conducted to properly match DUI/DWI treatment court candidates with the treatment services needed to address problems while ensuring that the community is reasonably protected from the risk of drunk driving behavior. The screening process determines whether individuals are appropriate and eligible for the program based on the target population criteria. All candidates are assessed either before entry into the program or at treatment entry to develop individualized treatment plans to establish clinical appropriateness for the treatment provider.

Counseling Services

- Individual Counseling: Live Life Wellness Center professionally trained licensed and/or certified counselors can provide patients with confidential private assistance with substance abuse problems and associated anxiety, employment, legal, health, and mental health-related issues.
- Couples Counseling: Couples, whether married or living together, can and do experience troubling times, large or small. Problems like substance abuse and mental illness can destroy relationships. Live Life Wellness Center's professional staff can assist with spousal, child, and sexual abuse problems.
- Group Counseling: Group counseling is available to address topics such as substance abuse, parenting skills, dual addictions, pregnancy, life skills training, decision-making skills, and relapse prevention.
- Family Counseling: Current research demonstrates that involving family members in the treatment process will accomplish two things. It will accelerate the course of recovery and help sustain abstinence after treatment. Our family therapist can help with family-related problems.



Roles



Therapists

- Follow the American Counseling Association (ACA) Code of Ethics
- Perform intakes and psychosocial assessments of families, couples, and adults
- Prepare, complete, and actuate treatment plans and curriculum for therapeutic services
- Administer therapeutic services described in the patient's treatment plan
- Conduct individual, group, couples, or family psychotherapy or other necessary clinical services
- Track and monitor client progression and regression
- Review monthly progress notes on each consumer and ensure they are available for the Medicaid
- Administer certain assessment tools or pre-and post-tests. These may include the SASSI, ASUS, MAST, and others
- Approve/deny and sign off write-ups or incident reports, and file them in the client file.
- Monitor BHTs working with you.
- Prepare and facilitate bi-weekly PSR and BST meetings
- Train staff on notes and other tasks
- Audit EHR for updated and accurate notes
- Monitor and sign off BHT-ran therapeutic services. All necessary documentation in appropriate timeliness must be uploaded to EHR.
- Offer perspective to therapeutic staff.
- Conduct discharge planning and provide referrals as necessary and appropriate to clients for additional services
- Complete discharge summary documents within 24 hours of discharge.
- Update office manager daily.
- Communicate with the office manager about the status of notes, timeliness, and correctness.
- Maintain availability of communication and collaboration with therapeutic/field staff
- Communicate gaps and shortcomings of clinical documentation and provide solutions to other managerial parties for correction.
- Maintain communication with lead BHT on curriculum and client response to activity.

Behavioral Health Technicians

- Follow treatment plan goals per case notes
- Complete weekly case/progress notes
- Work with the therapist to implement any combination of the following interventions:
- Behavior Management:

Learn how to manage their interpersonal, emotional, cognitive, and behavioral responses to various situations. Recipients learn how to reflect anger positively, manage conflicts, and manage frustrations through healthy verbal communication. They learn and understand the dynamic relationship between actions and consequences.
- Social competency:

Learn interpersonal-social boundaries and gain confidence in their interpersonal social skills.
- Effective communication:

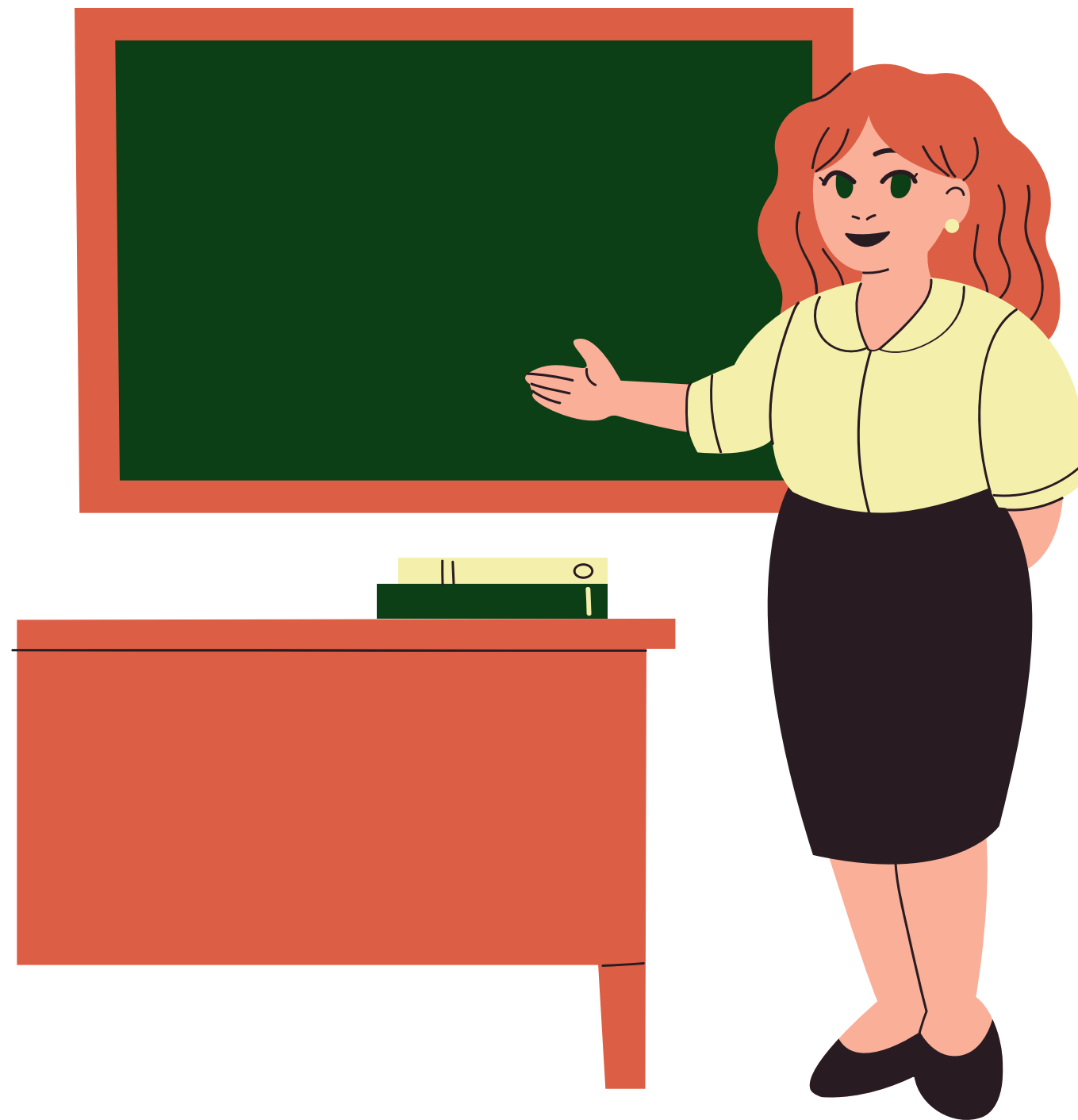
Learn how to genuinely listen to others and become able to communicate their feelings and needs effectively.
- Moral reasoning::

Learn culturally relevant moral guidelines and judgments
- Problem identification and resolution:

Learn de-escalation techniques, problem-solving techniques, and gain confidence in problem-solving skills.
- Goal setting:

Set time-bound goals that are healthy, tangible, achievable and realistic. Learn to delay gratification while making progress towards achievement.

Learning Strategies



AGENCY POLICY & PROCEDURES



Staff Rights and Responsibilities



POLICY

- Live Life Wellness Center is committed to providing a safe, just learning environment for all its employees and independent contractors. No person may cause or allow to cause unfair conditions without dignity or violate the human rights of any other employee of the organization.

LIMITATIONS

- Live Life Wellness Center personnel may not: Fail to take appropriate, timely action in response to formal or informal allegations of racism, homophobia, sexual harassment or any other form of discrimination or contract violations.

RIGHTS

- All employees, volunteers, students and contractors have the right to:
- Know about any risks or dangers in the workplace
- Participate in making the workplace safe
- Refuse unsafe work

Respect, Dignity, and Interactions

Equal Opportunity Workplace

Live Life Wellness Center works to ensure that there is no discrimination based on, but not limited to, ethnicity, language, race, age, ability, sex, sexual or gender identity, sexual orientation, family status, income, immigrant or refugee status (1), nationality, place of birth, generational status (2), political or religious affiliation

Live Life Wellness Center encourages individuals to participate fully and have complete access to its services, employment, and volunteer opportunities. It shall make every effort to see that its structure, policies and systems reflect all aspects of the community and promote equal access to all. To this end, Live Life Wellness Center strives to ensure that:

- Discriminatory or oppressive behaviours are not tolerated.
- Individuals who engage with Liv Life wellness Center for service are valued participants with opportunities to shape and evaluate our programs.
- Programs are delivered to eliminate systemic barriers to full participation and access, and positive relations and attitudinal change towards marginalized groups are promoted.



Patient Rights

POLICY

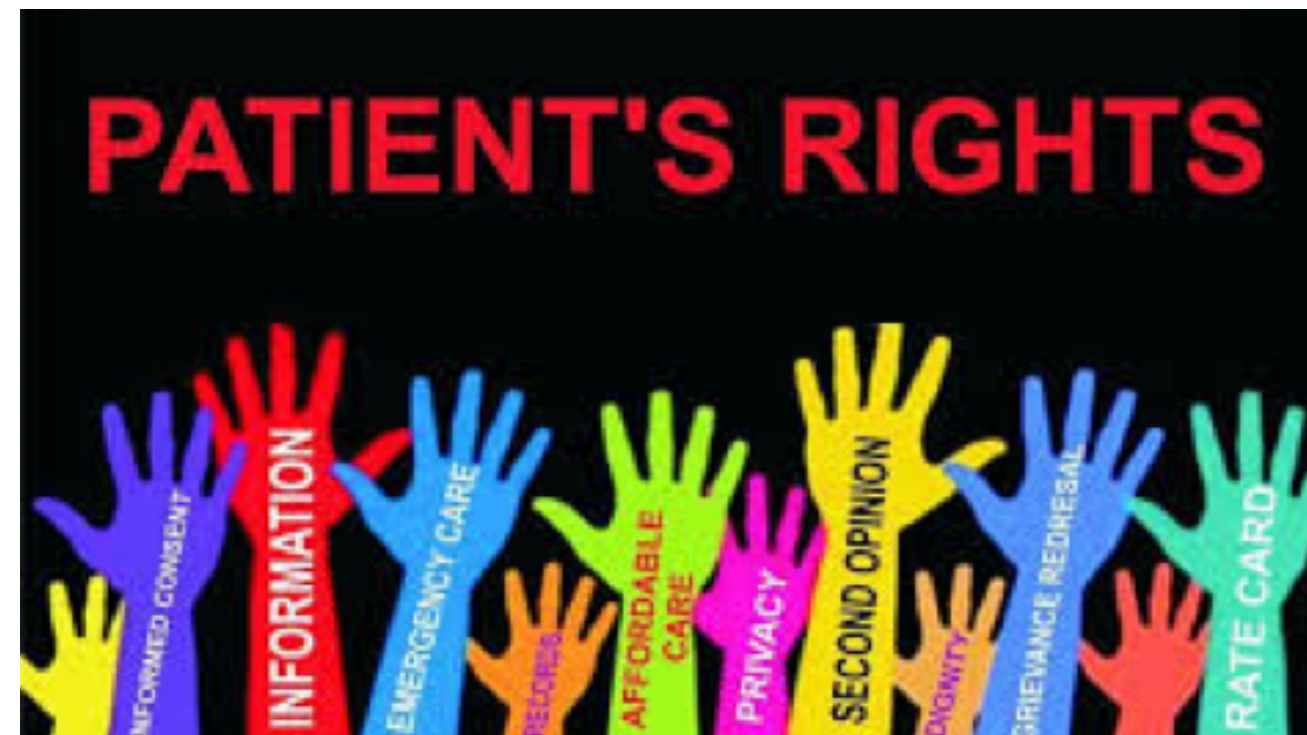
Individuals receiving service at Live Life wellness Center have both rights and responsibilities. Clients and participants will be educated about their rights and responsibilities.

SCOPE

This policy applies to Employees and independent contractors of Live Life wellness Center who serve clients and participants

Employees and independent contractors will explain to clients their rights and responsibilities as a regular part of the intake and assessment process and ensure that the client signs all intake documents.

Employees and independent contractors will ensure they are familiar with Live Life Wellness LLC's privacy policies and procedures to answer clients' questions and assist clients in exercising their rights regarding their records.



Entry Criteria

Services are available to clients upon referral. Referrals may be initiated by the client, a friend, parent, guardian, physician, or attorney. Each individual requesting Live Life Wellness Center services will have access to a screening to determine service eligibility and plan an initial course of action. The screening will include presenting problems, need for services and legal criteria when applicable, demographic information and whether or not there are factors related to harm or safety. A trained, qualified mental health professional will conduct the screening interview. When resources become limited, we may prioritize service delivery to those who do not have active professional services in the community.



Transition Criteria

Transition planning assists a client in moving from one level of service to another within the Live Life Wellness Center. The transition process is planned with the active participation of each client. Transition may include a planned discharge, a movement to/from a different service or a different level of intensity of contact. Transition to a different level of intensity of contact may include:

- 2 or more times per week
- 4 times per month
- 2 times per month
- 1 time per month
- 1 time per quarter
- 2 times per year

A Transition Summary is completed by the primary/serving clinician when a client transitions from one level of intensity of contact or adds or removes a service from one clinical service provider to another. When transitioning to another service/level of care, the transitioning clinician will ensure that a new Master Treatment Plan is completed. Reasons for transition to a new service may include:

- Client requires additional support
- To reduce/eliminate episodes of crisis/hospitalizations/legal involvement
- Needs community support
- Needs Therapy
- Needs doctor services

Reasons for transition out of a current service may include:

- The client no longer desires that service
- The client has achieved treatment goals
- The client no longer needs community support
- The client no longer needs therapy
- The client no longer needs doctor services
- The client has completed program requirements

Exit Criteria

Clients shall be actively involved in discharge planning and aftercare as a final step of the treatment process. Reasons for a client to discharge from services may include:

- The client is transferred to another community provider
- The client's chart was administratively discontinued after 180 days (6 months) of no contact.
- The client died
- The client terminated services against advice
- The client was non-compliant with treatment services
- The client successfully completed treatment services
- The client was referred to another provider
- The client was incarcerated

Confidentiality

Confidentiality and Privilege – The client’s personal information and information shared in the counseling sessions will be handled as confidential.

Exceptions to Confidentiality and Privilege – The following are exceptions to confidential and privileged information:

- When mandated by law, in cases of suspected or proven physical or psychological child abuse, incest, child neglect or abuse of the elderly
- When clients have provided a written waiver of right and confidentiality
- When clients pose a danger to themselves or others
- When clients disclose an intention to commit a crime
- When a judge orders a counselor to make records available
- When the counselor is working under supervision
- When the counselor consults with experts or peers
- When the counselor is involved in a lawsuit
- When reimbursement require disclosure – third parties may review client records prior to reimbursement of fees.
- When the counselor is a defendant in a civil, criminal, or disciplinary action arising from the therapy
- When family members take confidential information outside the therapy sessions



Communication with Families

When Your Health Information Can be Shared Under HIPAA

Your health care provider may share your information face-to-face, over the phone, or in writing. A health care provider or health plan may share relevant information if:

- You give your provider or plan permission to share the information.
- You are present and do not object to sharing the information.
- You are not present, and the provider determines, based on professional judgment, that it's in your best interest.

CONFIDENTIAL

Documentation of Records

Live Life Wellness Center requires many internal documents to have a witness's signature as well as the client's signature. For example, the following documents require a staff person to witness the client's signature:

- All releases and consents (A witness is not required when verbal approval is given by phone.)
- Intake evaluations
- Master Treatment Plans
- After Care Plans
- Critical Intervention Plans
- Safety Plans

Review of Services

- Each clinical record will include:
 - Documentation of screening
 - Consent to treatment
- Assessment
 - Diagnostic interview
 - Individualized treatment plan
 - Treatment plan reviews
 - Service delivery and progress notes
 - Discharge summary with plans for continuing recovery
 - When applicable, documentation of referrals to other services or community resources and the outcome of those referrals
 - Signed authorization to release confidential information
 - Documentation of missed appointments, and efforts to re-engage the individual
 - When applicable, urine drug screening or other toxicology reports
 - Documentation of crisis or other significant clinical events
- Clinical notes and all client record material will be stored in chronological order with the most recent material on top for quick access.

Prevention of Behavioral Incidents

Live Life Wellness Center staff shall respond to incidents/accidents involving clients, other staff members and/or visitors to assist with emergency procedures as needed. Permission must be obtained from involved persons prior to providing assistance whenever possible. All incidents, accidents, or procedural errors which cause harm or potential harm to clients, staff members, and/or visitors must be reported verbally to the supervisor within the same working day as the occurrence, and within twenty-four (24) hours in writing to the Administrator or designee.

Examples include, but are not limited to:

- Falls, burns, electric shock
- Error in client care procedures
- Errors in diagnostic or therapeutic procedures
- Failure to obtain informed consent from the client
- Personal property loss or damage
- Accidents or injuries involving clients, staff members, or visitors
- Attempted or actual suicide
- Attempted or actual assault
- Abuse and/or neglect of a client
- Harassment or threats
- Death
- Homicide
- Physical restraint
- Client rights violation



Safety Procedures

Emergency plans

Agency potential emergencies and disasters:

- Fire and Fire Extinguishers
- Defective Tools
- Housekeeping

COVID-19

- Temperature log
- Screening Questionnaire
- Masks
 - Reusable
- Cleanliness:
 - Wiping down tables/counters/handles
 - Hand sanitizer/ consistently washing your hands
 - Healthy distance (6ft*)

Article 9

Successful completion of an Article 9 class is a prerequisite of the State of Arizona for anyone who will be providing paid services for an individual through the Division of Developmental Disabilities. Content covers a variety of topics including, positive teaching techniques and strategies, prohibited techniques, managing difficult behaviors, behavior plans, individual rights, abuse and neglect, positive behavior support and methods of reporting and documentation. All tests are provided by the State and instructors are certified by the State of Arizona.

Providers must re-certify every 3 years.

Duration: 4 hrs.



Prevention and Support

Prevention and Support is a mandatory course that will focus on positive relationships, positive behavioral support, proactive strategies and how to identify a true behavioral emergency. Students will also learn how to calmly respond to and support individuals with challenging behaviors. Students will learn which emergency physical intervention techniques to use when a behavioral and/or physical emergency is in progress. This course is required for all staff working in DDD, care homes and day programs.

Duration – approx. 9hr including 1hr lunch

This certification is valid for:

- Prevention and Support training involves physical techniques that will require the participants to participate in some strenuous activity. This course is not recommended to individuals with these certain physical conditions, but not limited to, knee injuries, back injuries, pregnancy, spinal cord injuries, and inability to use any body part normally.

ISP Process

Individuals determined to have a Serious Mental Illness (SMI) in Arizona have many rights under the law. Many of these rights are listed in administrative rules commonly referred to as the “SMI Rules.” You can find the rules in the Arizona Administrative Code, Title 9, Chapter 21

- The SMI Rules provide individuals in Arizona with a Serious Mental Illness the right to an assessment and an Individual Service Plan (ISP). Although it may seem strange to think of an assessment and an ISP as rights, they are. These documents are supposed to form the basis of the services you receive. They require your Tribal or Regional Behavioral Health Authority (T/RBHA), contractors and providers to take steps to meet your unique needs. When done correctly, with your full participation, assessments and ISPs list specific things that help you with your recovery. They can also be used by you to make sure you get the services you need and want.

Food for Thought Many different things can be written into an ISP to support a person’s recovery goal(s). Some examples are:

- Attend class at community college or university.
- Work with peer support to increase community involvement.
- Exercise at the gym three days per week.
- Visit a drop-in center or clubhouse once a week.
- Get more involved in church or other spiritual activities.
- Attend groups and/or one-to-one counseling to address substance abuse.
- Volunteer at the local senior center (or another setting, based on individual preference.)