



Child & Adolescent Parent Packet

“Changing Lives, Enhancing Families, Transforming
Communities”

2929 Millerville Rd. Building 1 Suite 4a Baton Rouge, LA 70816
225-366-9605 info@nialife.org

Contents

Contents3

ORIENTATION TO CHILDRENS BEHAVIORAL HEALTH PROGRAM.....3

Ineligibility & Freedom of Choice4

THE PROGRAM DESCRIPTION4

Treatment Curriculum7

Payer Information7

Crisis Management9

Team Management.....10

Referral/ Admissions / Re-Admissions.....10

Waitlist.....12

 PROCEDURES12

Assessment13

Reassessments.....13

Individualized Service/Recovery Plan-Youth14

Transition/Discharge14

Medication.....16

Nonviolent Practices17

Records of the Persons Served20

RIGHTS OF PERSONS SERVED21

Confidentiality of Information23

ADVOCACY25

CODE OF ETHICS26

Reporting Requirements.....32

DIVERSITY AND CULTURAL COMPETENCY34

Community Advocacy37

ORIENTATION TO CHILDRENS BEHAVIORAL HEALTH PROGRAM

Office hours are Monday through Friday 8:00am to 5:00pm and Saturday by appointment only.
Psychiatric emergency services are provided 24 hours per day, 7 days per week.

Your child has been assigned a Behavioral Health Professional and Behavioral Health Specialist listed below, who may be reached at the following telephone number:

Name of BHP	Telephone Number
-------------	------------------

In addition, your child has been assigned a Behavioral Health Specialist/Assistant listed below, who may be reached at the following telephone number:

Name of BHS	Telephone Number
-------------	------------------

Included in your parent handbook are:

- ID Form
- Agency Brochure
- Code of Ethics
- Rights of Recipients
- Crisis procedure w/telephone numbers
- Grievance procedure & form
- Satisfaction Survey
- Confidentiality Policy
- Abuse & Neglect Policy
- Seclusion and Restraint Policy
- Behavioral Health Program Description
- NIALife Center for Counseling, LLC Rules
- Consent form to exchange information about your child
- Permission forms to visit your child at school
- Community Resources
- Letter of agreement

Person Responsible for Coordinating Services

Ineligibility & Freedom of Choice

When a person served does not meet the criteria established by the Louisiana Office of Behavioral Health and noted in Section A:3:a, they are informed of the reasons of ineligibility and referred to other Behavioral health services within and surrounding Baton Rouge, Louisiana by the assessment coordinator. Recommendations are made for alternative services.

Persons served are granted freedom of choice of rehabilitation services. Families may contact Magellan Health Services and be given a list of behavioral health providers in the area.

THE PROGRAM DESCRIPTION

The NIALife Center for Counseling, LLC agency offers behavioral health services to children and adolescents ages 5-20. Services are provided as outpatient services which are medically necessary and assist in the recovery and resiliency of the recipient on an as needed basis to assist recipients in coping with the symptoms of their illnesses, minimizing the disabling effects of the Behavioral illness and their

capacity for independent living and preventing or limiting periods of inpatient treatment. The NIALife Center for Counseling, LLC population consists of children and adolescents ages 5- 21, who are identified as behaviorally/emotionally disordered by the Louisiana Office of Behavioral Health and who are Medicaid recipients or private payers. In order to be eligible for Behavioral Health services, children or adolescents must meet the LOBH definition of having an emotional/behavioral disorder and other very specific criteria.

Our goal is to reduce the impact of disabilities resulting from Behavioral illness and restore the individual to his/her best functional level in the community. Other goals include: to assist recipients in the stabilization of recently acute symptoms of Behavioral illness; to reduce or prevent psychiatric hospitalizations; and to minimize the amount of time spent in out-of-home placement.

Services provided include:

- Child Assessment
- Clinical Management
- Individual Intervention
- Parent/Family Intervention
- Individual & Group Counseling
- Psycho-social Skills Training
- Community Psychiatric Support & Treatment
- Clinical Team Coordination & Planning
- Behavior Modification
- Educational Advocacy

Our staff is composed of:

- Licensed Behavioral Health Professionals
- Behavioral Health Professionals
- Behavioral Health Specialists

Services are provided to families based on level of care. Level of care is determined by through the assessment and reassessment process, based on the individual needs of the Recipient and the severity of their diagnosis. High need Recipients are provided any of the above services at minimum 3 days per week. Medium need recipients are provided the above services at minimum 2 days per week. Low need Recipients are provided the above services at minimum 1 day per week.

NIALife Center for Counseling, LLC accepts Medicaid, insurance, & private pay for reimbursement of services.

Services are provided in the homes, schools, community and the NIALife Center for Counseling, LLC site .Our agency is located at 14635 S. Harrells Ferry Rd. Suite 3a, Baton Rouge, Louisiana 70816. The telephone number is 225-349-8984, 24/7 Crisis Line 225-366-9605 The fax number is 1-844-396-6851. The business hours of operations are Monday – Friday, 8:30am-4:30pm a Crisis services are provided 7 days a week, 24 hours a day. Crisis Services are provided at most 48 hours after notification.

Entry/Transition/Exit Criteria

a. Entry Criteria

The NIALife Center for Counseling, LLC will provide services to children and adolescents ages 5- 21, who are identified as behaviorally/emotionally disordered by the Louisiana Office of Behavioral Health and who are Medicaid recipients. In order to be eligible for Behavioral Health Rehabilitation services children or adolescents must meet the LOBH/Magellan definition of having an emotional/behavioral disorder and other very specific criteria (see Section B: Screening & Access to services).

In order to qualify for Behavioral Health services the Recipient must meet the following criteria:

Diagnosis: The Recipient must currently have or at any time during the past year had a diagnosable Behavioral or emotional disorder of sufficient duration to meet the diagnostic criteria.

Disability: In order to meet the criteria for disability, the Recipient must exhibit emotional, cognitive or behavioral functioning which is so impaired, as a result of Behavioral illness, as to substantially interfere with role, educational, and social functioning.

Duration: The Recipient must have a documented history of severe psychiatric disability that is expected to persist for at least a year and requires intensive Behavioral health services, as indicated by at least one of the following:

past psychiatric hospitalization(s)

past supported residential care for emotional/behavioral disorder

past structured day program treatment for emotional/behavioral disorder

documentation indicating that an impairment or pattern of inappropriate behaviors has persisted for at least 3 months and is expected to persist for at least 6 months

In addition, the NIALife Center for Counseling, LLC will provide services to children and adolescents who are identified as behaviorally/emotionally disordered by a behavioral health professional i.e. school counselor, behavioral health therapist/counselor, psychologist, psychiatrist or medical physician for private pay or insurance reimbursement.

Special Populations

NIALife Center for Counseling, LLC also provides services to special populations such as pregnant or expecting children & teenagers, children or adolescents suffering from physical, intellectual & developmental disabilities, children & adolescents who have suffered sexual or physical abuse.

b. Transition Criteria

NIALife Center for Counseling, LLC Recipients are reassessed at minimum once every 90 days. During the reassessment, the LBHP determines the Recipient's level of care using the Child and Adolescent Needs and Strengths (CANS) required by Magellan Behavioral Health.

c. Exit Criteria

NIALife Center for Counseling, LLC may discharge a Recipient from the program for the following reasons. An emergency discharge and may not be in accordance with the Recipient's Individual Service Recovery Plan.

- Recipient does not attend or participate in services provided for more than the period of time determined by the Executive Director
- Recipient poses a health and/or safety risk to self or others
- Recipient can no longer benefit from the program
- Recipient turns 21 years of age
- Recipient has met all treatment goals created on the Individualized Service Recovery Plan
- Recipient requires inpatient treatment or hospitalization
- Parent/guardian no longer desires for the Recipient to participate in treatment with the NIALife Center for Counseling, LLC

Treatment Curriculum

1. Medication Management
 - NIALife Center for Counseling, LLC coordinates with psychiatrist and PCP through monthly medical requests of medical records to ensure comprehensive health care.

2. Symptom Management
 - The BHP/BHS provides skills training using evidenced based training materials and guided practice teaching skills

 - The LBHP/BHP provides counseling using therapeutic strategies

3. Recipient/Family Advocacy & Community Outreach
 - The BHP/BHS acts on behalf of the Recipient as an advocate in various settings. These settings include but are not limited to schools, courts, juvenile detention centers, group homes, foster homes etc. BHP/BHS staff assist in but are not limited to the following:
 - a) School suspensions/expulsion hearings
 - b) Individual Education Plan meetings
 - c) Teach parents educational rights and procedures
 - d) Court hearings
 - e) Foster care hearings

 - The BHP/BHS links the Recipient and family to services beyond the scope of the agency to meet their individual needs. These services include but are not limited to the following:
 - f) Housing resources
 - g) Transportation resources
 - h) Employment resources
 - i) Food resources
 - j) Financial resources
 - k) Substance abuse programs
 - l) Office of Children’s Services
 - m) Educational resources such as tutoring programs
 - n) Community recreational resources such as community sports teams and mentoring programs
 - o) Behavioral Health advocacy organizations such as NAMI Louisiana National Alliance on Behavioral Illness

Payer Information

NIALife Center for Counseling, LLC accepts Medicaid, insurance and private pay as a form of payment for services provided.

Pay Scale is as follows:

Clinical Assessment	2 hours	\$160.00
Crisis Management	per day	\$282.00

NIALIFE CENTER FOR COUNSELING, LLC BEHAVIORAL HEALTH PARENT PACKET

Group Psychosocial Rehabilitation Skills	2 hours	\$20.56
Individual Psychosocial Rehabilitation Skills	1 hour	\$51.44
Community Psychiatric Support & Treatment	1 hour	\$82.32

Crisis Management

- Our agency provides crisis services to recipients and their families 24 hours per day 7 days per week
- Crisis Plans are constructed during assessment and reassessment process and are incorporated into child's treatment plan; crisis plans are reviewed for any needed changes at the end of each 90 day cycle
- In addition, parent/guardians are given a Parent Packet with a Crisis Plan included during orientation and thereafter with each treatment plan
- Staff advise parent/guardians of their rights & responsibilities and what constitutes a psychiatric crisis during their orientation
- Our agency provides services for recipients and their families by offering a list of referral sources along with recommendations for referrals during the orientation process and thereafter during a psychiatric crisis
- **DE-ESCALATION:**
Staff assists parent/guardians to develop a natural support plan involving other family members or friends and teach parent/guardians methods to use with child to de-escalate a crisis before calling for help during the orientation phase of treatment Staff reviews chain of contacts for crisis de-escalation.
- Each crisis plan includes a chain of staff to contact so that each staff member who works with the child has a chance to de-escalate the crisis: natural supports attempt to resolve crisis, BHS attempts to resolve crisis, BHP attempts to resolve crisis, LBHP attempts to resolve crisis, psychiatrist attempts to resolve crisis. After each of these staff members are contacted and have attempted to resolve the crisis, the child is then referred to a local hospital for hospitalization or 911 is called for emergency assistance. Staff does not leave parent/guardian and child until hospitalization takes place or police arrive.
- Every BHP/BHS is required to give the parent/guardians of children in his/her caseload a cell number at which he/she can be reached at all times for an emergency
- If parent/guardian cannot reach BHP/BHS, he/she is instructed to call office with numbers given in Parent Packet and follow instructions on answer machine during non-business hours
- Staff is not able to admit children to a hospital without a parent/guardian being present and should call 911 for assistance if needed. Staff makes parent/guardian aware that staff cannot admit child to hospital.
- When a child is in the care of staff and a crisis occurs, staff member will call parent/guardian and follow their directions. If unable to reach parent/guardian, staff member will follow directions in Crisis Plan of individual child; call 911, or other outside authorities as needed. Staff will continue to attempt to reach parent/guardian.

- Staff who have been trained in aggressive behavior management may restrain a child if child is about to commit a physical act of harm to self or others. Restraint may last 15 minutes and only in the presence of a 2nd staff member. During this restraint attempt shall be made to contact parent/guardian to receive instructions. If unable to reach parent/guardian, staff member will follow directions in Crisis Plan of individual child, call 911, or other outside authorities as needed. Staff will continue to attempt to reach parent/guardian. If a 2nd restraint is necessary and parent/guardian has not been contacted, staff will call appropriate authorities to assist
- Staff may not isolate a child at any time
- Staff may not touch a child at any time in an inappropriate manner, i.e striking, pinching, and sexual. Report of such behavior by staff shall be dealt with by Director within 24 hours in a severe manner. Should allegations prove to be true, staff member shall be discharged immediately
- Should staff suspect a medication or any other problem that appears to be significant, he/she shall report to parent/guardian immediately and document incident
- Every crisis situation that occurs must be documented in log notes, must be discussed with LBHP, must be followed with a written Incident Report, and must be debriefed in a timely manner with other staff members

Team Management

Each Recipient is assigned a NIALife Center for Counseling, LLC team which will work cohesively throughout treatment in conjunction with the family's community. The treatment team consists of:

1. Team Leader –BHP/BHS
2. LBHP
3. Recipient
4. Parent/Guardian

The treatment team meets at minimum once every 90 days to assess the Recipient's progress and develop treatment interventions. The treatment team coordinates with outside family resources such as teachers, school guidance counselors, school psychologists, principals, probation officers, primary care physicians, case managers, social workers, etc.

The treatment team develops interventions with respect to the Recipient's culture and background. The NIALife Center for Counseling, LLC makes a concerted effort to ensure the treatment team is comprised of individuals which reflect the culture of the persons served.

Referral/ Admissions / Re-Admissions

Referrals, Admission and Re-Admission to programs must be conducted in a manner that ensures a smooth and sensitive transition for the Recipient, his/her family members and or identified significant

others and the program as a whole. Admission and Re-Admission is only granted when adequate, program specific, referral or background information has been gathered in order to ensure suitability for the program.

PROCEDURES

- A Recipient can either self-refer or have a referral agent a primary care physician, school counselor, teacher or other community professional forward a referral for services.
- A referral received is documented, processed and preliminarily screened to determine suitability - all referral information must be complete, accurate, factual and inclusive of consent material.
- If a referral is deemed suitable, contact is made with the Recipient and/or referral agent to either 1) if space is available, confirm a date to complete a full screening and the intake process, or 2) if there is a waitlist, inform Recipient and/or referral agent of the waitlist, estimated time on list and when updates will be provided until services can commence.
- If a referral is not deemed suitable, contact is made with the Recipient and/or referral agent in a timely fashion to explain why the referral has been declined and to provide alternate resource information if applicable.
- If admission or re-admission to services is pending due to a wait list. The Recipient and or referral agent is notified of status on the wait list and provided regular updates. If appropriate, all efforts are made to provide alternate intervention supports in the interim.
- Program orientation is initiated at point of admission or re-admission and is completed in a timely manner and based on Recipient needs.
- In the event of an emergency or urgent admission, staff/contractor will ensure the Recipient is oriented to the program as soon as possible following admission.
- A Recipient service file is opened upon Recipient acceptance of services. The Recipient file maintains all current and relevant information pertaining to the Recipient during their involvement with NIALife Center for Counseling, LLC. The Recipient file is closed once services are complete or terminated
- The Recipient is assigned a designated BHP/Psychiatrist/ licensed Behavioral health professional from the program they are entering by the assessment coordinator as part of the formal acceptance into the program.

1. CRITERIA AFFECTING ADMISSION.

- ❖ The NIALife Center for Counseling, LLC values the concept of offering services on a first come first serve basis whenever possible and appropriate. At the same time, we acknowledge that this approach is not always possible. There are times when we may need to prioritize access to our services based on which child/family is presenting with the greatest needs. We also must adhere to the protocol of the Louisiana Office of Behavioral Health
- ❖ Note: Recipients who are re-admitted into programs are expected to complete procedures listed above. If the Recipient is re-admitted a new file is opened and all existing information is included in the new file to provide continuity.
- ❖ Recipients placed on our wait list will be informed of our Wait List policy and procedures and provided information on the approximate length of the waiting period.

Waitlist

POLICY

In the majority of cases, the services provided by NIALife Center for Counseling, LLC are monitored by the NIALife Center for Counseling, LLC for space availability. NIALife Center for Counseling, LLC attempts to be responsive to the community by having no wait lists or, if this is not possible, referring Recipient(s) on to other resources within or outside the Program.

PROCEDURES

Where it is not possible to fully eliminate a wait list, Recipients and referring authorities are served effectively by:

- Identifying other appropriate resources within the Program to work with the Recipient until the required service becomes available.
- Making an appropriate referral to other community and government services that will meet the Recipient's needs.
- Ensuring that a referral outcome follow-up is completed within three months of the initial screening.
- Ensuring regular contact is maintained with referring authorities to update Recipient status on wait list, additional referrals made and/or date of anticipated acceptance into the program(s)

RECIPIENTS ON THE WAIT LIST

1. Recipients on the wait list receive a brief screening and assessment and are given if possible, an approximate start date.
2. Recipients on the wait list are served in the order in which they were referred unless otherwise identified by the NIALife Center for Counseling, LLC screening process.
3. Recipients on the wait list are updated monthly on their wait time status. Every effort is made to support Recipients waiting for services and if upon update a Recipient indicates they are unable or not willing to wait any longer, the Recipient is provided with referral information to other community related programming.
4. RECIPIENTS ARE PRIORITIZED ACCORDING TO:
 - Ability to serve (restricted by caseload management and/or specialized needs of Recipient(s) to be served)
 - High risk/high need
 - Prevention of a Recipient's removal from their family
 - Family motivation
 - Other placement options

WAIT LIST MONITORING

The Executive Director or clinical supervisor in consultation with the Louisiana Office of Behavioral Health will determine the level of risk/need through the NIALife Center for Counseling, LLC screening

process.

A Waiting List file containing the Referral Forms of all Recipient(s) waiting placement and the priority listing of those waiting is compiled and reviewed monthly. During monthly reviews, the Executive Director and Assessment Coordinator evaluate placement needs, documents any follow up action and records the review date. In addition, contact is made with the Recipient(s) and or referring source by the Assessment Coordinator to update status and any action taken.

Assessment

Assessments are conducted for each Recipient accessing service from the NIALife Center for Counseling, LLC. The assessment process includes information obtained from persons served, parent(s)/guardian(s), family members when applicable or permitted and other collateral sources which include but are not limited to:

- ❖ teachers
- ❖ social workers
- ❖ physicians
- ❖ probation officers

NIALife Center for Counseling, LLC assessments consist of information gathered in the following areas:

1. Presenting Problems
2. Risk of Harm
3. Behavioral Status Exam & Treatment History
4. Substance Use
5. Family/Social Natural Supports
6. Basic Needs
7. Employment
8. Education
9. Recreational/Leisure
10. Financial
11. Legal
12. Integrated Summary
13. Functional Status Score
14. Clinical Impressions
15. Diagnostic and Functional Impression
16. Medical History Questionnaire
17. Develop Behavioral History Questionnaire

This information is used to develop the Recipient's interpretive summary and individual treatment plans.

Reassessments

Reassessments of Recipients are conducted by NIALIFE CENTER FOR COUNSELING, LLC (every 90 days) in accordance with the Louisiana Office of Behavioral Health and after significant life or status changes i.e. hospitalization, incarceration, referral to court system, etc. of the persons served. The reassessment focuses on the Recipient's specific needs, expectations of the person served, response to the changing needs of the person served. The reassessment or team meeting is a cohesive collection of

information by the Recipient, parent(s)/legal guardian(s), collateral support service providers (probation officers, school personnel, primary care physicians, etc.) NIALife Center for Counseling, LLC Behavioral health professional, licensed behavioral health professional and psychiatrist

The NIALife Center for Counseling, LLC utilizes the Louisiana Office of Behavioral Health/Behavioral Health Rehabilitation Reassessment tool to collect information.

Individualized Service/Recovery Plan-Youth

Policy

NIALife Center for Counseling, LLC utilizes formats and guidelines required by the Louisiana Office of Behavioral Health to create an individualized service recovery plan (ISRP) for each Recipient. The ISRP is based on the information collected at the initial assessment and reassessment. The Recipient and parent/guardian actively provide input in the formation of needs, goals and objectives along with the behavioral health professional, licensed behavioral health professional and psychiatrist. The ISRP is updated every quarter (90 days) or every 6 months.

A copy of the ISRP is provided to the parent every month or quarter (90 days) or by request at any time. The ISRP shall be revised at any time during treatment in response to ineffective interventions or objectives, critical incidents or life changes.

II. Individualized Recovery Focused Crisis Plan (IRFCP)

A personal safety plan or crisis plan is formulated every quarter (90 days). This plan includes the following:

The IRFCP is reviewed according to the recipient's level of care or in the event of a life changing occurrence. The family is provided a copy of the IRFCP every quarter or at request.

Transition/Discharge

POLICY

The NIALife Center for Counseling, LLC will discharge or transition Recipients out of service when requested by the Recipient, when the program or service agreement is complete, service plan goals are met, age restrictions arise (17 years old) and when needs may be met in a less restrictive environment. All Recipients discharged and/or transitioned will have discharge/transition summaries completed within 30 days of discharge/transition.

PROCEDURE

1. NIALife Center for Counseling, LLC may discharge/transition a Recipient from the program for the following reasons. This is considered an emergency discharge and may not be in accordance with the Recipient's Individual Service Recovery Plan.
 - Recipient does not attend or participate in services provided for more than the period of time determined Executive Director

- Recipient poses a health and/or safety risk to self or others
 - Recipient can no longer benefit from the program
2. Prior to a scheduled discharge, the Recipient's follow up plans will be discussed with the Recipient (when applicable), parent, guardian, referring agency.
 3. Ending Service/Termination: When a Recipient, parent/guardian wishes to terminate their involvement with the NIALife Center for Counseling, LLC it is expected that a verbal or written request identifying their desire to end services be provided to the Assistant Director. The notice will include: reasons for request, desired timeline for implementation of request and actions recommended to facilitating request.
 4. If NIALife Center for Counseling, LLC requests such termination a written request in correspondence with a review meeting is conducted to evaluate the request and determine a suitable course of action/ transition plan. The request will include: reasons for request, desired timeline for implementation of request and actions recommended to facilitating request.
 5. Emergency termination: A termination not in accordance with the Recipient's service plan may be arranged when agreed upon by the NIALife Center for Counseling, LLC. When applicable, the Care Team will have an emergency team meeting to facilitate discharge planning.
 6. A discharge/transition summary shall be completed no earlier than thirty (30) days prior or thirty (30) days after discharge/transition and will include: reason for discharge, summary of the individual's adjustment and results of the placement, brief summary of therapeutic services which were provided for the individual, name and official title or relationship of the person to whom the individual was released, new location of the individual, any recommendations for ongoing treatment, including the names, telephone numbers and addresses of service providers.

Discharge planning is conducted during the initial assessment and updated quarterly (90 days).

Recipients, parents/guardians are provided a copy of the discharge plan every 90 days or at their request. The discharge plan is created with the input from the child, parent/guardian, referral source and other community services as appropriate and permitted. Documents will be provided to the referral sources if permitted by the parent/guardian upon request.

Transition

A written transition plan is prepared and updated to ensure a seamless transition when a Recipient is transferred to another level of care, an after care program or prepares for a planned discharge. This plan is developed with the input of the Recipient and parent/legal guardian. The transition plan includes:

An outline of goals created within the ISRP

A description of the Recipient's progress made towards treatment goals

Support systems which are needed or outside services

Recipients' strengths, resources, needs and abilities

Medication information (if applicable)

Referral sources which include name, accurate phone number, location, hours of operation and days of services

The family receives a copy of the transition plan after completion.

In the case of an unplanned transition/discharge or discharge due to aggression, follow-ups are conducted when possible within 72 hours. For all persons leaving services a written discharge summary is documented which includes:

- The date of admission
- Description of services provided
- Presenting condition
- Description of the progress made towards goals and objectives
- Reasons for Discharge
- Identifies the level of care of the Recipient at last contact
- Lists recommendations for services or supports
- Date of discharge from the program

Medication

NIALife Center for Counseling, LLC staff will in no instance dispense or administer medications to any Recipient or family member. Medication needs are referred out to a Board Certified Psychiatrist.

Procedures

Medical history is taken from the parent/guardian during assessment process and may be found in the recipient's record. Education is provided by the psychiatrist during orientation and each time medication is changed. The family is educated regarding the following:

The parent/guardian is to notify their BHP when medications need to be refilled. The BHP will notify doctor's coordinator .

- An individual record of all medications is maintained in the recipient record which includes:
- Copy of each written prescription
- Name of medication
- Dosage
- Frequency
- Instruction for use
- Signature of prescribing professional

An Electronic Clinical Data Inquiry (E-CDI) form is initialed by the psychiatrist and placed in the recipient record once every 30 days to ensure prescriptions are being filled and picked up from the pharmacy by the parent. Faxed medical records requests are sent to the prescribing psychiatrist and PCP monthly.

Parent/guardians are informed by their BHP the procedure to follow when there is a problem or concern with medications:

- Discontinue use of medications if condition of child appears serious
- Call BHP as soon as possible to discuss concerns
- BHP will discuss with the LBHP/Psychiatrist as soon as possible
- BHP will return the parent/guardian's call within 48 hours to schedule a doctor's appointment
- Doctor will discuss the concerns with the parent and provide treatment recommendations

Parent/guardians are given a list of emergency telephone numbers annually which includes poison control numbers. Psychiatrist does not change medication without parent/guardian being present.

The BHP is required to gather information about medication compliance from teachers and parents. They are required to discuss with parent/guardian medication issues once per month to give LBHP and doctor in order to adequately address these issues.

In the event the child must take medications during school, the psychiatrist will complete a physician's order form to be given to the school nurse and a copy kept in the NIALife Center for Counseling, LLC recipient's record.

Medication information is included in the transition plan of the recipient to insure continuity of medication when a transitions to a different level of care or an outside agency or institution.

Nonviolent Practices

NIALife Center for Counseling, LLC is dedicated to ensuring staff, contractor, volunteer and practicum student interaction with all children is managed in a respectful, safe and sensitive manner. Any child who is demonstrating they are distressed (threatening or hurting themselves or others) is to have an adult beside them at all times. Staff will take the necessary steps to ensure that children learn respect for each other, and will take every precaution to ensure that any aggression (physical or verbal) between children is prevented, wherever possible. Children will be provided with clear and predictable structure, and fair and reasonable limits to ensure their 'sense' of safety and to minimize challenging behaviors or distress. Children will be offered a variety of outlets for the expression of their feelings. Consequences to challenging behaviors will be reasonable, fair, and logical as well as age appropriate.

Staff will use positive methods of behavioral guidance that encourage self-esteem, self-control, and self-direction, which includes at least the following:

- 1) Using praise and encouragement of positive behavior instead of focusing only upon unacceptable behavior;
- 2) Reminding of a child of behavior expectations daily by using clear, positive statements;
- 3) Redirecting behavior using positive statements;
- 4) Using a variety of techniques to help child identify or gain insight into their feelings and providing outlets for release of their emotional intensity.

Staff will use behavioral guidance that is:

- 1) Individualized and consistent for each child;
- 2) Appropriate to the child's level of understanding; and
- 3) Directed toward teaching the child acceptable behavior and self-control.

Staff will ensure that a child is **not** subjected to any of the following:

- 1) Shoving, hitting or shaking by staff, or confinement or physical restraint by another child;
- 2) Confinement or restraint by staff, except as authorized by parent /guardian (by signing "Behavioral Guidance & Containment " Consent which confirms they have read, understand and

agree to this policy), and as outlined in the child’s individual plan if it includes instructions regarding respecting behavioral guidance;

- 3) Harsh, belittling or degrading treatment by staff or another child; whether verbal, emotional or physical, that could humiliate the child or undermine the child’s self respect;
- 4) Spanking or any other form of corporal punishment;
- 5) Separation, without supervision by a responsible adult, from other children;
- 6) Emotional abuse, physical abuse, sexual abuse or neglect.

All direct care staff receive competency based training annually on the following:

- When and how to restrain or seclude while minimizing risk
- Recognizing signs of physical distress in the person who is being restrained or secluded
- The risks of seclusion or restraint to the persons served or personnel including:
 1. medical risks
 2. psychological risks
- First aid and CPR
- How to monitor and continually assess for the earliest release
- The practice of intervention done by an individual and team

DISTANCING:

When a situation occurs whereby a child is threatening or otherwise hurting themselves or others, we will contact 911 emergency personnel. NIALife Center for Counseling, LLC does not restrain or seclude children or adolescents under any circumstances.

PROCEDURES – BEHAVIORAL GUIDANCE

I Examples of techniques/strategies used proactively by staff to help a child express feelings or deal with emotions – behavioral guidance:

1. COUNSELING

This involves speaking to the feelings underlying the child’s behavior. It may entail speaking directly to the child or to another adult (e.g. “I noticed that Johnny seems really angry. I wonder if...”) If the child consciously understands why they are upset, this experience can help them feel understood and lowers the emotional intensity. If the child is not consciously aware of what is upsetting him or her, by giving words to what may be distressing, the child can gain insight into their feelings, which is a first step in changing their behavior.

2. DRAWINGS

- Children’s drawings give clues to their emotional experience and can be used as a vehicle to release feelings.

- Adult drawings – the teacher may draw sequences of a particular experience the child may be struggling with. This helps to assist in making the event concrete and allows an opportunity for discussion, thereby helping the child have an outlet for their distress (e.g. having to share a toy).

3. IDEAS & MATERIALS FOR PHYSICAL/EMOTIONAL RELEASE

- Paper to rip, milk cartons to stomp, bean bags to toss, tension balls to squeeze, play dough and clay to squish and pound.
- Breathing exercises and visualizations.
- Creating a safe and quiet place (i.e. a cozy corner).

4. PICTURES & PHOTOGRAPHS

- To reflect emotions. These can help the child identify the feelings they are having.
- Looking at photos of significant people that the child may be having feelings about (e.g. missing parents while at school).

5. STORIES / BOOKS

- To reflect the child's themes or events in their lives (e.g. a new baby or moving to a new home) can help the child feel calmer.

6. MATERIALS TO HELP THE CHILD VOICE FEELINGS

- Puppets– i.e. can be the child's voice or used to reflect the child's experience.
- Talking stick – provides a vehicle for the child to speak.
- Writing letters - with or without help, the child can “write” letters to significant people.
- “Feelings box” – where the child can store drawings, items made. This box is kept secured so as to respect the child's privacy and confidentiality.

7. USING IMAGERY TO DESCRIBE UNDERLYING FEELINGS

- For example, the image of a “volcano” or a “bubble” to describe pent-up emotions.

8. OUR MEMORIES

- To help the child feel understood, teachers may tell a story of having had a similar experience to the child (e.g. “once when I was little, I felt mad when I didn't get my way.”)

B. Steps to prevent an escalation of aggressive behaviors:

- Staff or contractor will speak calmly and intervene before the behavior gets out of hand.
- Staff or contractor will offer a gentle reminder and indicate consequences of non-compliance (e.g. loss of choices, such as not going to playing a game or getting a treat).
- Staff or contractor will guide the child away from another child or potentially harmful objects to prevent injury or danger and to allow them to calm down.
- If appropriate, staff or contractor will continue to talk about underlying emotional issues that may be causing the child to feel distressed / upset.
- If appropriate, staff or contractor will place a comforting hand on the child's back so as to help "ground" and calm them.

- If appropriate, staff or contractor will then sit close, talk quietly or read the child a story.
- With the child's permission, staff or contractor will place their arm around the child and/or place the child in their lap.
- Staff or contractor will try to avoid situations / scenarios which may trigger aggression and, as such, will attempt to direct attention onto something else, away from the problem situation.
- If none of these methods help to calm the child, staff or contractor will utilize safe containment techniques listed below – section 2.

II.FOLLOW UP (where child has been contained):

Once a child has been calmed, the attending staff or contractor will do the following by the end of the day.

- Staff or contractor involved will document this event on an "Incident" form which will then be forwarded to the Assistant Director prior to being filed in the child's file (under "incidents").
- Staff or contractor will contact parent(s) or legal guardian(s) and 1) inform them of the incident, 2) forward incident report (if applicable), 3) convene a meeting to address what may be upsetting the child and to strategize ways of responding.

The meeting will include an LMHP, psychiatrist, MHP, parent/guardian and child to discuss as follows:

- The incident
- Its antecedents
- As assessment of contributing factors on an individual, programmatic and organizational basis
- The reasons for seclusion or restraint
- The person's reaction to the intervention
- Actions that could make future use of seclusion or restraint unnecessary
- Modifications made to the treatment plan to address issues or behaviors that impact the need to use seclusion or restraint

In order to provide a sense of safety and security for the children, all activities in the facility are carefully supervised by NIALife Center for Counseling, LLC staff and contractors with firm limits placed on inappropriate contact and aggression.

Records of the Persons Served

All Recipient records are maintained in a black binder in a locked file cabinet and are never taken off the NIALife Center for Counseling, LLC premises for any reason. The individual Recipient record is organized, clear, complete, current and legible. Records are audited quarterly for completeness. These records are accessible to NIALife Center for Counseling, LLC staff only.

Copies of individual treatment plans are given to the parent/guardian upon update. Any additional records are given only at request of the parent/guardian.

All documents generated by the NIALife Center for Counseling, LLC are signed and dated by the staff member responsible.

NIALife Center for Counseling, LLC staff enters weekly log notes. All other records acquired from outside sources are entered into the individual records within 1 business day of being acquired.

NIALife Center for Counseling, LLC adheres to the HIPPA policies of confidentiality. Records will only be given to outside agencies with a signed consent form by the parent/guardian and at the request of the parent/guardian.

RIGHTS OF PERSONS SERVED

POLICY

NIALife Center for Counseling, LLC communicates program rights of the persons served annually for those participating for longer than one year and are available for review and clarification at all times.

1.NIALife Center for Counseling, LLC strictly prohibits the abuse of Recipient(s) and parent(s)/legal guardian(s) and any other individuals that we serve. The forms of abuse that we strictly prohibit include, but are not limited to, emotional, physical, sexual, financial, religious and racial abuse.

2.NIALife Center for Counseling, LLC respects the rights of all Recipient(s) and parent(s)/legal guardian(s) and treats all persons with dignity and respect. Inherent in our code of ethics is the commitment to respecting unique differences in culture, religion, sexual preference and race.

3.NIALife Center for Counseling, LLC ensures that Recipient(s) and parent(s)/legal guardian(s) we serve understand their rights and responsibilities when participating in our programs. We are committed to confidentiality.

4.NIALife Center for Counseling, LLC believes that all Recipient(s) and parent(s)/legal guardian(s) have a right to appropriate and respectful service, a right to be heard, to participate fully in planning and a right to provide feedback about our services.

5.NIALife Center for Counseling, LLC believes informing all Recipients of any limits or restrictions that may be placed on their rights or privileges, the benefits of such restrictions/limits and the methods to have the right or privilege re-instated. If a right or privilege is limited or restricted it is done so based on a safety need. (i.e. personal harm, threatening to inflict harm on self or others, property damage etc...)

6.NIALife Center for Counseling, LLC believes:

- a. all people have value and must be respected
- b. all people have the right to a healthy, productive life
- c. all people have the right to service that is responsive to individual needs
- d. all people have the right to be key participants in decisions that affect them

PROCEDURES

All participant(s) and parent(s)/legal guardian(s) served are provided with an orientation to our services that includes information about their rights and responsibilities. We utilize written information, discussion

and tours of service areas. Participant(s) and parent(s)/legal guardian(s) provide signed acknowledgement that they have been provided with and understand information concerning their rights.

Participants and parents/legal guardians are educated about their rights and responsibilities annually. Orientation is documented on the Parent Packet.

1. The following forms are utilized as part of our assurance that rights of persons served are respected:

CONTRACT FOR SERVICES

CONSENT FORMS

PARENT PACKET

CODE OF ETHICS

2. THROUGH POLICY, TRAINING AND SUPERVISION ALL STAFF, CONTRACTORS, VOLUNTEER AND PRACTICUM STUDENTS MUST MAKE EVERY EFFORT TO ENSURE THE ENVIRONMENT IS FREE FROM ABUSE (INCLUDING HUMILIATION, THREATS, EXPLOITATIVE ACTIONS, CORPORAL OR EMOTIONAL PUNISHMENT, PHYSICAL, SEXUAL AND EMOTIONAL ABUSE).

3. STAFF, CONTRACTORS, VOLUNTEERS AND PRACTICUM STUDENTS MUST PROVIDE PARTICIPANT(S) AND PARENT(S)/LEGAL GUARDIAN(S) WITH APPROPRIATE AND ADEQUATE INFORMATION ON RESOURCES AND REFERRALS.

4. PARTICIPANT(S) AND PARENT(S)/LEGAL GUARDIAN(S) AND OTHER IDENTIFIED SIGNIFICANT PERSONS ARE ENCOURAGED TO PARTICIPATE IN DECISIONS AND PLANNING INCLUDING THE DESIRED OUTCOMES. PARTICIPANT(S) AND PARENT(S)/LEGAL GUARDIAN(S) ARE PROVIDED WITH INFORMATION ON HOW TO REVIEW PERSONAL FILES.

5. THE COMPLAINT/CONFLICT RESOLUTION POLICY AND PROCEDURES MUST BE EXPLAINED TO PARTICIPANT(S) AND PARENT(S)/LEGAL GUARDIAN AND A WRITTEN COPY OF THE POLICY AND PROCEDURE MADE AVAILABLE UPON ORIENTATION TO NIALIFE CENTER FOR COUNSELING, LLC.

6. SEE OTHER RELATED POLICIES AND PROCEDURES:

- 1.CODE OF ETHICS
- 2.MISSION & PHILOSOPHY
- 3.RECORDS MANAGEMENT
- 4.CRITICAL INCIDENTS
- 5.INCIDENTS
- 6.BEHAVIORAL GUIDANCE & CONTAINMENT
- 7.CONFIDENTIALITY
- 8.COMPLAINTS
- 9.ADVOCACY

Confidentiality of Information

POLICY

The confidentiality of participant information, of any kind and in any form, must be ensured. Confidentiality of this information is held in compliance with the federal government's Health Insurance Portability and Accountability Act, or HIPPA . All NIALife Center for Counseling, LLC staff, contractors, practicum students and volunteers must guard against Recipient information being acquired by unauthorized persons. NIALife Center for Counseling, LLC staff, contractors, practicum students and volunteers must not disclose information about a Recipient, for any purpose outside of the scope of their work, without the written authorization of the participant or parent(s)/legal guardian(s). The conditions ensuring confidentiality of participant information extend beyond the term of employment or involvement with NIALife Center for Counseling, LLC.

Information that is disclosed internally is restricted to authorized staff, contractors, Clinical Supervisor, Personnel Director, Assistant Director, Financial Director, Assessment Coordinator, Assistant to the Executive Director, Executive Director, volunteers and practicum students. Information that is disclosed externally is restricted to specific family members and authorized professionals (such as, social workers, therapists, doctors and teachers).

PROCEDURES

1. DAILY PROCEDURES

- At the NIALife Center for Counseling, LLC we have a responsibility to protect the anonymity of our participants and their families. Our activities must safeguard confidential information in all forms: verbal, written, computer data, electronic media, photographs and any other records.
- Staff, contractors, practicum students, and volunteers, must not use a participant's name, or other identifying information (e.g. where they work or live) when speaking to anyone other than authorized collateral contacts, staff or consultants.
- Information is only shared with authorized person(s) on a "need to know" basis. Information shared is approved and limited to what is required for authorized person(s) to complete their duties, but no more.
- Files or other material containing participant(s) names and information must not be left lying in locations where unauthorized persons can view them.

- Any written reference to participant(s) in easily accessible material (e.g. minutes of meetings) must be in the form of initial(s) only.
- Names and identifiable pictures of any participant(s) are not to be released under any circumstance, unless given written approval by the Recipient(s) or parent(s)/legal guardian(s)

DISCLOSURE OF INFORMATION, RECIPIENT CONSENT

Personal information retained by the NIALife Center for Counseling, LLC can be released to others outside of the Program with the signed consent of the participant(s) or parent(s)/legal guardian(s). Participant(s) provide signed authorization (using *Consent Form or Contract for Service*) for the release of their own personal information as it relates to the services being received from the NIALife Center for Counseling, LLC. These services could include but are not limited to counseling, assessment, physical and Behavioral health and general behavior. The signed consent is valid for up to one year only.

- a. Participant(s) or parent(s)/legal guardian(s) can withdraw their signed authorization at any time. If a Recipient(s) or parent(s)/legal guardian wishes to withdraw permission he/she must contact the Assistant Director. Withdrawing consent may jeopardize their involvement.
- b. Participant(s) consent to disclose information is not required under circumstances such as disclosure of abuse, criminal activity or exhibiting behavior that is a danger to him/herself or others.
- c. Participant(s) and or parent(s)/legal guardian(s) will be notified in a sensitive and timely manner if personal information is shared with other professionals outside of the NIALife Center for Counseling, LLC.
- d. Participant(s) and or parent(s)/legal guardian(s) provide consent to disclose information identifying specifically the type of information and any exceptions or limits to sharing they may wish. This is listed on the Consent to Disclosure of Information Form, dated and signed by the Recipient(s) and or parent(s)/legal guardian(s).
- e. Use or distribution of film, electronic records or photographs requires parent/guardian permission, in writing, for consumers under the age of 18.

3.SECURITY OF RECORDS

- All Participant(s) records, both current and past, are considered confidential and are kept in a safe and secure place.
- Any material considered confidential will not be removed from the Recipient file or left out of the file for any extended period of time (nothing overnight) or for any longer than is required.
- Confidential material is discarded by either shredding or storing material in a secure fashion. This process adheres to all provincial and federal regulations.
- Staff, contractor, volunteer and practicum student's personal notes should not contain identifiable information (i.e. complete name and address). Notes containing this type of information will be held on site at NIALife Center for Counseling, LLC and kept secure in a locked filing cabinet. Disposal of said notes will follow all local, state and federal confidentiality regulations.
- The confidentiality of participant information contained and/or disseminated on fax transmissions, audio/video tapes, computer disks and email transmissions are secured in locked filing or password protected on external storage devices.

Participant records and files are only removed from their secure site location when it is necessary to complete necessary business on behalf of the Recipient.

- Staff, contractors, volunteers, and practicum students authorized by the Assistant Director can remove files but must complete a tracking form listing the file name and date of removal and signing for it.
- Any participant(s) files transferred by transit must be secured in a locked container and held in the trunk of the vehicle transporting the file. They may not be left unattended at any time.

ADVOCACY

POLICY

The NIALife Center for Counseling, LLC ensures each participant utilizing our services is aware of his/her rights and all staff, contractors, volunteers and practicum students are also aware of these rights.

NIALife Center for Counseling, LLC promotes, safeguards and advocates for the rights of participant(s) and their interests by interceding on their behalf when the need arises.

Participant confidentiality is maintained throughout the advocacy process.

PROCEDURE

Advocacy may be necessary when participant(s) and their families are unable to adequately resolve issues (outside the jurisdiction of the NIALife Center for Counseling, LLC Program) without assistance and/or are unaware of their rights or the proper procedures for obtaining guidance and support.

In addressing participant needs staff, contractors, volunteers and practicum students must:

- Volunteers and practicum students must first consult with NIALife Center for Counseling, LLC staff or contractors prior to completing any advocacy efforts
- Prioritize the identified needs and offer suggestions as to how best attain the most important of these
- Provide the participant with information on how to access a particular service
- Arrange a chat or an interview for the participant with the appropriate resource people
- Accompany the participant to the interview and participate by ensuring that he/she understands what transpires in the interview
- Debrief the participant's progress to date, help set out the next steps and log the steps already taken and the results

If the progress or results are unsatisfactory, staff and contractors must attempt to locate an alternate service or, failing that, directly contact the resource person again and attempt to clarify the situation. If still not satisfactorily resolved staff must consult with their Assistant Director to determine further steps that could be taken.

Further steps could include NIALife Center for Counseling, LLC requesting to the resource contact worker; an interview with the resource contact worker's supervisor; and/or management discussions with the hierarchy of the resource agency.

CODE OF ETHICS

1. NIALife Center for Counseling, LLC shall promote excellence in the delivery of our services and in our professions.
2. NIALife Center for Counseling, LLC shall maintain the best interests of our Recipients as the primary professional obligation.
3. NIALife Center for Counseling, LLC shall put personal safety and freedom from harm first in our decisions regarding what constitute the best interests of our Recipients.
4. NIALife Center for Counseling, LLC shall respect the intrinsic worth of all persons NIALife Center for Counseling, LLC serves in our professional relationships with them.
5. NIALife Center for Counseling, LLC shall act in ways that acknowledge and take into account both diversity and environmental challenges.
6. NIALife Center for Counseling, LLC shall take action to reduce systemic and institutional barriers to the well being of all persons NIALife Center for Counseling, LLC served.
7. NIALife Center for Counseling, LLC shall conduct our professional duties and obligations with integrity.
8. NIALife Center for Counseling, LLC shall maintain competence in the provision of services to our Recipients.
9. NIALife Center for Counseling, LLC shall not exploit our relationships with Recipients for personal benefit, gain, or gratification.
10. NIALife Center for Counseling, LLC shall protect the confidentiality of all professionally acquired information. NIALife Center for Counseling, LLC shall disclose such information only when required or allowed by law to do so, or with Recipients consent.
11. NIALife Center for Counseling, LLC shall not allow outside professional and occupational interests or affiliation to affect our relationships with Recipients, our judgment, or our competence.
12. NIALife Center for Counseling, LLC shall advocate for change in the best interests of our Recipients, and for the overall benefit of society.
13. NIALife Center for Counseling, LLC shall not advertise or solicit recipients in no form. NIALife Center for Counseling, LLC does not solicit testimonials and we ensure the statements of others about us are accurate.
14. NIALife Center for Counseling, LLC shall not provide services which are not deemed medically necessary.
15. NIALife Center for Counseling, LLC shall refer Recipients to other effective resources in the event the Recipient does not qualify for services due to discharge, ineligibility or any other reasons services are denied.
16. NIALife Center for Counseling, LLC staff shall not engage in any relationship with a Recipient or family member which may be deemed harmful including those which are sexual or romantic in nature.
17. NIALife Center for Counseling, LLC shall promote and use environmentally friendly products and conserve water.
18. NIALife Center for Counseling, LLC shall act as an advocate for the child and family it serves in the community in which they live.

Violation of the NIALife Center for Counseling, LLC Code of ethics shall result in immediate disciplinary action being taken which may result in dismissal

NIALIFE CENTER FOR COUNSELING, LLC staff include anyone employed by the agency under any contract of hire, expressed or implied, oral or written, where the employer has the

power or right to control and direct the employee in the details of how services are to be rendered. Car Center staff include, volunteers and practicum students

NIALIFE CENTER FOR COUNSELING, LLC only utilizes the services of independent contractors in the form of psychiatrists and licensed Behavioral health professionals. NIALife Center for Counseling, LLC defines a contractor relationship as a person who performs services for the NIALife Center for Counseling, LLC under the express or implied agreement and who is not subject to the NIALife Center for Counseling, LLC's control, or right to control the manner and means of performing the services. NIALife Center for Counseling, LLC is not liable for the acts or omissions of the independent contractor.

NIALIFE CENTER FOR COUNSELING, LLC is sensitive to the profound social responsibility to the community in which we practice. Therefore, all NIALife Center for Counseling, LLC staff, volunteers, contractors and practicum students shall adhere to the ethical codes expressed by the NIALife Center for Counseling, LLC.

ADHERENCE AND ACCOUNTABILITY

All NIALife Center for Counseling, LLC staff, contractors, volunteers, and practicum students must read the NIALife Center for Counseling, LLC code of ethics during their 90 day probationary term and once per year thereafter.

All NIALife Center for Counseling, LLC staff, contractors, volunteers, and practicum students must adhere to and model appropriate behavior in accordance to the NIALife Center for Counseling, LLC code of ethics. Failure to do so may result in disciplinary action.

All financial practices of the NIALife Center for Counseling, LLC follow local, state and federally accepted auditing standards.

NIALife Center for Counseling, LLC does not in any instance advertise or solicits services.

The NIALife Center for Counseling, LLC code of ethics is reviewed each year by staff, contractors, volunteers, practicum students and management and shall be revised at any time.

EMPLOYEE/CONTRACTOR/VOLUNTEER CODE OF ETHICS

1. I will fulfill my obligations and responsibilities to Recipient(s), parent(s)/legal guardian(s) and family members with integrity.
2. I will act in a respectful, conscientious, diligent and efficient manner.

3. I will ensure to the best of my ability that Recipient(s), parent(s)/legal guardian(s) and their family members participate in decisions that affect them.
4. I will respect the unique differences in culture, religion, sexual preferences and race of Recipient(s), parent(s)/legal guardian(s) and family members.
5. I will respect the confidentiality of Recipient(s), parent(s)/legal guardian(s) and family members. I will disclose information only when legally or professionally obligated to do so or if properly authorized with consent to share information form signed by the parent(s)/legal guardian(s).
6. I will respect the intrinsic worth of each Recipient, parent(s)/legal guardian(s) and family members.

7. I will ensure that any outside interests do not jeopardize my professional judgment, independence or competence.
8. I will act to promote excellence in the child, youth and family service profession.
9. I will not exchange gifts, money or gratuities with parents/guardians.

A. NIALIFE CENTER FOR COUNSELING, LLC CODE OF ETHICS AND COMMENTARY

1. I will fulfill my obligations and responsibilities to Recipient(s), parent(s)/legal guardian(s) and family members with integrity.

Including but not limited to:

Possessing reasonable moral principles especially in relation to truth and fair dealing and have personal qualities of honesty and sincerity.

Identifying and describing education, training, experience, professional affiliations, competence, nature of service, and actions in an honest and accurate manner.

Taking reasonable care to distinguish between public statements and actions made as a private citizen and as a representative of NIALife Center for Counseling, LLC workplace or organization.

Observing the declaration of this Code in spirit as well as to the letter. Reporting to the Executive Director any instance involving or appearing to involve a breach of conduct set out in this Code. In all cases a report should be made in good faith, without malice or prejudice.

2. I will act in a respectful, conscientious, diligent and efficient manner.

Including but not limited to:

Demonstrating competence in the performance of the services and functions I undertake on behalf of the persons I serve. Competence goes beyond formal qualifications. Making reasonable and continuous efforts to upgrade and use effectively the values, knowledge and skills of professional practice.

Undertaking matters of professional practice only when there is an honest belief in the competence to handle it. If sufficient ability cannot be attained without undue delay, risk or expense to the Recipient, I should either decline to act or obtain the Recipient's consent to consult or collaborate with, or refer to other professionals who are competent on that matter.

cooperatively with (experts in) other professional disciplines and seeking Recipient agreement to work in these collaborative situations.

Recognizing that personal problems and conflicts may interfere with personal effectiveness.

3. I will ensure to the best of my ability that Recipient(s), parent(s)/legal guardian(s) and family members participate in decisions that affect them.

Including but not limited to:

Providing various choices and opportunities to ensure that the Recipient and their family will be involved in decisions that affect them.

4. I will respect the unique differences in culture, religion, gender, sexual preferences and race of every Recipient, parent(s)/legal guardian(s) and family member.

Including but not limited to:

Acknowledging that our Recipients are unique and come from a variety of backgrounds.

Accepting that Recipient values, norms and beliefs are intrinsic to that individual and, as such, shall be treated with regard and respect.

5. I will respect the confidentiality of Recipient(s), parent(s)/legal guardian(s) and family members. I will disclose information only when legally or professionally obligated to do so or if properly authorized.

Including but not limited to:

Accepting that confidentiality is an issue of privacy, safety and trust and ensuring it is protected.

Accepting that while sharing of information is an important part of a therapeutic relationship each Recipient of the NIALife Center for Counseling, LLC shall have their identity maintained in confidence. Unless the Recipient, parent(s)/legal guardian chooses otherwise, they shall not be identified by name.

The NIALife Center for Counseling, LLC will inform parent(s)/legal guardians about confidentiality and work to establish relationships to serve the Recipient(s).

When in doubt, Recipient's identity is withheld until legal or professional obligations are clarified.

NIALife Center for Counseling, LLC staff ensures all records are secure and only authorized persons have access to them.

6. I will respect the intrinsic worth of each Recipient(s), parent(s)/legal guardian(s) and family member.

Including but not limited to:

Acting to ensure through reasonable advocacy and other interventions that dignity, individuality and rights of Recipient(s), parent(s)/legal guardian(s) and family members are safeguarded.

Maintaining a reasonable level of objective self-awareness in order to appropriately manage personal needs, feelings, values and limitations in the context of a professional relationship.

Respecting Recipient motivation, capacity and opportunity for change at all times.

Acting to ensure that the difference between professional and personal relationships with Recipients is explicitly understood and respected.

Acting to ensure that relationships with Recipient(s), parent(s)/legal guardian(s), family members, supervisors, practicum students, volunteers, other staff and contractors are not exploited financially, sexually or otherwise.

Neither condoning nor engaging in verbal, physical, emotional or sexual harassment.

7. I will ensure that any outside interests do not jeopardize my professional judgment, independence or competence.

Including but not limited to:

Accepting that the term “outside interests” covers the widest possible range and includes activities, such as politics, another profession, occupation, hobby or business enterprise.

Conduct that is unbecoming and brings the person or the profession into disrepute impairs competence or constitutes malpractice.

Disclosing and explaining to Executive Director whenever an outside conflict of interest might influence my personal judgment.

8. I will act to promote excellence in the child, youth and family service profession.

Including but not limited to:

Protecting and enhancing the dignity and integrity of the profession.

Taking reasonable action against unethical conduct by any other member of the profession.

Seeking mediation when conflicts with colleagues cannot be resolved through regular communication.

Extending to colleagues of other professions reasonable respect and cooperation.

B. NIALIFE CENTER FOR COUNSELING, LLC PROCEDURES REGARDING VIOLATIONS OF THE CODE OF ETHICS

Based on the information received, the Personnel Director determines whether the matter should be resolved through mediation (coordinated by the Personnel Director, Assistant Director or Clinical Supervisor); or referred to the Executive Director and key staff supervisors for an ethics review.

The Personnel Director notifies the named individual of the decision and subsequent disposition within one week of receipt of his/her initial response. At the same time, the Personnel Director notifies those responsible for mediation, grievance procedure or the Executive Director and key staff supervisors of the disposition.

The key staff supervisors (assistant director, personnel director, financial director, clinical supervisor, medical director and executive director) are responsible to investigate and recommend actions to be taken due to a violation of the Code of Ethics. The investigation will be carried out through review

of relevant documentation and may include interviews with the people involved. Care will be taken to respect the confidentiality of all persons.

Recommendations for actions may include: dismissal of the allegation; a written warning placed on the staff, contractor, volunteer or practicum student file; new educational requirements or training (any associated costs are the responsibility of the named individual); suspension; and termination. The key staff investigation is to be completed within 14 days. All recommendations are forwarded to the Executive Director for final review. All final decision by the Executive Director is to be completed within one month of receipt of the appeal.

C. Reprisal

There will be no reprisal to staff, contractors, volunteers, practicum students, Recipient(s), parent(s)/legal guardian(s) or family members who report on breaches of the Code of Ethics including those of waste, fraud, abuse and any other questionable activities and practices.

Depending upon the nature of the allegation: government officials may be involved and could run a parallel investigation of the allegations.

D. Subpoenas, Search Warrants, and other Legal Action

Should government officials utilize subpoenas, search warrants or other legal action all staff, contractors, volunteers, and practicum students are expected to comply with these orders.

Staff, contractors, volunteers and practicum students who must respond to subpoenas related to their work with the NIALife Center for Counseling, LLC must contact the Executive Director for direction and support. The Executive Director will review the nature of the subpoena and assist staff, contractor, and volunteer or practicum student in preparing for court appearance.

The Assistant Director will assist staff, contractor, volunteer or practicum student by providing information regarding: pre-trial discussions with lawyer; court appearance – department, being prepared and being on time, bringing all required notes and documents and information on testifying in court.

Reporting Requirements

POLICY

NIALife Center for Counseling, LLC recognizes its responsibility to ensure the safety and well-being of all children and youth within its jurisdiction. All staff, contractors, volunteers and practicum students must fully comply with the requirements of Child Abuse Prevention and Treatment Act (CAPTA) in the reporting of suspected child abuse.

1. Every child has the right to a safe and secure upbringing that leads the child to a psychological, emotional and moral maturity and security.
2. Every child has the right to an upbringing that protects the child from abuse and sexual exploitation.
3. Subsequent to notifying the Office of Children Services of suspected child abuse, staff, contractors, volunteers or practicum students must advise the Assistant Director of the situation immediately.
4. Staff, contractors, volunteers or practicum students must not assume nor undertake any investigative responsibility in the investigation of the alleged child abuse past the point of reporting a suspected offence.
5. Staff, contractors, volunteers or practicum students while offering support, must refrain from interviewing the child after the child's first disclosures.

PROCEDURES

- Copies of the child abuse policy is provided to all staff, contractors, volunteers or practicum students for their viewing. All staff, contractors, volunteers or practicum students must be made aware of their obligation to report child abuse as mandated.
- Should a parent/legal guardian or other concerned individual inform staff, contractor, volunteer or practicum student of suspected child abuse, the staff, contractor, volunteer or practicum students member must report the information to the Clinical Supervisor and Assistant Director who will then inform the Executive Director as well as the appropriate authorities i.e. Office of Children Services and/or police for follow up.

1. RECOGNIZING SIGNS OF POSSIBLE ABUSE

Staff, contractors, volunteers or practicum students are expected to take seriously any comments or behavior of children that may indicate abuse.

NIALife Center for Counseling, LLC staff, contractors, volunteers or practicum students should be concerned about a child who:

appears to be undernourished and/or has inadequate or no lunches
has obvious medical needs that are unattended
is frequently dressed inadequately for the season or weather

has physical injuries such as bruises, welts, cuts or burns and whose explanations seem to be incompatible with the nature or extent of the injury
is fearful when questioned about an injury
is unusually fearful to undress at appropriate times, such as to change wet or soiled clothes
frequently makes drawings of people with disproportionately shaped organs
demonstrates unusual interest in, or preoccupation with, sexual acts or sexual language which is beyond the kind of interest or knowledge normally expected for their age
mentions that "it hurt going to the bathroom"
complains about pain around the genitals, mouth and/or throat area
appears to be extremely fearful of being left alone with particular adults or with adult men or women in general

Staff, contractors, volunteers or practicum students should be aware of a parent(s)/legal guardian(s) who demonstrates one or more of the following:

shows a lack of concern for the well-being of the child
has unrealistic expectations of the child's performance
appears unduly distrustful and suspicious of NIALife Center for Counseling, LLC staff, contractors, volunteers or practicum students and is aggressive or abusive when approached about general concerns regarding the child.

WHERE REASONABLE DOUBT EXISTS

In cases where child abuse is in doubt, but suspected, the dates and details of the concerns regarding the child must be documented by staff, contractors, volunteers or practicum students in order to determine whether reasonable grounds for the suspicion exists.

Note: This documentation may be subpoenaed should the case proceed to court.

The information must be forwarded using Incident Report procedures.

In the course of compiling the documentation, the confidentiality of the Recipient(s) must be respected and procedurally ensured.

All documents must be filed in a secure, confidential file in the Assistant Director's office.

The person suspecting the abuse must compile a report containing the following information: child's name, address and birthdate (if possible), name of the person(s) responsible for the child's care (i.e. parent(s) or legal guardian(s)), the nature and the extent of the circumstances leading to the suspicion that the child is a victim of abuse, all physical and behavioral indicators observed and the identity of the suspect(s), where possible, including as much information as possible.

If a staff, contractor, volunteer or practicum student is the alleged offender, the person suspecting the abuse must advise the Assistant Director immediately who will consult with the Executive Director. The Executive Director will then ensure OCS or other authorities i.e police have been notified and a report completed identifying issues, notification made and follow up provided.

IMMEDIATE ACTION BY THE EXECUTIVE DIRECTOR

Upon advisement of suspected abuse by a staff, contractor, volunteer or practicum student, the Executive Director:

Will make recommendations for further action

Will record all reported incidents in a confidential file

FURTHER ACTION

If the preliminary investigation indicates that the report is unfounded, no further action is required.

If the preliminary investigation indicates that there is reasonable evidence to warrant further investigation, the Executive Director must place the alleged offender on leave of absence with pay while the investigation is underway.

Should the investigation result in a charge, the alleged offender must be placed on an unpaid leave of absence.

Any staff, contractor, volunteer or practicum student charged but not convicted of child abuse may not be re-instated prior to consultation with the Executive Director.

Any staff, contractor, volunteer or practicum student charged and convicted of child abuse must be terminated from their involvement with the NIALIFE CENTER FOR COUNSELING, LLC.

Recipient Grievance Procedure

Any parent/guardian who has a concern about his/her child's treatment process should follow these steps:
Call your Behavioral health professional

If your Behavioral health professional does not offer a satisfactory solution, call the NIALife Center for Counseling, LLC office at 225-366-9605 and speak to either the Director of Operations, Terry Dukes-West.

If the above administrators do not offer a satisfactory solution, please contact the Executive Director-Ebony Christophe, LPC at the above telephone number.

If the above administrator does not offer a satisfactory solution please complete a Grievance Form and mail to 2929 Millerville Rd. Suite 4a Baton Rouge, LA 70816. Expect a written response to be mailed within 7 business days.

If your grievance is cannot be resolved, you may contact the Louisiana Office of Behavioral Health. You may also visit the NIALife Center for Counseling, LLC office Monday through Thursday 8am-4pm and Friday 8am to 3:30pm to discuss your concerns in person.

DIVERSITY AND CULTURAL COMPETENCY

POLICY:

It is the policy of our agency to recognize the importance of cultural sensitivity among our staff, the services that they provide, and recipients who receive those services. Our staff is trained in cultural competency with great emphasis on reserving personal judgment of recipients in terms of their religion, their color, their socio-economic status, their sexual orientation. Recipients and their families must be shown dignity & respect by our providers at all times. Staff must show dignity & respect to other staff members at all times as well.

The purpose is to establish cultural competence standards, values and policy requirements for NIALife Center for Counseling, LLC Rehabilitation Agency. Cultural competence refers to the process by which individuals and systems respond respectfully and effectively to people of all cultures, languages, classes, races, ethnic backgrounds, disabilities, religions, genders, sexual orientation and other diversity factors in a manner that recognizes, affirms and values the worth of individuals, families and communities and protects and preserves the dignity of each.

Services to Recipients:

NIALife Center for Counseling, LLC Rehabilitation Agency ensures Recipients/consumers receive effective, understandable and respectful services that are provided in a manner compatible with their

cultural beliefs and practices, preferred language and/or alternate format or cognitive ability, gender and sexual orientation.

Compliant and Appeal Procedures

Complaints, Grievances and Appeals: All NIALife Center for Counseling, LLC clients and family members are provided with opportunities to voice their concerns or complaints regarding treatment by staff, contractors, volunteers, practicum students and other clients.

Client and family members pertinent to treatment have a right for their views to be heard and considered in decisions affecting them. No retributive action is to be taken towards an individual or party as a result of that party supporting a particular point of view. Subsequently, there will be no retaliation or barriers to services as a result of a complaint. Clients have the right of access to the Licensed Mental Health Professional, Mental Health Specialist, or any director including Executive Director so that they may hear any objections not effectively dealt with by staff, contractors, volunteers or practicum students.

Procedures

It is expected that staff, contractors, volunteers and practicum students respond effectively in a timely manner to the concerns or complaints of clients. When this does not occur, the client can access successive levels of authority to find a satisfactory resolution to their issue. Clients who have complaints can identify concerns by:

Discussing concerns with the Mental Health Specialist or Mental Health Professional as soon as possible if the client or parent/guardian is not satisfied with response call NIALife Center for Counseling, LLC and speak to the Human Resource Director who will respond within 48 hours. If the client and/or parent/guardian is not satisfied with response, call NIALife Center for Counseling, LLC office and speak to the Executive Director who will respond within 7 calendar days. If the client and/or parent/guardian is not satisfied with response, call the NIALife Center for Counseling, LLC office and ask for a written grievance form be mailed to persons served. Complete form and mail to NIALife Center for Counseling, LLC office; expect a response within 7 days from the Executive Director. If concern cannot be resolved at NIALife Center for Counseling, LLC, the client is free to call the Office of Behavioral Health at 1-800-558-4617 fax: 1-866-427-2148

All procedures must be documented on an Incident Report with a final outcome listed. Note: Neither you nor your child will suffer in terms of retaliation or lack of services due to you filing a grievance. Documentation of all complaints, objections, the outcome(s) of such and follow-up will be filed and reviewed annually by the Management Team.

NIALife Center for Counseling, LLC makes complaint procedures and applicable forms readily available to the persons served and understandable to persons served. A written analysis of all formal complaints is conducted annually to determine trends, areas needing performance improvement and actions to be taken.

The Rights of Each Party: Both parties have the right to report their interpretation of the incidents both verbally and in written form. Both the complainant and the accused have the right to meet with the Executive Director to discuss the incident. Both parties may be invited to meet with the Executive Director and a decision will be communicated to both parties in a timely manner. NIALife Center for Counseling, LLC requires the accused to no longer have any communication with the complainant until given notice by the Executive Director

Responsibilities of Each Party: It is the responsibility of each party to communicate their interpretation of the incident to the Human Resource Director and subsequently the Executive Director. It is also responsibility of each party to cease all communication until otherwise given notice by the Executive Director of designate.

The Availability of Advocates or Other Assistance: NIALife Center for Counseling, LLC will link the complainant to external advocacy agency if necessary. NIALife Center for Counseling, LLC links persons

served with the organization's regulatory body Magellan Behavioral Health Member Services to assist in meeting the complainant's needs

Complain Procedures and applicable forms are readily available to the persons served and NIALife Center for Counseling, LLC ensures it is understandable to the persons served during the intake and assessment process. These forms and procedures are given to service participants during initial assessment and annually thereafter. Applicable forms can be requested at anytime at NIALife Center for Counseling, LLC offices. When formal complaints are received it is documented as well as grievances and appeals and maintained in the Critical Incidents File and the service participant records.

Community Advocacy

NIALife Center for Counseling, LLC considers the community of the persons served as an integral part of the treatment process. This is why we build relationships with local advocacy groups and encourage our Recipients to become involved in programs and groups in their community to aid in the development of character, education, and community involvement.

NIALife Center for Counseling, LLC Recipients are linked to community resources throughout the treatment process. Families are provided a list of local advocacy groups that aid in many areas such as housing, employment, finance, education, Behavioral and physical health, etc.

Community Resource List

Alcoholics Anonymous	924-0030
Alanon/Alateen	924-0029
Alcohol & Drug Prevention Services	343-8330
American Red Cross Disaster Assistance	291-4533
Big Buddy	388-9737
Baton Rouge Crisis Prevention Center	924-1431
Baton Rouge Behavioral Health Adult Services	342-2626 925-1906
Children’s Services	922-0445
Admissions	928-1909
Baton Rouge Police Department	389-2000
Battered Women’s Shelter/Program	389-3001
Boys and Girls Club of Greater Baton Rouge Boys and Girls Club National Hotline	383-3928 1-800-448-3000
Cancer Services of Greater Baton Rouge	927-2273
Catholic Community Services	336-8770
Child Abuse/Neglect Reporting Line	925-4571
Child Welfare and Attendance East Baton Rouge Parish	343-5485
Children’s Development Center	923-3420
COPE Team Our Lady of the Lake	765-8900
Crime Stoppers	344-STOP
Crime Victim’s Bureau	1-888-342-6110
Detox Center	389-3325

Dial-A-Teacher	922-5678
Domestic Violence Hotline	1-800-799-7233
Drug Helpline	1-800-662-HELP
Drug Screens	389-8402/926-2605
Drug Task Force	389-5142
Family Road	201-8888
Family Services (includes counseling)	924-0123
Families Helping Families	925-7826
Families in Need of Services	356-4471
Food Bank	359-9940
Foster Grandparents Program	346-8712
Grief Recovery	924-6621
Happi Landers (aid for teen mothers)	635-6264
Hospice Foundation of Baton Rouge	767-4673
I CARE	226-2273
Information Line United Way	923-2114
Junior Achievement	928-7008
Juvenile Detention	356-4471
LA One Call	1-800-272-7543
LA State Police Headquarters	925-6006
Louisiana Youth Challenge	1-800-226-7543
Louisiana Youth Concern Line	1-800-400-TALK
Legal Aid	387-5173
LRCE	924-7600
Mothers Against Drunk Drivers MADD	926-0807
Margaret Dumas Behavioral Health Center	359-9315
Missing Children Hotline	1-800-843-5678
Men Against Violence	578-5718
Poison Control Center LA	1-800-256-9822
Prevent Child Abuse	925-9520

NIALIFE CENTER FOR COUNSELING, LLC BEHAVIORAL HEALTH PARENT PACKET

Pupil Appraisal	929-8600
Rape Crisis Center	383-7273
Runaway Hotline	1-800-621-4000
St. Vincent De Paul (school uniforms)	356-5158
Salvation Army	355-4483
Sheriff-Livingston Parish	686-2241
Sheriff- East Baton Rouge Parish	389-5000
Substance Abuse Clinic-Adults Substance Abuse Clinic- Adolescents	925-0050 922-0445
TAU Center Our Lady of the Lake Hospital	767-1320
Teen Advocate Program	927-9810
THE PHONE (24hr)	924-3900
Volunteers of America	387-0061
Youth Leaders' Academy	346-1583
Young Marines	247-7089/749-2718
100 Black Men	356-9444
Crossroads (Alexandria)	1-800-737-3808
DePaul/Tulane(New Orleans)	1-800-548-4183
O'Brien Halfway House (Baton Rouge)	344-6345
River Oaks (New Orleans)	1-800-366-1740
Springs of Recovery (Greenwell Springs)	261-2730
TAU Baton Rouge	767-1320
Synergy	343-1994
Blackwater Church	261-1119
Granberry Counseling	261-9985
Parkview Baptist (Ron Tyndall)	293-2820
Turning Point	334-9063
Baton Rouge Alliance for Transitional Living	343-6300
Community Opportunities for E.Ascension Parish	621-2000

Chaneyville Community Center	13211 Jackson Rd. Zachary, LA 70791 654-3309
Delmont Service Center	3525 Riley Street Baton Rouge, LA 70805 389-5464
Dr. Martin Luther King Community Center	4100 Gus Young Ave. Baton Rouge, LA 70802 389-7804
North Baton Rouge Community Center	2013 Central Road Baton Rouge, LA 70807 775-6815
Dr. Leo S. Butler Community Center	950 E. Washington St. Baton Rouge, LA 70802 389-4860
Woodland Community Center, Clinton	683-3110
Fellowship Center, Gonzales	644-2711
National Alliance for the Behaviorally Ill- Louisiana	292-6928
Behavioral Health Association of Greater Baton Rouge	929-7674
Behavioral Health Association of Louisiana	343-1921
Behavioral Health Advocacy Center	342-6678
National Alliance for the Behaviorally Ill- Baton Rouge	766-5942
Alliance House	343-5393



GRIEVANCE & COMPLAINT FORM	
Patient Name:	Patient Number:
Date of Grievance:	Time of Grievance:
Place of Grievance:	Person(s) Involved:
Description of Grievance:	
Was law enforcement involved? Yes No	Identify the staff member the grievance was reported to.
How would you like the grievance to be addressed?	
Identify any external reporting authorities involved and the date the report was made (ex. OCS, Police, etc)	
Date and Time of the Report:	
Supervisor Signature:	Date:

Signature:	Date:
------------	-------



PATIENT SATISFACTION SURVEY

Please answer yes or no to each question:

1) Do you have a good relationship with your **Counselor**? If no, please explain **Yes No**

2) Does the **Counselor** see you once or twice a week for a home visit? **Yes No**

3) What is your psychiatrist's name?

4) Have you attend your scheduled psychiatrist's appointment please specify month/date/year
Yes No If no, please _____

5) Do you have a copy of your goals? If no, please explain why? **Yes No**

6) Have emergency needs been satisfactorily addressed? If no please explain why? **Yes No**

7) Have services been delivered in a respectful manner? If no please explain why? **Yes No**

8) Do you have a **Crisis Plan** with telephone numbers to call? **Yes No**

9) Address, telephone number and emergency contact if different

10) Have you had a team meeting discussing your goals within the last 3 or 6 months? **Yes No**
If no, please explain why? _____

11) I participated face to face with a licensed Behavioral Health Professional to identifying my needs in developing Mental Health Rehabilitation Service Plan, which reflects goals and objective

Yes No

12) Are you satisfied with the Care Center services? **Yes No**

If no, please explain why _____

13) Please add any comments regarding services you are receiving _____

Patient Name:	Patient Number:
Parent/Guardian (if applicable)	Date