

Welcome to Balance – Mental Health and Wellness, LLC at The Corner
(525 S San Francisco Street Flagstaff, AZ 86001)

THIS IS A GUIDE DESIGNED TO PROVIDE YOU WITH INFORMATION YOU NEED TO SUCCESSFULLY NAVIGATE PRACTICES AT BALANCE – MENTAL HEALTH AND WELLNESS, LLC

Balance – Mental Health and Wellness, in partnership with Christ Church of Flagstaff, are pleased to have the opportunity to provide services for you. We hope that this guide will provide helpful information for making an informed decision concerning our services. Our providers have strong clinical training and engage in regular supervision. We strive to provide high quality services and hope you will feel free to ask questions about our experience and service provision at any time.

The Corner and Balance – Mental Health and Wellness

We are pleased to offer drop-in sessions free of charge to the college community of Flagstaff. All sessions will be provided on a drop-in basis. No scheduling of sessions will be available. While assistance with referrals for crisis intervention will be provided, The Corner is not a Crisis Intervention Service. You are welcome to drop in as often as is necessary to meet your needs. If you find that you are in need of regular and ongoing sessions, one of our case managers will work with you to help you find an ongoing and consistent long-term provider in the community.

Hours for drop-in sessions will be offered on Tuesdays and Thursdays from 8am to 5pm. Services will be provided by masters level clinicians as well as masters and bachelors level interns involved in counseling, psychology and social work programs at accredited universities.

Drop In Sessions

Your first visit to The Corner is referred to as a “New Client Visit.” This visit the opportunity to learn about The Corner and Balance – Mental Health Wellness as well as share information about your reasons for seeking services. You will complete some basic paperwork and have a file created so that you will not have to complete this paperwork at future or return visits.

Upon arriving at The Corner, please check in with the case manager. You will fill out a short client form as well as a short assessment to help provide you with appropriate services. Based on the information you provide, you will be asked to wait until the next provider is available. Should a client drop-in who is in crisis, you may find that you are asked to wait until their needs are addressed prior to your visit with a provider. All clients who have completed a client form will be seen by a provider before end of day. We cannot guarantee the waiting time due to the nature of a drop-in clinic and need to address crises as a priority.

Treatment

It is our goal to make your short-term psychotherapy and case management experience effective and efficient. We will keep you informed of alternative options as we are aware of them and provide the necessary referrals. We expect and encourage you to obtain knowledge of the procedures, goals and possible side-effects of short-term psychotherapy and case management services.

Short-term psychotherapy and case management have been shown to be extremely beneficial for some people. Benefits of short-term psychotherapy include the possibility of decreased depression or anxiety, the possibility of healthier relationships and the possibility of solutions to specific problems.

There are risks associated with engaging in short-term psychotherapy and case management services as well as benefits. Risks associated with short-term psychotherapy and case management services may

include, but are not limited to, the experience of intense and unwanted feelings such as sadness anger, fear, guilt or anxiety. It is important to remember that these feelings may be natural and normal and can be an important part of the process. Other risks may include recalling unpleasant life events, facing unpleasant thoughts and beliefs, increasing awareness of feelings, values and experiences and alterations of an individual's ability or desire to deal effectively within relationships. Major life decisions are often made with the assistance of short-term psychotherapy and case management, including decisions involving separation within families, development of relationships, changing employment and changing lifestyles. As it is the process of short-term psychotherapy and case management services to reflect on beliefs and values, it will be natural for changes in your life to occur. The providers are available to discuss any of your assumptions, problems or possible negative side effects of the work together.

Web-Based Services

Tele-health or web-based services are available via the Doxy platform. While face-to-face sessions are generally considered preferable, there will be times that our providers are engaging with you via web-based services. Please refer to the "Web-Based Telehealth Services Additional Informed Consent and Agreement" document for further information related to accessing and receiving web-based services located on the website at www.balancementalhealthandwellness.org.

With respect to our commitment to professional boundaries, the providers will not engage in friendship, or activities that could be construed as friendships, on social media platforms. A professional page is available on FaceBook to allow clients to follow Balance – Mental Health and Wellness. Additionally, resources and tools are available on the Balance – Mental Health and Wellness website at www.balancementalhealthandwellness.org. Please ask your provider for the client password to gain access to these resources.

Record Keeping

Arizona law and ethical practices require that we keep Protected Health Information about you and your family in your Clinical Record. Except in rare circumstances that involve danger to yourself and/or others, you may examine and/or request a copy of your Clinical Record. Records requests must be made in writing. Because professional records can be misinterpreted or can be upsetting to untrained readers, you will need to review all requested records with your provider or have them forwarded to another mental health professional so you can discuss the contents.

Phone and Email

We are happy to take your call; however, you will notice that the drop-in hours at The Corner are only on Tuesdays and Thursdays. Therefore, many calls are forwarded to voicemail. Providers protect their time with you and other clients by not answering the phone during sessions. Please do not hesitate to leave a message as great care has been taken to ensure the privacy of our voicemail. Voicemail is only reviewed by our providers and messages are left for the appropriate provider to respond to your message.

Email is used for referrals, paperwork and conveying non-life threatening information. Email should be not used as a substitute for conveying information during a session with a provider. Providers will check email during regular business hours, Tuesdays and Thursdays, 8am to 5pm. Emails will be responded to within 72 hours of receipt.

In case of a life threatening emergency, do not wait for a return phone call or a return email. Please call 9-1-1 or proceed to your nearest emergency room.

Crisis and Emergency

The Corner and Balance – Mental Health and Wellness are very concerned with the availability of support systems during a crisis or emergency. It is important that if you find yourself experiencing a crisis or an

emergency that you seek help that is available immediately. As a drop-in center, we are available to assist you in obtaining the most appropriate services for the situation in which you find yourself. We may be required to engage the following crisis intervention services to further assist in meeting your needs, including, but not limited to, contacting TERROS Mobile Crisis Unit (877-756-4090), contacting the nearest Emergency Room or calling 9-1-1. You are welcome to utilize the following crisis services as well: the National Suicide Prevention Lifeline 800-273-TALK (8255) and the Crisis Text Line at 741741. You may choose to access additional local crisis intervention services at the Flagstaff Medical Center Emergency Department, located at 1200 N. Beaver Street Flagstaff, AZ 86001 (928) 779-3366 or services at The Guidance Center, located at 2187 N Vickey Street Flagstaff, AZ 86004 (928) 527-1899.

Termination

Termination of services may occur at any time, and may be initiated by the client or the therapist. The Corner and Balance – Mental Health and Wellness request that if a decision is being made to terminate services, that there be an opportunity to provide referrals and alternate resources. If a session is terminated prior to the provider being able to determine safety of the client or others, the necessary crisis resources will be employed to confirm this safety status.

Client Rights

Clients may question and/or refuse therapeutic procedures, or gain whatever information they wish to know about the process and course of services. Clients are provided with confidentiality under ethical standards as well as Arizona law. There are important and legally mandated exceptions to confidentiality, which include the following:

1. Duty to Warn – The provider is obligated by law to notify a relevant other if it is deemed that a client has intent to harm another individual (ARS 32-3283).
2. Child Abuse – The provider is obligated by law to report any incidences of suspected child abuse, neglect or abandonment in order to protect the children involved (ARS 13-3620.A)
3. Elder Abuse – The provider is obligated by law to report any incidences of suspected elder or vulnerable adult abuse, neglect or exploitation (ARS 46-454).
4. Self-Harm – The provide is obligated by law to notify a relevant other if it is deemed that a client has intent to take their own life.

Under circumstances in which there is legal or court involvement, client records or providers may be subpoenaed. We assure you that we will make every effort to maintain confidentiality except as noted above. There may be rare circumstances under which the provider may feel that confidentiality is destructive to the individual. Under such circumstances the client will be informed of the judgment and the client will have the final decision as to whether confidentiality is maintained.

Client rights will be discussed in detail at your New Client Visit. Please direct all questions regarding your rights and confidentiality to your provider.

Dependent Clients

Parents and/or legal guardians of minors or dependent adults should refer to the client rights outlined above. It is important that your minor/dependent is able to completely trust their provider. As such, the information shared in session by your minor/dependent is kept confidential. As the parent/legal guardian, you have the right and responsibility to question, understand and be informed of the therapeutic activities and progress of your minor/dependent. Including parents/legal guardians in the therapeutic process is often beneficial and necessary. We will use various opportunities and methods to ensure that you are kept informed in a manner that does not undermine the integrity, quality and trust of the therapeutic relationship. This may include inviting the parent/legal guardian into the session as well as providing general progress updates. The provider will not hesitate to share with the parent/legal guardian any time a provider is aware of a legal or safety issue that requires parental/legal guardian involvement.

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While a minor student seeking services may be living independently on campus, if a minor student seeks short-term psychotherapy or case management services at The Corner, a consent signed by parents/legal guardian will be required prior to any services being rendered.

Financial Arrangements

All short-term psychotherapy and case management services offered at The Corner are free of charge.

Should you be in need of community referrals, you may be asked to provide information related to your financial means or insurance coverage to assist in locating the appropriate referrals. This information is not standardly requested and will only be requested to assist with referrals – financial information is NOT required to receive services at The Corner.

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