

Partnering for Progress
Welcome to LUK, Inc.'s Behavioral Health Clinic!

Introduction

The LUK Crisis Center, Inc. (LUK) provides quality services to children, youth, adults and families living in the communities of Central Massachusetts. Individuals, couples, or families experiencing difficulty adjusting to daily life and mental health or substance abuse concerns are eligible for services. LUK staff offers convenient, accessible times for appointments, including evening hours.

Mission:

The Behavioral Health Clinic's Mission is to provide responsive, respectful and effective outpatient mental health and substance abuse services to help individuals, couples or families achieve their goals and improve the quality of their lives.

Policies and Procedures:

It is important to us at LUK that the people we serve are well informed about your rights including:

- Privacy of your health information.
- Protection of and access to your health records.
- Active involvement in the development of your treatment/action plan.

Treatment:

Counseling at LUK's Behavioral Health Clinic has 4 phases.

PHASE 1: Assessment

It is important from the beginning that you try to be as open and honest as you are able with your counselor about what is going on in your life. The better the counselor knows you (both your past experiences and your future plans), the more complete an understanding the counselor will have about your situation. We are interested in what is working well for you and what is not working. You are also getting to know the counselor and learning how the counselor can work with you and assist you.

PHASE 2: Treatment/Action Plan

After the Assessment phase hopefully the counselor has a good idea what is most important in your life and the challenges you are facing. Based on a thorough understanding of your circumstances, you and the counselor will make a Treatment Plan which will have the goals that you want to work towards in your counseling. The Treatment Plan will also list the kind of services that are going to help you reach your goals (e.g., individual, group and/or family counseling, psychiatry, etc.) The Treatment Plan is an agreement between you and the counselor about what you have decided to work towards in counseling.

PHASE 3: Treatment

Once a plan is on place, you will be able to engage in the work of counseling. Here at LUK, counseling is about working with you and your loved ones so you will be able to meet the challenges you are facing, build on your strengths, and make changes that will open new opportunities for you to achieve your goals. Your counselor will help you in your work as agreed upon in your plan.

PHASE 4: Discharge

When you have achieved your goals, or when you have made enough progress towards your goals that indicates that you are ready to move forward on your own, then the treatment ends.

Cancellation Policy

In order for treatment to be successful it is really important that you make a commitment to the counseling. Part of the commitment is attending all scheduled sessions. The people who attend counseling on a regularly scheduled basis dramatically increase their chances of making the changes they want to make in their lives. *If you are not able to make a scheduled session, it is your responsibility to contact the counselor or the receptionist at LUK 24 HOURS IN ADVANCE of the session.*

Your counselor's

NAME: _____

NUMBER: _____

No Show Policy

If you do not notify your counselor and do not attend a scheduled session, this is considered a "No Show." If you have *two (2) No Shows* in a row, then we may close your case. A pattern of Cancellations or No Shows will likely result in a conversation with you about barriers to your attendance and possible solutions and whether it is clinically appropriate to continue in counseling.

Psychiatry

Psychiatry (like counseling) is a very important service that people find very helpful. Many times counseling and psychiatry together is what really works for people. We only offer psychiatric services to people who are actively involved in treatment at LUK. It is important that if you are prescribed medication that you attend the sessions so that the psychiatrist or clinical nurse specialist can monitor progress and make sure that the medication is helping you and is safe for you. It is critical that you attend the scheduled psychiatry sessions or cancel so that we may schedule someone else. If you are not able to make a scheduled session, it is your responsibility to contact the counselor or the receptionist at LUK 72 HOURS IN ADVANCE of the session. This means that you must tell us on or before Monday, if you cannot attend on Wednesday. Your health and safety is really important and we have limited psychiatry time. Repeated cancellations and no shows are potentially dangerous to your health and may lead to the termination of psychiatric services and services here at LUK.

Fees

When you first start Treatment you will sign a **Financial Agreement Form**, which will tell you whether you need to pay a deductible or co-pay. If you do have a deductible or co-pay, this must be paid prior to the beginning of every session. The counselor may remind you of your co-payment but it is your responsibility to remember. The Financial Agreement Form also reminds you that if your insurance company does not pay for your treatment then you are responsible for the payment.

After Hour Instructions

All people involved with LUK’s Behavioral Health Clinic have access to our 24 hour, 365 days-a-year on-call services. During the week after hours (after 5:30PM) and on weekends and holidays LUK has an on-call team who are available to help you in case of a mental health or substance abuse emergency. Please call our main number **(978) 345-0685 or Toll Free (800) 579-0000** and an answering service will respond immediately to your call. Just identify yourself as a client of LUK and explain the nature of the emergency. Your information will then be forwarded to the LUK staff who are on call. They are available to the answering service by phone, cell phone or pager. LUK staff will then contact you as soon as possible and assist you in handling the emergency.

Tobacco Policy

LUK seeks to encourage all participants in LUK programs or services, staff, and foster parents to engage in healthy lifestyles. LUK encourages youth and staff using tobacco products to identify and pursue available programs aimed at abstaining from the use of these products. In an attempt to provide services in a comfortable and smoke free environment, **smoking is prohibited in all agency facilities**, during activities, and including vehicles when transporting participants in LUK programs and services. LUK will comply with all applicable Massachusetts laws and regulations.

Non Discrimination Policy

The agency will not deny services or otherwise discriminate in the delivery of services to any person who otherwise meets the eligibility criteria of the program based on race, color, religion, sex, age, sexual orientation, national origin, ancestry, physical or mental disability, or financial status. The agency will not refuse treatment to a client solely because he or she has Acquired Immune Deficiency Syndrome (AIDS).

Disabled Persons

The agency is committed to providing access to services for all of its clients. Where we meet with persons visits is individually determined with you and will be based on a variety of issues including your needs, your preference, your safety, the clinical resources available and the efficient use of clinical resources.

As part of our initial comprehensive assessment we will work with you to determine your strengths and any special needs that you may have. We will work with you to identify additional assessments that may be necessary and then help you get those assessments. We will discuss with you any disabilities that will need to be addressed as parts of your treatment at LUK and plan with you about how we might change our practices to meet your unique needs. We will create a treatment plan with you that identify any disability, if any, which requires a change of clinic policies, practices, or procedures.

I(We) have read and understood this manual and agree to follow through on my(our) responsibilities.

_____ Witness