


GUAM BEHAVIORAL HEALTH AND WELLNESS CENTER		
TITLE: Consumer Orientation	POLICY NO: CL-AP-02	Page: 1 of 2
RESPONSIBILITY: Clinical Programs		
APPROVED BY:  DIRECTOR, THERESA C. ARRIOLA	EFFECTIVE DATE: 3/27/2017	
	LAST REVIEWED/REVISED: MAY 08 2019	

PURPOSE:

To provide the consumers with an introduction to Guam Behavioral Health and Wellness Center's (GBHWC) services, programs, rules and regulation, health and safety practices, and how services are delivered.

POLICY:

- A. GBHWC provides an orientation in a timely manner to all screened eligible consumers, based on the consumers presenting condition and the type of services provided, which include but not limited to an explanation of the following:
 1. Consumer rights and responsibilities;
 2. Complaint and appeals procedures;
 3. Ways in which input can be given;
 4. Organization's confidentiality policy;
 5. Consent to treatment and behavioral expectations of consumers;
 6. A description of how a treatment plan is developed and the consumers' participation in the goal development and achievement;
 7. Program health and safety policies;
 8. Program rules and expectations;
 9. Transition and discharge criteria;
 10. Nonviolent practices;
 11. Advance directives when indicate;
 12. Other topic as applicable to the different service program.
- B. The parent/legal guardian of the minor consumers (youth) must attend the orientation with the youth.
- C. In acute situations in which orientation cannot be provided, it is the responsibility of the lead provider to conduct the orientation at a later time once consumer or youth is stable.
- D. To ensure that consumers are provided with an Orientation and they understand what is expected of them, all consumers must sign an acknowledgment form and shall be provided with an orientation handbook by the screening staff who provided the orientation.

PROCEDURES:

1. Each program shall prepare an orientation packet which include documents needed for orientation and other documents deemed necessary by the program.

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2. Once the consumer is found eligible to GBHWC services, screening staff conducts the orientation prior to intake being completed; providing an overview of the different programs and services of GBHWC and consumer expectations and responsibilities.
 3. Orientation packet documents will be completed as appropriate and provided to the consumer, and/or parent/legal guardian with the orientation booklet.
 4. The staff providing the orientation must document that orientation was provided to the consumer in the Referral Disposition Tracking Notes under Intake and Registration Module in AWARDS.
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REFERENCE(S):

CARF International. (2019). Screening and access to services: Orientation. In CARF. International, *Behavioral Health Standards Manual* (pp. 132-133). Tucson: Commission on Accreditation of Rehabilitation Facilities.

**GUAM BEHAVIORAL HEALTH AND WELLNESS CENTER
REVIEW AND ENDORSEMENT CERTIFICATION**

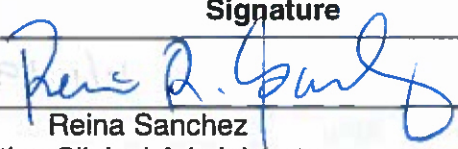
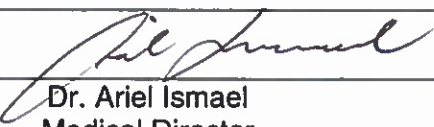
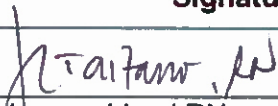
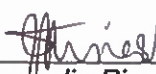
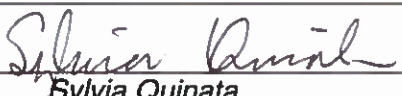
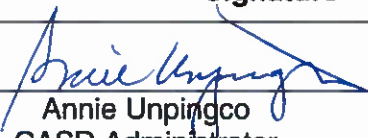
The signatories on this document acknowledge that they have reviewed and approved the following:

☒ Policies and Procedure
☐ Program plan
☐ Protocol/Form

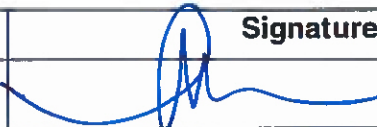


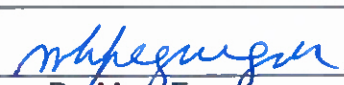

Submitted by: Clinical Committee

Policy No: CL-AP-02

Title: Consumer Orientation

Reviewed/Endorsed Title	Date	Signature
	5/15/2019	 Reina Sanchez Acting Clinical Administrator
Reviewed/Endorsed Title	Date	Signature
	4/17/19	 Dr. Ariel Ismael Medical Director
Reviewed/Endorsed Title	Date	Signature
	4/17/19	 Jeremy Lloyd RN Acting Nurse Administrator
Reviewed/Endorsed Title	Date	Signature
	4/30/19	 Shermalin Pineda Manager Residential Recovery Program
Reviewed/Endorsed Title	Date	Signature
	4/17/19	 Sylvia Quinata Adult Counseling Supervisor
Reviewed/Endorsed Title	Date	Signature
	04.17.19	 Annie Unpingco CASD Administrator

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Reviewed/Endorsed Title	Date	Signature
	5/10/19	
	Athena Duenas Supervisor Drug and Alcohol Program	
Reviewed/Endorsed Title	Date	Signature
	05/14/2019	
	Maria Teresa Aguon Program Manager Healing Hearts	
Reviewed/Endorsed Title	Date	Signature
	4/17/19	
	Helen Onadera Tulaika Project Director	
Reviewed/Endorsed Title	Date	Signature
	5.16.19	
	Dr. Mary Fegulgur Psychology Section	
Reviewed/Endorsed Title	Date	Signature
	5/11/19	
	Carissa Pangelinan Deputy Director	