

# INTENSIVE OUTPATIENT PROGRAM (IOP)

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## Welcome Handbook



Mindful **Healing**  
— COUNSELING —

**4880 W University Ave, STE B2 Las Vegas, NV 89103**

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# WELCOME

## TO Mindful Healing Counseling



Welcome to Mindful Healing Counseling’s Intensive Outpatient Program (IOP). We understand that beginning this journey may come with challenges, and we are honored to support you or your loved one recovery process. At Mindful Healing Counseling, we are committed to providing high-quality therapeutic care rooted in the belief that each individual already holds the strengths necessary to manage their mental health. Our role is to provide you or your loved one with access to the tools, skills, and support needed to transform those strengths into healthy behaviors. This guide is here to support you throughout the program. Please don’t hesitate to reach out to our team with any questions or concerns—we’re here to help.

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## COMPANY BACKGROUND

Mindful Healing Counseling was established by CEO Michaela Levine, MS LCPC, with a mission to provide compassionate, evidence-based care to individuals and families across the lifespan. While offering outpatient therapy and medication management services, Michaela quickly recognized a significant gap in access to specialized higher levels of care for adults & adolescents in the Las Vegas area.

In response, she expanded the practice to include a stand-alone Partial Hospitalization Program (PHP) and Intensive Outpatient Program (IOP) exclusively for you or your loved, addressing the urgent need for structured, comprehensive behavioral health treatment in the community.

Michaela continues to lead Mindful Healing Counseling with a vision rooted in innovation, holistic wellness, and clinical excellence—ensuring the practice remains a regional leader in adults & adolescent intensive outpatient services and a model for best practices in mental health care.



## VISION & MISSION

### Vision

We set out to create a place where you or your loved one can experience feeling welcomed for who they are, without judgment, and where their ideas and autonomy are honored throughout the treatment process.

Compassionate care is not just about providing therapy or medication; it's about creating a supportive environment where you or your loved one feel safe, heard, and valued. It's about recognizing that mental health is as important as physical health and that seeking help is a sign of strength, not weakness.

### Mission

To give you or your loved one the experience of being capable, supported, and celebrated while developing skills for improving mental, emotional, and behavioral health.



# OURTEAM



Mindful Healing Counseling employs a variety of staff not only for the betterment of you or your loved one treatment, but for the betterment of the future of mental health treatment. The diverse body of employees includes clinicians, provisionally licensed clinicians, nurse practitioners, mental health technicians, qualified mental health professionals, interns and more.

## Note:

**Provisionally Licensed Clinicians** -Prior to obtaining a “full” license from the state of Nevada, clinicians undergo a period of “provision”. Requirements of provisional clinicians are set by their licensing body. While employed at Mindful Healing Counseling, provisionally licensed therapists undergo rigorous training and supervision to fortify their clinical skills and knowledge.

**Clinical Interns** - Mindful Healing Counseling hosts a group of second-year masters. As interns, they may sit in on therapy sessions or lead therapeutic exercises. Through supervised practice, they integrate theoretical knowledge with practical skills to provide compassionate and effective support.



## IOP PROGRAMMING

Mindful Healing Counseling Intensive Outpatient Program consists of 4 components:

- Group Therapy (3 days a week- 3 hours a day)
- Individual Therapy (one session per week)
- Family Therapy (one session per week)
- Med-management (one a month – if needed)

Each component utilizes evidence-based therapeutic intervention to ensure the highest quality care for you or your loved. Our team of licensed professionals employs a variety of techniques such as Cognitive Behavioral Therapy (CBT), Dialectical Behavioral Therapy (DBT), and Mindfulness-Based Self-Compassion (MBSC) to address the specific mental health needs of each patient.

We believe in a holistic approach to mental health, focusing not just on symptom relief but also on the underlying issues that contribute to emotional distress. Our commitment extends to continuous monitoring and adjustment of treatment plans to ensure they are effective and meet the evolving needs of our clients. Length of stay depends on the clinical needs of each individual and is discussed with family members on an ongoing basis.



## GROUP THERAPY

TIME	Monday	Wednesday	Friday
2:00 pm	Mindfulness	Distress Tolerance	Skills Review
2:50 pm	Snack	Snack	Snack
3:00 pm	Interpersonal Effectiveness	Emotional Regulation	Emotional growth
3:50 pm	Snack	Snack	Snack
4:00 pm	Stress management	Self- awareness	Creative Expression
5:00 pm	Dismissal	Dismissal	Dismissal

### Sample Schedule

Highly structured, skills-focused group therapy curriculum helps patients develop a “manual” for managing their mental health. Due to the format of our groups, patients don’t just talk about their feelings. As a part of group therapy, patients practice coping skills, self-compassion, healthy communication and conflict resolution. It promotes self-awareness, emotional growth, stress management, assertiveness, healthy relationships, and empowerment. They also learn about triggers, contributing factors, warning signs, physiological components of mental health, and safety plans. Most importantly they use self-exploration to identify their strengths, capitalize on their supports, and develop long- term, sustainable, healthy habits.



# Curriculum Overview

At Mindful Healing Counseling, our IOP curriculum is designed to provide education, coping strategies, and supportive skills to help you on your journey of healing and recovery. Throughout the program, you will participate in group sessions and activities that focus on the following core topics:

## Curriculum Topics & Objectives

<b>Topic</b>	<b>Objective</b>
<b>1. Orientation &amp; Goal Setting</b>	Introduce program structure, set personal recovery goals, and identify treatment priorities.
<b>2. Self-Esteem &amp; Identity</b>	Build confidence, strengthen self-worth, and foster a positive sense of identity.
<b>3. Communication Skills</b>	Learn effective, respectful, and supportive ways to express needs and connect with others.
<b>4. Emotion Regulation</b>	Develop skills to identify, understand, and manage emotions in healthy and adaptive ways.
<b>5. Anger Management</b>	Recognize triggers, understand the role of anger, and practice safe, constructive coping strategies.
<b>6. Mindfulness &amp; Stress Reduction</b>	Practice present-moment awareness, breathing techniques, and relaxation strategies to reduce stress.
<b>7. Psychoeducation: Anxiety &amp; Depression</b>	Understand symptoms, causes, and treatments while learning evidence-based coping tools.
<b>8. Trauma &amp; Grief</b>	Process loss and past experiences and build resilience through grounding and self-compassion practices.

<b>Topic</b>	<b>Objective</b>
<b>9. Post-Traumatic Stress Disorder (PTSD)</b>	Learn grounding techniques, reduce triggers, and strengthen coping mechanisms for trauma symptoms.
<b>10. Coping Skills Training</b>	Identify personal triggers, practice healthy alternatives, and develop relapse-prevention strategies.
<b>11. Problem-Solving &amp; Decision-Making</b>	Practice structured approaches to making healthier, values-based decisions.
<b>12. Healthy Relationships &amp; Boundaries</b>	Explore safe, respectful, and supportive relationship patterns; learn to set and maintain boundaries.
<b>13. Life Skills &amp; Wellness</b>	Improve time management, sleep hygiene, and self-care practices; integrate nutrition and exercise education.
<b>14. Relapse Prevention &amp; Safety Planning</b>	Develop individualized plans to prevent crisis, manage setbacks, and maintain recovery progress.
<b>15. Resilience &amp; Future Planning</b>	Strengthen coping tools, create personal values-based goals, and prepare for step-down or aftercare.



## INDIVIDUAL THERAPY

Individual therapy alongside group therapy for patient's offers crucial personalized support tailored to their unique needs, fostering a deeper exploration of underlying issues, and promoting individual growth. It provides a safe and confidential space for patient's to openly discuss their concerns, emotions, and experiences. Through this one-on-one therapeutic alliance, patients can build resilience and gain valuable insights to navigate challenges both within and outside the structured program environment.

As a part of Intensive Outpatient Program, patients are required to attend individual therapy and family therapy. As an in-network provider, Mindful Healing Counseling provides Individual Therapy for each client and their families. If you have a pre-established outpatient therapist that is not with Mindful Healing Counseling, we recommend pausing sessions with the provider for the duration of IOP participation. If you chose not to, please be advise your insurance may or may not cover those sessions. Please ensure Mindful Healing Counseling has a release of information to communicate with the outpatient therapy provider.



## CAREGIVER COLLABORATION

Collaboration plays a pivotal role in fostering sustainable mental health recovery, a principle that Mindful Healing Counseling integrates into its Intensive Outpatient Program (IOP). Weekly, caregivers are provided with a link to complete a check-in form, focusing on their loved one well-being. This platform serves as an avenue to address questions about their loved one or to request staff communication. The weekly check-ins serve the purpose of keeping the IOP team informed about fluctuations in symptoms, ongoing therapeutic needs, and any safety concerns. Completion of these check-ins is imperative and required for participation in IOP.

In cases where a loved one divides their time between caregivers, the caregiver who predominantly oversees the loved one during that week is responsible for completing the check-in form. It is essential for Mindful Healing Counseling to possess the email addresses of both caregivers to facilitate this process effectively.

## Family Therapy

Family therapy is an important part of the healing process. We believe that involving family members and loved ones can strengthen communication, improve support systems, and promote long-term recovery. Family therapy sessions are scheduled as clinically appropriate and provide a safe space to address challenges, build trust, and learn healthy ways of supporting one another.

## Med-management

Medication management services are available to support clients who may benefit from psychiatric medication as part of their treatment plan. Our licensed providers will meet with clients **once a month (or as needed)** to review medications, monitor progress, and make any necessary adjustments. Medication management is designed to work hand-in-hand with therapy to ensure the best outcomes for each individual.



# POLICIES AND PROCEDURES

## Attendance & Non-Compliance

Patients are permitted a maximum of three absences, unless expressly permitted in advance by program leadership. Upon the fourth absence, patients will be administratively discharged.

In some instances, Intensive Outpatient Program (IOP) may not align suitably with a patient's needs. While our primary objective is to identify such cases promptly through continuous clinical monitoring, indications of misalignment may include non-adherence to the treatment plan, program regulations, safety agreements, or attendance expectations. Non-compliance with these parameters may lead to administrative discharge.

## Confidentiality

While participating in our program, patients and their families will naturally interact with others undergoing treatment. We view the relationships formed with fellow patients and families as a positive aspect of treatment, while also prioritizing the creation of a safe environment for all participants. To maintain this safe space, we kindly request your commitment to preserving confidentiality regarding any information shared during programming and refraining from disclosing personal details, including names, to individuals outside the program. Additionally, we recommend limiting patient interactions to program hours during the treatment period, as managing interactions beyond this scope is challenging for us.

Although we do not explicitly prohibit patients from engaging outside of program hours, we believe that focusing on individual mental health processes during treatment is paramount for optimal support. While friendships established during treatment can offer valuable support, it is essential to recognize that these connections might occasionally deviate from their positive nature and potentially hinder treatment progress. Ideally, parents/guardians can assist in maintaining appropriate boundaries beyond program hours. Regardless of the extent of patient

interaction outside of programming, parental communication and oversight are vital.

Furthermore, we request that patients refrain from discussing any past treatment experiences to prevent unintentional negative impacts on peers. As part of our intake procedure, you will be required to sign a confidentiality agreement, signifying your commitment to upholding this policy and safeguarding the treatment environment for all individuals involved.

## Items to Bring

On your first day, you'll be provided with a composition notebook for your personal use. We will use these in groups and in therapy. You will also be provided a place to store any personal items. Some other items you may bring include:

- Snacks are provided but you can also bring your own
- Clear, reusable water bottle. Non-water drinks are allowed during lunch only
- MP3 player - must not be connected to the internet or have a camera
- Headphones - please note that these will need to be checked in and out with MHC staff
- Chapstick/deodorant/hand sanitizer/menstrual products
- Notebook(s) or sketchpad(s) that are not wire-bound
- Backpack or purse if necessary - this will be stored during programming hours
- Fidget toys or sensory items

Please note that there may be items not on this list which could be approved, as well as items that are on this list that we may determine are not appropriate. We reserve the right to make changes to this list at any time, particularly as it relates to the safety of our patients.

## Prohibited Items

The following items are prohibited Please be aware that staff who suspect that a patient has prohibited item(s) onsite can conduct searches of patients in accordance with our Search/Seizure policy.

Lighters/matches  
Objects with sharp edges or points including scissors, razors, crochet hooks and knitting needles  
Cameras and other recording devices  
Prescription or over-the-counter medications  
Alcohol and items containing alcohol including mouthwash  
Dental floss  
Street drugs, drug paraphernalia, vapes and e-cigarettes (including nicotine products)  
Knives, heavy chains, brass knuckles, etc.  
Batteries or items containing removeable batteries  
Make-up or beauty products  
Valuables - if you wish to wear jewelry, please always keep it on your person.

Please note Mindful Healing Counseling does not permit patients to bring in food to share with other patients.

## **Safety Statement**

Our program places a strong emphasis on safety and kindly requests that visitors leave all bags, backpacks, sharp objects, cell phones, and similar items in their vehicles or at home.

Alternatively, our staff can securely store these belongings during your visit. Should you opt to bring a bag or cell phone, we kindly ask that you refrain from using your cell phone within our premises. At the start of your treatment day, we will securely store bags, purses, and cell phones, returning them to you upon your dismissal. The prohibition of cell phone usage is essential to maintain patient confidentiality and uphold a secure environment. While an item may appear harmless, these regulations are in place to safeguard the well-being of all patients and visitors.

Given the daily interactions with peers in group settings, we encourage immediate reporting to our staff if you become aware of any information that may endanger an individual or others. Please bring to our attention any of the "Five Hurts":

1. If someone is causing harm to you or your family member.
2. If you or your family member are contemplating self-harm.
3. If a fellow program participant is harming someone else.
4. If a fellow program participant is considering self-harm.
5. If you or your family member are contemplating harming someone else.

When safety concerns exceed the scope of our current care capabilities, a transfer to a higher level of care or assessment at a different facility may be considered. Any act of aggression, violence, or inappropriate physical contact towards another individual, be it staff or patient, may result in administrative discharge.

## Respect

Mindful Healing Counseling Behavioral Health is committed to remaining a safe, judgement-free and welcoming environment for all. We encourage patients to bring their full selves to programming. A healthier, more resilient, and thriving community requires inclusion, equity, and diversity.

Mindful Healing Counseling does not tolerate discrimination on the basis of race, ethnicity, gender, sexual orientation, religion, or disability. Any individual displaying discrimination may be administratively discharged. If there is a concern that an employee or visitor of Mindful Healing Counseling is displaying discriminatory behavior, please bring this to the attention of the CEO.

## Illness

Patients will be provided a medical pass from programming for illness-related absences. These absences will be excused, however, may also count toward days of non-attendance if the number of consecutive days out of programming without virtual attendance exceeds four (4) days. Patients and their parents/guardians

should refer to the following guidelines for requesting a medical pass and staying home from programming.

#### Guidelines for Medical Passes / Staying home from Programming:

1. Symptoms of COVID-19 or diagnosis of other communicable disease as covered in COVID-19 procedures.
2. Fever (temperature of 100.4 or higher) within the last 24 hours
3. Conjunctivitis (pink eye)
4. Three or more episodes of vomiting or diarrhea within the last 24 hours.  
( if patient did not attend school or symptoms began during the school day, please do not attend programming and instead go see your primary care physician (PCP))

#### Guidelines for Returning to Programming:

1. Fever free for 24 hours without the use of fever-reducing medications
2. Resolution of conjunctivitis or on prescribed eye drops for 24 hours
3. Resolution of vomiting/diarrhea
4. Opinion from primary care physician that patient can return to programming

When in doubt, you or your family member/guardian should call to speak with our office or take the patient to see their own PCP to get an opinion on whether they should attend programming.

Please note that we are aware that anxiety, depression and other mental health diagnoses often go hand in hand with somatic complaints and physical symptoms. Many patients experience somatic symptoms related to their mental health diagnoses, which are not contagious and which tolerating or otherwise addressing may become part of a patient's treatment plan. We encourage parents/guardians to be aware of and make efforts to implement any plan for ensuring patient attends programming.



# **POLICIES AND PROCEDURES**

## **Grievances**

Mindful Healing Counseling Intensive Outpatient Program's goal is to provide a valuable treatment experience and Service Excellence to all patients. If you have any concerns or problems with your experience, the facility has a procedure for allowing you the opportunity to register a complaint and seek resolution. Patients or parents/guardians who have complaints should notify the Chief Executive Officer.

There are also external agencies that are charged with overseeing treatment facilities. Should you wish to lodge a complaint against Mindful Healing Counseling please contact:

Division of Health Service Regulation at (702) 807- 4327

## **Clear Containers Policy**

Mindful Healing Counseling Behavioral Health requires patients to bring only clear/transparent containers including water bottles, lunch box, etc. The policy ensures the safety of participants by preventing the concealment of prohibited items, fostering transparency, and facilitating staff's ability to monitor belongings effectively, thus maintaining a secure environment conducive to healing and growth.

In an effort to support compliance, Mindful Healing Counseling will provide each patient with one clear water bottle and one clear bag upon admission.

# POLICIES AND PROCEDURES

## Drop Off Policy

Please ensure that patients are dropped off at the designated areas within the stipulated times. Timely arrival helps us maintain the structure of our daily schedule and ensures that your patient does not miss out on any planned activities. Based on your patient's schedule, day-IOP starts at 2:00 PM and ends at 5:00 PM. Please use the main entrance for IOP drop off and check in your patient before leaving.

## Pick Up Policy

1. Authorized Pick-Up: Only a parent/guardian or approved adult (prior written approval required to be on file) is allowed to sign patient's in and out of programming, No patient is permitted to be picked up by a minor unless it is a sibling who is 17 years or older.  
Additionally, such arrangements must be pre-approved by our clinical leadership team to ensure the safety of all involved. Anyone picking up a patient from programming must be on the Approved Pick-up Form. Should you need to add someone to the list, please coordinate with your patient primary therapist. Always bring a photo ID with you.
2. Approval Process: For a sibling aged 17 or older to be authorized to pick up, please submit a request to our clinical leadership team for approval. This process helps us maintain a secure environment for all participants.
3. Notification of Changes: Any changes to pick-up arrangements must be communicated to our office before 5:00 PM on the day of the change. This allows us to adequately prepare and ensure that all staff are informed.

## Transitions to Alternate Levels of Care

Mindful Healing Counseling staff may recommend transiting to an alternative level of care as a result of change in clinical presentation. An individual meets criteria for transition or discharge if any one of the following applies:

1. The individual has achieved goals and is no longer in need of IOP services.
2. The individual's level of functioning has improved with respect to the goals outlined in the treatment plan, inclusive of a transition to step down to a lower level of care.
3. The individual is not making progress or is regressing, and all reasonable efforts and interventions have been exhausted indicating a need for more intensive services.
4. The individual or legally responsible person no longer wishes to receive IOP services.

If it's determined an individual's needs can be better met at an alternative level of care or at another agency, a referral will be discussed and coordinated.

## Discharge Planning

Discharge planning begins at admission. Mindful Healing Counseling staff work with patients and their caregivers to identify specific goals for treatment as well as how all parties can collaborate to accomplish them. Mindful Healing Counseling also works to coordinate post-program care so that the transition out of IOP is as seamless as possible. Caregivers take part in discharge planning by scheduling appointments with outpatient providers.

# INSURANCE & FINANCIAL INFORMATION

## Insurance

At Mindful Healing Counseling Behavioral Health, we believe that quality mental health services should be accessible to all. Our thorough insurance verification process is designed to eliminate uncertainties, providing you with a clear path to the treatment you need. Mindful Healing Counseling is in network with Medicaid, Molina, Silver Summit. In Addition, commercial insurances will be billed out-of-network on your behalf.

## Preparing to pay for treatment

Navigating the complexities of mental health treatment can be overwhelming, but at Mindful Healing Counseling, we aim to simplify the process, starting with insurance verification. Understanding your insurance coverage is crucial for accessing timely and affordable mental health services.

Along with being the right fit therapeutically; treatment needs to be accessible financially as well. Please communicate with Mindful Healing Counseling CEO if you have any unexpected financial hardships while you or your family member is in treatment.

# YOUR CARE PROVIDERS

Please use the guide below to know who to contact if you have any questions or concerns regarding your patient's support.

## Office:

Name: Lauren Dalton

Email: [Info@mhc.vegas](mailto:Info@mhc.vegas)

Phone Number: (702) 660-5943

Fax Number: (725) 251-2409

## Clinical Chief Executive Officer:

Name: Michaela Levine MS, LCPC

Email: [Michaela@mhc.vegas](mailto:Michaela@mhc.vegas)

Phone Number: (702) 428-3500

Fax Number: (725) 251-2409

## Lead Therapist:

Hannah Baer MA, CPCI

## IOP Team:

Clinical Supervisor: Michaela Levien MS, LCPC

Laurine Von-Krueger

Shawn Mueller

Skylar Mosher

## Clinical Support Staff:

Madison Gulli. MS, LNFT

Daina Chiappe MS, LCPC



**Emergency: 911 or nearest emergency room**

In the event of an emergency that requires immediate medical or mental health intervention, please call 911 or visit your nearest emergency room.

Contact us with any concerns about program policies or procedures.

Contact the Chief Executive Officer with any financial questions or grievances.

**We look forward to seeing you!**

