
MISSION: The mission of Old Town Psychological Services is to enhance the quality of the lives of our clientele, employees and community members through the provision of professional and ethically sound psychological services.

SERVICES:

- Individual Therapy
- Family Therapy
- Marital Therapy
- Group Therapy
- Forensic Assessments
- Custody Evaluations
- Psychological Testing
- Psycho-educational Testing
- Bariatric Surgery Evaluations
- Substance Abuse Assessments
- Social Security Disability Evaluations

THERAPY PROCESS: Therapy involves mutual interactions between the client and the therapist. The client and therapist will together devise and agree upon therapy goals and may explore the use of various therapy techniques throughout the therapeutic process. It is expected that the client will actively participate in the therapy process and follow the steps determined to meet the goals that were set.

BASIC SERVICE EXPECTATIONS: It is expected that clients will be actively involved in the therapy process or service involved, open and honest, arrive on time for all scheduled appointments, and demonstrate interest and effort in resolving problems. Clients can expect OTPS staff to arrive on time for scheduled appointments, return phone calls within a reasonable amount of time, and to uphold the following client rights.

CLIENT RIGHTS: As a client of Old Town Psychological Services, you have the right to be treated with dignity and respect, to not be discriminated against based on gender, race, religious preference, sexual orientation or handicap, to be informed of the therapeutic process, including the benefits and risks of treatment and to participate in treatment decisions, to confidentiality (note the limits of confidentiality below), to be informed of therapist and supervisor credentials and licenses, to receive services in a manner that is non-coercive and that protects your rights to self determination, and to file a grievance should you have a disagreement or misunderstanding with your therapist.

GRIEVANCE POLICY: As a client of OTPS, you should discuss disagreements and misunderstandings, between you and your therapist, directly with your therapist. Should

the situation need further assistance, you may file a complaint against your therapist with the clinical director of the agency. The clinical director will then address the client's concern and attempt to work out an agreement between the client and therapist. If the agency is unsuccessful in resolving the grievance, the client has the right to, and will be provided with a State of Michigan Citizen's Guide for Filing a Complaint.

BENEFITS AND RISKS OF THERAPY: Many people find therapy to be satisfying and useful in helping to reach their personal goals. The therapy process often results in increasing levels of awareness on behalf of the client, sometimes leading to uncomfortable and challenging feelings, changes in relationships with others, and changes in one's life. It is always encouraged that the client communicates such issues with his/her therapist.

DURATION OF TREATMENT & TERMINATION: The duration of treatment varies greatly among clients. Duration may depend upon clients' symptoms, client involvement in the therapy process, and client's environment and/or support system. Treatment is voluntary and may be terminated by the client or psychologist at any time. Should the psychologist decide to terminate therapy before the therapy goals are met, the psychologist will provide the client with names of other qualified professionals who may be of assistance.

Termination of services may occur for reasons including but not limited to: non-compliance with treatment plan suggestions, non-payment of service fees, consistent "no-shows", etc.

LIMITS OF CONFIDENTIALITY: All information shared between the client and Old Town Psychological Services is held strictly confidential, with the following exceptions: (1) client presents a physical danger to one self or others, (2) previous or current suspected child abuse/neglect, (3) suspected abuse of adults age 18+, who are mentally/physically incapable of protecting themselves, (4) suspected abuse of elderly, ages 65+, (5) Old Town Psychological Services is court ordered to release information, or (6) the client authorizes, with a signature, release of information to an outside person/agency.

*Note: Group Therapy Participants: It is expected that all group members maintain confidentiality related to group members' participation and group content. Rules and limits of confidentiality will be clearly explained to all group members prior to the start of a group. However, it is not possible for OTPS to guarantee the confidentiality of group members.

CLIENT SATISFACTION SURVEY: *Old Town Psychological Services* asks that all clients complete a Client satisfaction Survey after the termination of services. The information acquired from the survey assists the clinic in making continued improvements, helping to better serve *Old Town Psychological Services'* clientele.

PARKING: Parking is available on S. Union St. or in the rear parking lot behind the building (Locust St.)

OFFICE HOURS:

Traverse City:

Monday-Thursday 9:00 am to 7:00pm

Friday 9:00am to 5:00pm

Gaylord:

Tuesday -Thursday 9:00 am to 7:00 pm

Friday 9:00 am to 5:00 pm

CONTACT INFORMATION:

Traverse City:

(231)941-6550-phone

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512 S. Union St,

Traverse City, MI 49684

Gaylord:

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128 N. Court Ave

Gaylord, MI 49735

CLINICAL STAFF:

Michael P. Hayes, Ph. D.
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FRONT OF HOUSE STAFF:

TRAVERSE CITY:

Business Operations – John.H
Receptionist- Connor, Kinzie

GAYLORD:

Office Manager- Teresa.B