

AVAILIATM

316 West Boone Avenue - Suite 669 - Spokane, Washington 99201

Phone - (509) 495-1222 Fax – (509) 254-5024 INFO@AVAILIA.COM

Washington SWV: 0351045-00 | WEBS Registered Vendor

Enrollment & Services Guide

Getting Started with Availia

Empathy · Empowerment · Respect

Our Approach:

We recognize that while external requirements may have brought you here, the progress you make and the reasons you have or find to do so are yours to own. At Availia, we respect your time, experience, and your worth. Our approach is built on providing a professional, straightforward environment where you are treated with dignity, and your growth is supported by clear expectations and objective feedback.

The Structure:

Availia provides evidence-based programs designed for consistency and court-readiness. The Structure of our services ensures that every participant receives the same high standard of education in a professional, distraction-free environment. We pair this with reliable, objective reporting and administrative continuity so your progress is always accurately documented.

The Goal:

The main goal of our services is to facilitate a transition from external compliance to personal momentum. We aim to provide you with the practical tools necessary to navigate relationships, parenting, and/or personal growth with genuine autonomy. By the end of your time with us, you will have honored your responsibilities through a process that respects your strengths, your experience, and your autonomy.

Your time. Your effort. Your progress.

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presenting evidence-based programs:

Anger Management

Levels I & II

Individual & Group Delivery Available

COSP

Circle of Security (Attachment) Parenting

8-Week Structure

MRT

Moral Reconciliation Therapy

12-16 Week Structure

DV-MRT

Moral Reconciliation Therapy for Domestic Violence

24-26 Week Structure

With evening and weekend availability, a professional facilitator with a clinical background, and a commitment to reaching out to new referrals within 24 hours of receipt, we are ready to provide quality services, engagement, and support to our community promptly & reliably.

Documentation of Engagement: To initiate your file and secure documentation of your engagement, please complete the Release of Information (ROI) on the following page.

Upon receipt of the completed ROI, Availia will generate an initial correspondence report on your behalf to notify the referring party of your contact and your intent to participate.

Document Submission Channels:

- **Email:** info@availia.com (no scanner? take a pic! -w/good lighting please)
- **Text:** 509-495-1222
- **Fax:** 509-254-5024

Next Step: Please complete the **Release of Information (ROI)** on the following page to authorize official correspondence.

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Release of Information (ROI):

Client Name: _____ **Client DOB:** _____

I, the above-named, hereby authorize AVAILIA TELEHELP PLLC

& (Agency &/or Department): _____,

attention/care of **(Specific Contact Name):** _____

at: Email: _____, Phone: (____) ____ - _____

Address: _____, Fax: (____) ____ - _____

City: _____, State: _____, Zip: _____

to engage in the mutual exchange, release, and confirmation of my personal, clinical, and/or otherwise confidential information, using any reasonable and secure method. I understand the purpose of this disclosure can include service coordination, compliance reporting, and other uses allowed by law. Information may include service details, progress notes, clinical information, attendance, completion/discharge, urinalysis results and compliance details.

I understand services may be provided via secure 'telehealth' or SVC (synchronous video conferencing). I consent to telehealth and understand the risks, benefits, and alternatives.

Client Signature _____ **Date** _____

Availia TeleHelp PLLC & signee agree that any digital signature may serve the full legal effect & function.

Staff Signature _____ **Date** _____

Completing this form authorizes the exchange of information as structured by law, including HIPAA (45 CFR 160 & 164), 42 CFR Part 2, 49 CFR Part 40, and Washington law (RCW 70.02, 26.44, 74.34). Third-party disclosure is prohibited unless allowed by law, and unauthorized re-disclosure may result in penalties. This authorization may be revoked in writing to the extent allowed by law, except where action has already been taken in reliance on it. Unless revoked earlier in writing, it remains valid through service completion and required reporting, and for twelve months after final closure in-case of any related follow-up. ROI updated 1/29/26.

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Program Guidelines and Participant Standards

These guidelines maintain confidentiality, safety, and a focused learning environment.

Adherence is essential for program compliance.

Area of Expectation	Guideline / Normative Standard
Punctuality & Check-In	Participants are expected to arrive or log in prior to the designated start time. Entry is restricted five minutes after the session begins unless prior arrangements have been made.
Identity & Presence	Photo ID is required at intake. For all sessions, participants must be stationary, attentive, and actively present. Client identity is confirmed visually for attendance during check-ins, and client login duration is tracked for confirmation.
Audio/Visual Protocol -re: virtual services only	Client's camera is expected to remain ON for the duration of sessions. Clients notify facilitator via 'chat' function if they need to turn off their camera to address a brief interruption. Client microphone and audio functions are verified at check-in.
Safety	Any activity that compromises client safety (e.g., driving or operating machinery) is prohibited and results in prompt removal and resulting absence.
Confidentiality	Clients are expected to participate from a private space free from observation by third parties (e.g., alone or w/headphones and against a wall).
Substance Use	Attendance under the influence is strictly prohibited. Suspected impairment prompts a toxicology request at the participant's expense. Absence of a sample or positive results are documented and reported to the referring entity.

These expectations ensure program delivery remains consistent with evidence-based standards. Strict adherence protects the integrity of the reporting process and maintains the objective nature of the participant's progress record.



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Enforcement and Intervention Protocols

Availia provides referring entities with consistent documentation of participant behavioral patterns, focusing on objective facts pertinent to the specific requirements of the referral. These protocols establish the structured environment necessary for behavioral change. Adherence to these standards is the first measurable indicator of a participant's commitment to a successful outcome. Consequences are applied consistently and objectively to ensure a fair, defensible process for both the participant and referring entity.

Accountability Event	Facilitator Action / Reporting Consequence
Initial Guideline Violation	Guidelines are reviewed at session start. Participants may be removed from group as an initial warning; they may return after correcting or halting the issue.
Participant Lack of Focus/Engagement	The facilitator uses professional judgment to intervene if participant disengagement or lack of focus warrants redirection or removal. Any resulting non-adherence or loss of session duration is documented along with attendance records to track any potential pattern.
Temporary Barrier or Interruption (client's home-life, or service interruption such as connectivity, etc.)	Participants utilize the 'chat' function to report temporary needs or brief interruptions. Staff will collaborate to resolve barriers as needed; clinical discretion is applied based on the participant's established pattern of engagement.
Escalated Intervention	Persistent violations or unexcused absences can require individual coaching to explore barriers and create a solution-focused compliance plan.
Final Report	Confirms whether program requirements were met, enabling the referring entity to finalize the disposition regarding the participant's mandate.

All reporting is contingent upon a valid, unrevoked Release of Information (ROI).
In the absence of an active ROI, disclosure is legally prohibited
except to regulatory and oversight bodies as required by state and federal law.

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Professional Fee Table

Growth and change require both investment and consistency. At Availia, we work to balance our own professional advancement with the success of our clients; supporting you is the primary reason for this agency. Availia is about community. By choosing Availia and supporting the business and employee needs of the agency, you allow us to continue this work into the future as we keep investing in the quality of the services we provide. In return for your investment in us, we are committed to offering an objective sliding-scale system to help keep these services financially accessible, allowing you to benefit from a genuine investment in your own growth.

Session Structure	Service Category	Tier 1 Rate (plus tax)
50-Minute Individual Session	Intake, Enrollment & Onboarding (or) Individual Coaching Session	\$100.00 / 50 Minutes
90-Minute Group Session	Evidence-Based Parenting (COSP) (or) Evidence-Based DV-MRT Group	\$80.00 / 1.5 Hour
60-Minutes Group Session	Evidence-Based MRT Group (or) Anger Management, Levels I & II	\$55.00 / Hour
Record Production	Administrative File Duplication	\$0.25 / Page

Availia reserves the right to adjust fee schedules with 30 days' written notice. This document is for referral, enrollment, and professional service contracting purposes only. Last updated 2/01/2026.

The details above provide the framework, but our focus is helping the individual behind the file. At Availia, we work for you. Our goal is to provide a professional, objective learning and reporting environment where you can move through these requirements with your dignity intact.

If you have questions or are ready to get started, please reach out to us directly or visit us online. We are here to support your progress.

509-495-1222 | info@availia.com

availia.com | [@AvailiaSocial](https://www.instagram.com/AvailiaSocial)

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