Pacifico Sanitas Handbook

Policies, Professional Standards & Information

Version 1.0

Prepared for Pacifico Sanitas LLC

Letter from the Founder

Greetings,

Thank you for taking the time to learn more about Pacifico Sanitas.

Pacifico Sanitas was created from a simple belief: that caring for ourselves, one another, and our communities are deeply connected. Throughout my journey as a Licensed Mental Health Counselor, I have witnessed the importance of creating spaces where people feel respected, heard, and supported—not only through clinical care, but through education, reflection, connection, and compassion.

The name *Pacifico Sanitas* reflects the values that continue to guide this organization: cultivating peace, promoting wellbeing, and honoring the many paths through which individuals and communities seek healing and growth.

My work has been shaped by experiences in clinical mental health, community leadership, and a deep appreciation for the knowledge carried by diverse cultures, traditions, and lived experiences. These experiences have reinforced my belief that meaningful care is grounded in humility, ethical practice, lifelong learning, and a willingness to meet people where they are.

Pacifico Sanitas was never intended to be simply a counseling practice. It was envisioned as an organization that could thoughtfully integrate mental health, holistic wellness, professional development, education, and community engagement while remaining rooted in compassion and integrity.

Every service offered through Pacifico Sanitas reflects the same intention: to provide thoughtful, ethical, and accessible care while honoring the dignity, autonomy, and unique experiences of every individual.

This handbook represents more than organizational policies. It reflects the standards, values, and commitments that guide our work. It is our hope that these pages provide clarity, transparency, and a deeper understanding of the philosophy that shapes Pacifico Sanitas.

Whether you are seeking counseling, holistic wellness services, professional consultation, clinical supervision, educational resources, or simply learning more about our organization, thank you for allowing Pacifico Sanitas to be part of your journey.

With gratitude,

Giselle Bonilla, LMHC
Founder, Pacifico Sanitas LLC

Our Promise

At Pacifico Sanitas, we promise to approach every interaction with compassion, integrity, humility, and respect. We are committed to providing care, education, and professional services that honor the dignity and individuality of every person. We recognize that learning is lifelong, that communities are strengthened through collaboration, and that meaningful wellbeing is nurtured through ethical practice, thoughtful reflection, and genuine human connection.

While our services may evolve over time, our commitment remains the same: to serve with professionalism, curiosity, accountability, and care.

How to Use This Handbook

Welcome to the Pacifico Sanitas Organizational Handbook.

This handbook serves as a guide to our organizational philosophy, professional standards, policies, and practices. It has been developed to promote transparency, consistency, and a shared understanding of the values that guide our work.

While every effort has been made to present information in a clear and accessible manner, this handbook is not intended to replace informed consent documents, supervision agreements, educational participation agreements, or other service-specific documentation. Rather, it serves as a companion resource that provides additional context regarding how Pacifico Sanitas operates as an organization.

Who This Handbook Is For

This handbook may be helpful for:

- Individuals seeking counseling or psychotherapy services
- Participants in holistic wellness services
- Professionals seeking consultation
- Current and future supervisees
- Participants in professional education or continuing education programs
- Community partners
- Students
- Organizations interested in collaborating with Pacifico Sanitas
- Members of the public who wish to better understand our philosophy and practices

How This Handbook Is Organized

The handbook is divided into eight sections:

Section I introduces Pacifico Sanitas, our mission, values, and organizational philosophy.

Section II explains our website policies, privacy practices, accessibility standards, and terms of use.

Section III outlines our clinical services, professional standards, appointment policies, telehealth practices, and client responsibilities.

Section IV describes our holistic wellness philosophy, complementary wellness services, and related professional standards.

Section V introduces Pacifico Remedios and our approach to herbal wellness, education, and safety.

Section VI outlines our professional services, including consultation, clinical supervision, mentorship, and future professional development initiatives.

Section VII presents the Pacifico Sanitas Learning Center, including future continuing education and professional learning opportunities.

Section VIII describes our broader organizational standards, ethical commitments, and policies that guide all aspects of our work.

The appendices provide additional reference information, definitions, resources, and supporting materials.

A Living Document

Pacifico Sanitas is committed to continual learning and growth. As our services evolve and professional standards change, this handbook may be updated to reflect current practices. The most recent version will always represent our current organizational policies and standards.

We encourage readers to return to this handbook whenever questions arise and to contact us if additional clarification is needed.

Quick Reference Guide

Welcome to Pacifico Sanitas

This guide provides a quick overview of the most commonly referenced sections of the handbook.

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Mission, Vision & Values	Section I
Ethical Commitment	Section I
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Website Terms of Use	Section II
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Appointment Scheduling	Section III
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Good Faith Estimate	Section III
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Sound Healing	Section IV
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Client Rights & Responsibilities	Appendices E & F
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Need Assistance?

If you are unable to locate the information you are looking for, please contact Pacifico Sanitas. We are happy to answer questions and provide clarification regarding our services, policies, and professional standards.

SECTION I

Welcome to **Pacifico Sanitas**.

Thank you for taking the time to learn more about our practice and the services we offer. Whether you are seeking psychotherapy, holistic wellness services, professional consultation, clinical supervision, or educational resources, we are honored that you are considering Pacifico Sanitas as part of your journey.

Pacifico Sanitas was founded with the belief that wellbeing is multifaceted. Our emotional, mental, physical, spiritual, cultural, relational, and environmental experiences all influence how we move through the world. We believe that caring for ourselves often involves recognizing these interconnected aspects of our lives while honoring each person's unique experiences, values, and goals.

Our work is grounded in compassion, cultural humility, ethical practice, and trauma-informed care. We strive to create spaces where individuals feel respected, heard, and supported as they explore growth, healing, self-awareness, and meaningful change.

This handbook serves as a guide to our policies, professional standards, and the principles that shape our work. It reflects our commitment to transparency, professionalism, and providing services with integrity and respect.

Thank you for allowing Pacifico Sanitas to be part of your journey.

"Healing is a lifelong journey of caring for ourselves, nurturing our relationships, honoring our communities, and remaining open to growth."

Throughout this handbook, **"we," "our," and "us"** refer to Pacifico Sanitas LLC as an organization. While clinical services are currently provided by Giselle Bonilla, LMHC, Pacifico Sanitas is supported through collaborative efforts that contribute to its educational, operational, and community initiatives.

About Pacifico Sanitas

Pacifico Sanitas is an integrative mental health and wellness practice dedicated to supporting individuals, professionals, and communities through compassionate, evidence-informed, and holistic approaches to wellbeing.

We recognize that no two individuals experience life in the same way. Personal history, relationships, culture, community, identity, environment, spirituality, and lived experiences all contribute to how people understand themselves and navigate challenges. Our approach honors this complexity while recognizing that every person's path is unique.

Our services are designed to support the whole person through a combination of clinical expertise, holistic wellness practices, professional education, and community-centered values.

Pacifico Sanitas currently provides:

- Individual psychotherapy
- Family psychotherapy
- Couples psychotherapy
- Clinical supervision
- Professional consultation
- Holistic wellness services
- Herbal wellness support
- Sound healing
- Reiki
- Reflexology
- Trauma-informed asanas (yoga) and mindfulness practices
- Educational resources and professional development

As Pacifico Sanitas continues to grow, our commitment remains the same: to provide thoughtful, ethical, and compassionate services that support overall wellbeing while honoring the dignity and individuality of every person we serve.

Our Mission

Our mission is to support healing, growth, and wellbeing through trauma-informed clinical care, holistic wellness practices, education, and community-centered approaches that honor the interconnectedness of mind, body, spirit, culture, and community.

We strive to create spaces where individuals feel empowered to explore their experiences, strengthen resilience, cultivate self-awareness, and move toward lives that reflect their values and aspirations.

Our Vision

We envision communities where mental health, holistic wellness, education, and compassionate care are accessible, inclusive, and culturally responsive.

Our vision is to contribute to a future in which individuals are supported in caring for their wellbeing, professionals are encouraged in their lifelong learning and development, and communities are strengthened through connection, collaboration, and shared responsibility.

Our Core Values

Everything we do at Pacifico Sanitas is guided by a set of core values that inform our relationships, services, and organizational decisions.

Compassion

We approach every individual with kindness, empathy, respect, and genuine curiosity. We recognize that every person carries experiences that deserve to be met with dignity and care.

Integrity

We are committed to honesty, transparency, accountability, and ethical practice in every aspect of our work.

Cultural Humility

We honor the diverse identities, cultures, traditions, beliefs, and lived experiences that shape each person's life. We remain committed to ongoing learning, self-reflection, and creating spaces that are inclusive and respectful.

Trauma-Informed Care

We recognize that many individuals have experienced adversity or trauma. Our approach emphasizes emotional safety, collaboration, empowerment, choice, and respect while recognizing each person's unique experiences and strengths.

Whole-Person Wellbeing

We recognize that wellbeing extends beyond symptoms alone. Emotional, mental, physical, relational, spiritual, cultural, and environmental factors may all influence overall health and quality of life.

Lifelong Learning

We believe learning is an ongoing process. We remain committed to professional growth, continuing education, self-reflection, and integrating current evidence with thoughtful, ethical practice.

Community

Healing and wellbeing are often strengthened through relationships and supportive communities. We value collaboration, connection, and contributing to the wellbeing of the communities we serve.

Our Philosophy of Care

At Pacifico Sanitas, we believe every individual deserves care that is compassionate, respectful, and responsive to their unique experiences.

Our approach integrates evidence-informed clinical care with complementary holistic wellness practices while recognizing that these services serve different purposes. Clinical mental health services are provided within the scope of professional licensure and ethical standards, while holistic wellness services are offered as complementary supports intended to promote overall wellbeing.

We recognize that meaningful growth often involves increasing self-awareness, strengthening coping skills, cultivating healthy relationships, and identifying values that support a fulfilling life. We also recognize that individuals define wellbeing differently, and we are committed to honoring each person's goals, beliefs, and preferences.

Our role is not to determine what healing should look like for another person. Rather, we strive to provide a supportive environment that encourages exploration, resilience, self-compassion, and informed decision-making.

Our Commitment to Those We Serve

Pacifico Sanitas is committed to providing services that are:

- Ethical and professional
- Trauma-informed
- Inclusive and culturally responsive
- Evidence-informed
- Compassionate and respectful
- Collaborative
- Client-centered
- Grounded in integrity and accountability

We are committed to maintaining professional boundaries, respecting confidentiality, protecting privacy, and continually evaluating our practices to ensure they reflect current professional standards.

Ethical Commitment

Ethics are foundational to every aspect of our work.

Pacifico Sanitas is committed to practicing in accordance with applicable laws, professional codes of ethics, licensing requirements, and evidence-informed standards of care.

We are committed to:

- Respecting the dignity and autonomy of every individual.
- Practicing with honesty, integrity, and transparency.
- Recognizing and honoring cultural diversity and lived experiences.
- Engaging in ongoing professional development and lifelong learning.
- Maintaining appropriate professional boundaries.
- Protecting confidentiality and privacy.
- Practicing within the limits of our competence while seeking consultation and continuing education to support high-quality care.
- Promoting accessibility, inclusion, and equitable treatment whenever possible.

We recognize that trust is earned through consistent, ethical, and compassionate practice, and we strive to embody these values in every interaction.

SECTION II

Website & Organizational Policies

Privacy Policy

Effective Date: 7/17/2026

Our Commitment to Your Privacy

Pacifico Sanitas values your privacy and is committed to protecting the personal information you choose to share with us. This Privacy Policy explains how information may be collected, used, stored, and protected when you visit our website or communicate with our practice.

We strive to maintain transparency while respecting your privacy and confidentiality.

Information We May Collect

Depending on how you interact with our website, we may collect information that you voluntarily provide, including:

- Name
- Email address
- Phone number
- Information submitted through contact forms
- Appointment requests
- Consultation requests
- General questions or inquiries

If you become a client, additional information will be collected through secure HIPAA-compliant systems rather than through this website.

Information Automatically Collected

Like many websites, Pacifico Sanitas may automatically collect limited technical information, including:

- Browser type
- Device type
- Operating system
- Pages visited
- Date and time of visit

- General geographic location (when available)
- Website performance information

This information helps improve website functionality and user experience.

Cookies

Our website may use cookies or similar technologies to:

- Improve website performance
- Remember visitor preferences
- Analyze website traffic
- Enhance user experience

Visitors may adjust cookie preferences through their browser settings.

How Information Is Used

Information collected through our website may be used to:

- Respond to inquiries
- Schedule consultations
- Provide requested information
- Improve website functionality
- Maintain website security

We do not sell, rent, or trade personal information.

Third-Party Services

Pacifico Sanitas may utilize trusted third-party providers for services such as:

- Website hosting
- Appointment scheduling
- Secure payment processing
- Email communication
- Website analytics

Each provider maintains its own privacy practices.

HIPAA & Protected Health Information

Our website is intended for general informational purposes.

Please do not submit confidential or protected health information through website forms or standard email.

Protected health information is collected only through secure, HIPAA-compliant systems used during the provision of clinical services.

Data Security

Reasonable administrative, technical, and physical safeguards are used to protect information shared through our website.

While no online system can guarantee absolute security, we strive to utilize reputable platforms and security practices to reduce risk.

Children's Privacy

This website is not intended to knowingly collect personal information from children under the age required by applicable law without appropriate parental or guardian involvement.

Your Rights

Where applicable, visitors may request to:

- Access personal information
- Correct inaccurate information
- Request deletion of personal information
- Withdraw consent for communications

Requests may be submitted through our Contact page.

Changes to This Policy

Pacifico Sanitas may update this Privacy Policy periodically.

The most current version will always be available on our website.

Contact

Questions regarding this Privacy Policy may be directed to Pacifico Sanitas through the Contact page on our website.

Terms of Use

Effective Date: 7/17/2026

Acceptance

By accessing this website, you agree to these Terms of Use.

If you do not agree with these terms, please discontinue use of the website.

Educational Purpose

The information provided throughout this website is intended solely for educational and informational purposes.

Nothing contained on this website should be interpreted as individualized medical, psychological, psychiatric, legal, or financial advice.

No Professional Relationship

Viewing this website, reading its content, downloading materials, or contacting Pacifico Sanitas does not establish:

- A therapist-client relationship
- A supervisory relationship
- A consultation relationship
- A professional education relationship
- Any other professional relationship

Professional relationships begin only after all required documentation has been completed and both parties have mutually agreed to engage in services.

Intellectual Property

Unless otherwise noted, all content on this website—including text, graphics, logos, educational materials, downloadable resources, original photographs, branding, and course materials—is the intellectual property of Pacifico Sanitas LLC.

Content may not be reproduced, copied, modified, distributed, or used for commercial purposes without prior written permission.

Website Use

Visitors agree to use this website in a respectful and lawful manner.

Visitors agree not to:

- Attempt unauthorized access
- Introduce malicious software
- Disrupt website functionality
- Misrepresent themselves
- Use website content for unlawful purposes

External Links

Our website may include links to external organizations and resources.

Pacifico Sanitas is not responsible for the content, privacy practices, or availability of third-party websites.

Limitation of Liability

Pacifico Sanitas makes reasonable efforts to maintain accurate and current information.

However, information may change over time and is provided without warranties regarding completeness or accuracy.

Visitors remain responsible for consulting appropriate professionals regarding their individual circumstances.

Governing Law

These Terms shall be interpreted in accordance with applicable federal law and the laws of the state(s) in which Pacifico Sanitas operates.

Updates

Pacifico Sanitas reserves the right to revise these Terms at any time.

Updated versions will be posted on the website.

Website Accessibility Statement

Pacifico Sanitas is committed to creating an accessible and inclusive online experience for all visitors.

We recognize that accessibility is an ongoing process and continually strive to improve the usability of our website for individuals of all abilities.

If you experience difficulty accessing any content, navigating the website, or using any features, we encourage you to contact us.

Reasonable efforts will be made to provide information in an accessible format whenever possible.

Accessibility feedback is welcomed as we continue improving our website.

Contact & Communication Policy

We welcome inquiries regarding our services, consultations, supervision, professional education, and community partnerships.

General communication may occur through:

- Website contact form
- Email
- Telephone

Please note:

- Website inquiries do not establish a therapeutic or professional relationship.
- Email should not be used to communicate urgent or confidential information.
- Response times may vary depending on business hours, holidays, and clinician availability.
- Pacifico Sanitas does not provide crisis or emergency services through email or website communications.

Individuals experiencing a mental health emergency should call **911**, contact **988**, or visit the nearest emergency department.

Copyright & Intellectual Property

The educational materials, articles, blog posts, downloadable resources, handouts, videos, graphics, logos, branding, course materials, and original content created by Pacifico Sanitas are protected by applicable copyright and intellectual property laws.

Materials are intended for personal educational use unless otherwise specified.

Written permission is required before:

- Reproducing materials

- Republishing content
- Distributing resources commercially
- Incorporating content into courses or publications
- Modifying or adapting original materials

Requests for permission may be submitted through our Contact page.

Pacifico Sanitas reserves all rights not expressly granted.

SECTION III

Clinical Services

Pacifico Sanitas provides trauma-informed mental health services that support emotional wellbeing, personal growth, and resilience. Our clinical approach integrates evidence-informed psychotherapy with respect for the whole person, recognizing that emotional health is influenced by biological, psychological, relational, cultural, environmental, and spiritual factors.

Clinical services are individualized and collaborative. Every treatment plan is developed based on each client's unique goals, strengths, values, and needs.

Clinical services are provided only within the scope of applicable licensure, professional ethics, and state regulations.

Scope of Clinical Practice

Clinical services may include:

- Individual Psychotherapy
- Family Therapy
- Couples Therapy
- Clinical Assessment
- Treatment Planning
- Psychoeducation
- Trauma-Informed Therapy
- Cognitive Behavioral Therapy (CBT)
- Dialectical Behavior Therapy (DBT) informed interventions
- Mindfulness-based interventions
- Nervous system-informed interventions
- Solution-focused interventions
- Strengths-based interventions
- Wellness planning

Clinical services are individualized and may integrate multiple evidence-informed approaches depending on the needs and preferences of the client.

Philosophy of Clinical Care

At Pacifico Sanitas, we recognize that therapy is a collaborative process.

Rather than focusing solely on symptom reduction, therapy may also support individuals in:

- Developing greater self-awareness
- Understanding emotional experiences
- Building healthy coping skills
- Strengthening relationships
- Improving communication
- Increasing resilience
- Exploring values and identity
- Supporting overall wellbeing

Every person's goals are different.

Our role is to provide a supportive environment that encourages exploration, growth, and informed decision-making while respecting each individual's autonomy.

Trauma-Informed Care

Pacifico Sanitas is committed to providing trauma-informed services.

Trauma-informed care recognizes that many individuals have experienced adversity, loss, violence, discrimination, or other overwhelming life events.

Our approach emphasizes:

- Emotional safety
- Collaboration
- Choice
- Empowerment
- Transparency
- Trustworthiness
- Respect
- Cultural responsiveness

We strive to avoid practices that may unintentionally recreate experiences of disempowerment or harm.

Cultural Humility

We recognize that culture influences how individuals experience health, healing, relationships, and mental wellbeing.

Pacifico Sanitas is committed to practicing cultural humility by:

- Honoring diverse identities and lived experiences
- Remaining open to ongoing learning
- Recognizing the limits of our own perspectives
- Respecting each client's beliefs and values
- Providing culturally responsive care whenever possible

Appointment Scheduling

Appointments are scheduled in advance according to clinician availability.

Appointments may be conducted:

- Virtually
- In person (if applicable in the future)

Appointment availability may change due to holidays, continuing education, illness, emergencies, or other professional obligations.

Telehealth Policy

Pacifico Sanitas primarily provides services through secure telehealth platforms.

Clients participating in telehealth sessions agree to:

- Participate from a private location whenever possible.
- Use a secure internet connection.
- Minimize distractions.
- Ensure appropriate technology is available before the session begins.

While every effort is made to protect confidentiality, technology limitations may occasionally occur.

If technical difficulties prevent continuation of a session, reasonable efforts will be made to reconnect or reschedule.

Initial Consultation

When offered, consultations are intended to help determine whether Pacifico Sanitas may be an appropriate fit.

Consultations:

- Are informational in nature.
- Do not establish a therapeutic relationship.
- Are not psychotherapy sessions.
- Do not include diagnosis or treatment recommendations.

A therapeutic relationship begins only after all required documentation has been completed and informed consent has been obtained.

Attendance & Participation

Therapy is most effective when clients actively participate in the therapeutic process.

Clients are encouraged to:

- Attend appointments consistently.
- Communicate concerns openly.
- Practice agreed-upon strategies between sessions when appropriate.
- Notify the clinician if goals or needs change.

Clients always retain the right to make decisions regarding their care.

Cancellation Policy

If you need to cancel or reschedule an appointment, please provide at least **24 hours' notice** whenever possible.

Late cancellations and missed appointments may be subject to fees as outlined in the informed consent documents and applicable insurance policies.

Repeated missed appointments may result in discussion regarding continuation of services.

Payment Policy

Payment expectations vary depending on the type of service provided.

Pacifico Sanitas may accept:

- Insurance
- Self-pay
- Sliding scale (when available)

- Approved third-party payment arrangements

Payment policies will be reviewed prior to beginning services.

Clients are responsible for understanding their insurance benefits and financial responsibilities.

Insurance

Pacifico Sanitas participates with selected insurance providers.

Insurance coverage varies by plan.

Verification of benefits is encouraged; however, clients remain responsible for understanding their individual coverage, deductibles, copayments, coinsurance, and non-covered services.

Insurance participation may change over time.

Good Faith Estimate

Individuals who are uninsured or elect not to use insurance may have the right to receive a Good Faith Estimate of expected charges in accordance with applicable federal law.

Additional information is available upon request.

Communication Between Sessions

Communication outside scheduled sessions should generally be limited to:

- Scheduling
- Billing
- Administrative matters

Clinical concerns are best addressed during scheduled appointments whenever possible.

Electronic communication is not an appropriate method for emergencies.

Documentation

Clinical documentation is completed in accordance with professional standards, ethical guidelines, and applicable laws.

Documentation may include:

- Intake assessments

- Treatment plans
- Progress notes
- Risk assessments
- Consultation notes (when appropriate)
- Discharge summaries

Clinical records are maintained securely.

Confidentiality

Protecting client confidentiality is a fundamental responsibility.

Information shared during treatment is kept confidential except as permitted or required by law.

Examples of exceptions may include:

- Risk of serious harm to self or others
- Suspected abuse or neglect when reporting is legally required
- Court orders or other legal requirements
- Client authorization

Confidentiality practices are discussed in greater detail during informed consent.

Professional Boundaries

Maintaining appropriate professional boundaries supports a safe and effective therapeutic relationship.

Examples include:

- Therapy occurring only during scheduled appointments unless otherwise agreed.
- Maintaining respectful communication.
- Avoiding dual relationships whenever possible.
- Maintaining professional roles throughout treatment.

Termination of Services

Therapy may conclude when:

- Treatment goals have been met.
- Services are no longer clinically appropriate.
- The client chooses to discontinue treatment.

- Referral to another provider is clinically indicated.
- Ongoing attendance or participation becomes inconsistent despite discussion.

Whenever appropriate, referrals and transition planning will be discussed.

Emergencies & Crisis Services

Pacifico Sanitas does **not** provide emergency mental health services.

If you are experiencing:

- Thoughts of harming yourself or others
- A mental health crisis
- A medical emergency

Please immediately:

- Call **911**
- Contact the **988 Suicide & Crisis Lifeline**
- Go to the nearest emergency department
- Contact local emergency services

Website messages and email are not monitored continuously and should never be used during emergencies.

Client Rights & Responsibilities

Clients have the right to:

- Be treated with dignity and respect.
- Participate in treatment planning.
- Ask questions about their care.
- Receive services free from discrimination.
- Make informed decisions regarding treatment.
- Discontinue services at any time.

Clients are responsible for:

- Providing accurate information.
- Attending appointments.
- Communicating scheduling changes.

- Respecting professional boundaries.
- Participating actively in treatment to the extent they are able.

Our Commitment

Pacifico Sanitas is committed to providing clinical services that are:

- Compassionate
- Ethical
- Evidence-informed
- Trauma-informed
- Culturally responsive
- Collaborative
- Client-centered
- Respectful
- Grounded in professional integrity

We recognize that therapy is a deeply personal process. Our role is not to direct another person's journey but to provide a supportive, respectful, and collaborative environment where individuals can explore their experiences, build upon their strengths, and work toward the goals that are meaningful to them.

SECTION IV

Holistic Wellness Services

Holistic Wellness Philosophy

At Pacifico Sanitas, we recognize that wellbeing is influenced by many interconnected aspects of life. Emotional, mental, physical, spiritual, cultural, relational, and environmental experiences may all contribute to an individual's overall sense of health and wellbeing.

Our holistic wellness services are intended to complement—not replace—medical care, mental health treatment, or other licensed healthcare services. These offerings are designed to encourage self-awareness, relaxation, reflection, and connection while supporting each person's unique wellness journey.

We honor the many healing traditions that have been passed through generations and recognize that individuals hold diverse beliefs, values, and approaches to wellbeing. Participation in holistic wellness services is always voluntary and guided by informed choice.

Scope of Holistic Wellness Services

Holistic wellness services may include:

- Sound Healing
- Reiki
- Reflexology
- Trauma-Informed Asanas (Yoga)
- Breathwork
- Mindfulness Practices
- Meditation
- Nervous System Regulation Practices
- Herbal Wellness Support
- Wellness Education
- Grounding Practices
- Lifestyle and Wellness Guidance

Services may evolve over time as Pacifico Sanitas grows.

Purpose of Holistic Wellness Services

Holistic wellness services are intended to:

- Support relaxation and restoration
- Encourage self-awareness
- Promote mindfulness
- Foster connection between mind and body
- Encourage healthy wellness practices
- Support overall wellbeing
- Complement existing healthcare when appropriate

These services are not intended to diagnose, treat, cure, or prevent medical or mental health conditions.

Client Choice

Participation in holistic wellness services is always voluntary.

Clients may:

- Choose whether to participate
- Decline any activity or recommendation
- Pause a service at any time
- Ask questions before or during a session

We respect each individual's comfort level, beliefs, and personal preferences.

Informed Participation

Before participating in holistic wellness services, individuals are encouraged to:

- Share any medical conditions that may affect participation.
- Inform the practitioner of injuries or physical limitations.
- Discuss pregnancy or recent surgeries when applicable.
- Notify the practitioner of any discomfort experienced during a session.

Holistic wellness sessions are adapted whenever possible to support safety and comfort.

Integration with Clinical Services

For individuals receiving psychotherapy through Pacifico Sanitas, holistic wellness approaches may be thoughtfully integrated into treatment when clinically appropriate and with the client's informed consent.

Clinical interventions and holistic wellness services serve different purposes and are provided within their respective scopes of practice.

Recommendations are individualized and based on professional judgment, client goals, and client preferences.

Sound Healing

Sound healing sessions utilize instruments such as singing bowls, chimes, and other therapeutic sound tools to support relaxation and mindfulness.

Sound healing is offered as a complementary wellness practice and is not intended to replace psychotherapy, medical care, or other healthcare services.

Individuals may discontinue participation at any time.

Reiki

Reiki is offered as a complementary wellness practice intended to promote relaxation and support overall wellbeing.

Participation is voluntary, and individuals may request modifications or discontinue a session at any time.

Reiki is not a substitute for medical or psychological treatment.

Reflexology

Reflexology is offered as a complementary wellness service intended to promote relaxation and support general wellbeing.

Reflexology is not a form of medical treatment and does not diagnose or treat disease.

Individuals should inform the practitioner of any injuries, recent surgeries, circulatory conditions, or other health concerns prior to participating.

Trauma-Informed Asanas (Yoga)

Trauma-informed asanas emphasize choice, body awareness, and personal agency.

Participation focuses on gentle movement, breath awareness, and mindfulness rather than physical performance.

Individuals are encouraged to move at their own pace and modify or discontinue any movement that does not feel appropriate for their body.

Trauma-informed asana is not intended to replace physical therapy, medical care, or psychotherapy.

Mindfulness & Breathwork

Mindfulness and breath awareness practices may be incorporated into wellness services to encourage present-moment awareness, emotional regulation, and self-reflection.

Individuals are encouraged to participate in ways that feel safe and comfortable for them.

Participation is always optional.

Nervous System Regulation Practices

Pacifico Sanitas may incorporate evidence-informed nervous system regulation strategies to support emotional awareness and stress management.

Examples may include:

- Grounding techniques
- Breath awareness
- Mindful movement
- Sensory awareness
- Relaxation practices
- Psychoeducation

These practices are intended to support overall wellbeing and are not substitutes for mental health or medical treatment.

Wellness Education

Education is an important component of holistic wellness.

Educational topics may include:

- Stress management
- Sleep hygiene
- Self-care
- Mind-body awareness

- Lifestyle practices
- Emotional wellbeing
- Healthy routines
- Herbal education
- Mindfulness practices

Educational information is intended to support informed decision-making and should not be interpreted as individualized medical advice.

Herbal Wellness Support

Herbal wellness support is offered as an educational and complementary wellness service.

Recommendations are individualized and based on traditional herbal knowledge, current evidence where available, and consideration of each person's goals and overall wellbeing.

Herbal wellness support is not intended to replace medical care or prescribed treatment.

Individuals are encouraged to consult with their healthcare provider before beginning herbal preparations, particularly if they:

- Are pregnant or nursing
- Take prescription medications
- Have chronic medical conditions
- Have known allergies to herbs or plants

Additional information regarding herbal wellness is provided in the **Pacifico Remedios** section of this handbook.

Respect for Cultural & Spiritual Diversity

Pacifico Sanitas recognizes that individuals come from diverse cultural, religious, and spiritual backgrounds.

Holistic wellness services are offered respectfully and are never intended to promote or require any particular spiritual, cultural, or religious belief system.

Individuals are always encouraged to participate in ways that align with their own values and preferences.

Professional Scope

Holistic wellness services are provided within the practitioner's education, training, certifications, and professional competence.

These services do not constitute:

- Medical treatment
- Physical therapy
- Occupational therapy
- Chiropractic care
- Massage therapy (unless separately licensed)
- Nutrition counseling (unless separately credentialed)
- Medical diagnosis

When appropriate, referrals to other qualified professionals may be recommended.

Our Commitment

Pacifico Sanitas is committed to offering holistic wellness services with integrity, cultural humility, professionalism, and respect.

We believe that wellbeing is deeply personal and that each individual deserves the opportunity to explore supportive wellness practices in a way that honors their unique experiences, values, culture, and goals.

Our role is to provide education, guidance, and complementary wellness services that encourage self-awareness, balance, and informed decision-making while recognizing the important role of licensed healthcare providers in the diagnosis and treatment of medical and mental health conditions.

SECTION V

Pacifico Remedios: Herbal Wellness

Our Philosophy

Pacifico Remedios was created from a deep respect for the longstanding relationship between humans and plants.

Across cultures and throughout history, communities have turned to the natural world for nourishment, comfort, ritual, and wellbeing. These traditions reflect generations of observation, lived experience, and cultural knowledge that continue to influence contemporary approaches to wellness.

At Pacifico Sanitas, we honor these traditions while recognizing the importance of practicing responsibly, ethically, and within our professional scope.

Herbal wellness is offered as one component of an integrative approach that values both evidence-informed clinical care and traditional wellness practices.

We believe that plants invite us to slow down, reconnect with ourselves, and cultivate intentional moments of care within our daily lives.

Our Commitment

Pacifico Remedios is committed to:

- Honoring traditional herbal knowledge with respect.
- Encouraging informed and intentional wellness practices.
- Promoting education over product promotion.
- Supporting individual choice.
- Practicing ethically within our scope.
- Encouraging collaboration with healthcare providers.
- Continuing to learn from both scientific research and traditional knowledge.

Herbal Wellness Support

Herbal wellness support is offered as an educational and complementary wellness service.

Recommendations may be discussed during psychotherapy (when clinically appropriate), holistic wellness sessions, consultation, or educational services.

Recommendations are individualized whenever possible and consider factors such as:

- Wellness goals
- Current medications (when disclosed)
- Existing medical conditions
- Lifestyle
- Personal preferences
- Safety considerations

Individuals are encouraged to actively participate in decisions regarding herbal wellness.

Herbal Education

Education is central to Pacifico Remedios.

Our educational resources are intended to help individuals better understand:

- Traditional herbal uses
- General wellness applications
- Preparation methods
- Safety considerations
- Historical and cultural significance
- Responsible use

Educational information is not intended to replace individualized medical advice.

Herbal Preparations

Depending on availability and individual needs, herbal wellness support may include:

- Teas
- Tinctures
- Infusions
- Decoctions
- Aromatic herbs
- Wellness blends
- Educational handouts

Offerings may evolve over time.

Individualized Recommendations

Every individual is unique.

For this reason, herbal recommendations are never based solely on symptoms.

Recommendations may consider the whole person, including:

- Current wellness goals
- Health history
- Lifestyle
- Stress levels
- Sleep
- Nutrition
- Daily routines
- Existing healthcare

Herbal wellness is intended to complement—not replace—appropriate healthcare.

Safety First

Your safety is our highest priority.

Some herbs may:

- Interact with medications.
- Affect blood pressure.
- Affect blood sugar.
- Influence hormone-sensitive conditions.
- Be inappropriate during pregnancy or breastfeeding.
- Be contraindicated before surgery.
- Cause allergic reactions.

For these reasons, individuals are encouraged to consult with their physician or other qualified healthcare provider before beginning any herbal preparation.

Pregnancy & Breastfeeding

Individuals who are pregnant, attempting to become pregnant, or breastfeeding should consult with their healthcare provider before using herbal preparations.

Certain herbs may not be appropriate during pregnancy or lactation.

Medication Interactions

Many herbs have the potential to interact with prescription medications, over-the-counter medications, or dietary supplements.

It is important to inform both your healthcare provider and your herbal wellness practitioner about medications and supplements you are currently taking.

Allergies

Individuals with known allergies to plants, pollens, flowers, or botanical families should discuss these allergies prior to using herbal preparations.

Discontinue use and seek appropriate medical care if signs of an allergic reaction occur.

Product Quality

Pacifico Remedios is committed to using high-quality ingredients whenever possible.

When preparing herbal products, we strive to utilize:

- Organic herbs when available
- Responsibly sourced botanicals
- Thoughtful preparation methods
- Small-batch preparation
- Clean preparation practices

Natural variation in color, aroma, and taste is expected and reflects the characteristics of botanical ingredients.

Storage Recommendations

To help preserve quality, herbal preparations should generally be:

- Stored in a cool, dry location.
- Protected from excessive heat.
- Kept away from direct sunlight.
- Stored out of reach of children and pets.

Always follow any product-specific recommendations provided.

Educational Resources

The Pacifico Sanitas website includes educational information regarding herbs and traditional wellness practices.

Educational materials are intended to:

- Increase knowledge.
- Encourage informed decision-making.
- Promote safe use.
- Foster appreciation for traditional plant knowledge.

Reading educational material does not establish a professional relationship.

No Medical Claims

Pacifico Remedios does not claim that herbal preparations diagnose, treat, cure, or prevent disease.

Herbal wellness is offered as a complementary wellness approach intended to support overall wellbeing.

Individuals should continue receiving medical care from qualified healthcare providers for diagnosis, treatment, and ongoing management of health conditions.

Respect for Traditional Knowledge

Pacifico Remedios recognizes that much of herbal knowledge originates from Indigenous peoples, traditional healers, ancestral practices, and communities around the world.

We acknowledge these contributions with gratitude and strive to approach herbal wellness with humility, respect, and a commitment to continued learning.

We also recognize that herbal traditions are diverse. No single tradition represents all herbal knowledge, and we seek to honor the richness of these perspectives without appropriating or misrepresenting them.

Sustainability

Pacifico Sanitas values responsible stewardship of the natural world.

Whenever possible, we seek to support practices that encourage:

- Responsible sourcing
- Environmental sustainability
- Respect for ecosystems
- Mindful use of natural resources

We recognize that caring for personal wellbeing and caring for the environment are closely connected.

Our Commitment

At Pacifico Remedios, we believe that plants invite us into a slower, more intentional relationship with ourselves and the natural world.

Our role is not to prescribe or replace healthcare, but to educate, encourage thoughtful wellness practices, and honor the longstanding traditions that have shaped herbal knowledge across generations.

Every recommendation is offered with respect, humility, and the understanding that each person's journey is unique.

We remain committed to practicing ethically, staying within our professional scope, and supporting individuals as they make informed decisions about their wellbeing in collaboration with their healthcare providers.

SECTION VI

Professional Services

"Supporting the growth of compassionate, ethical, and reflective professionals."

Professional Services Philosophy

Pacifico Sanitas recognizes that caring for communities also means supporting the professionals who serve them.

Professional growth extends beyond obtaining licensure. It is an ongoing process of developing clinical knowledge, ethical decision-making, self-awareness, cultural humility, and sustainable practices that promote both client wellbeing and clinician wellbeing.

Our professional services are designed to provide a collaborative learning environment where professionals are encouraged to deepen their clinical skills while remaining connected to their values and professional identity.

Whether through clinical supervision, consultation, mentorship, or future educational opportunities, Pacifico Sanitas seeks to foster lifelong learning grounded in integrity, compassion, and respect.

Commitment to Professional Development

Pacifico Sanitas is committed to supporting professionals through:

- Ethical practice
- Clinical excellence
- Trauma-informed care
- Cultural humility
- Reflective practice
- Lifelong learning
- Professional resilience
- Compassionate leadership

We believe that ongoing professional development strengthens not only clinicians but also the communities they serve.

Clinical Supervision

Clinical supervision is a collaborative professional relationship designed to support the development of knowledge, clinical skills, ethical practice, and professional identity.

Supervision is intended to provide a structured environment where supervisees can:

- Develop clinical competence.
- Strengthen case conceptualization.
- Increase confidence.
- Explore ethical decision-making.
- Integrate theory into practice.
- Reflect upon personal and professional growth.

Supervision is both evaluative and supportive and is conducted in accordance with applicable state laws, licensing regulations, and professional ethical standards.

Philosophy of Supervision

At Pacifico Sanitas, supervision is viewed as more than a requirement for licensure.

We believe supervision provides an opportunity for clinicians to:

- Develop confidence.
- Strengthen critical thinking.
- Explore their professional identity.
- Increase self-awareness.
- Build sustainable clinical practices.
- Receive thoughtful feedback.
- Develop sound clinical judgment.

Our approach emphasizes collaboration rather than hierarchy.

We strive to create an environment where supervisees feel respected, challenged, supported, and encouraged throughout their professional development.

Areas of Supervision

Supervision may include discussion of:

- Case conceptualization
- Diagnosis
- Treatment planning

- Clinical interventions
- Documentation
- Risk assessment
- Crisis management
- Ethics
- Cultural responsiveness
- Professional boundaries
- Countertransference
- Self-awareness
- Burnout prevention
- Professional identity development

Additional topics may be incorporated based on supervisee needs and applicable regulations.

Supervision Expectations

Supervisees are expected to:

- Attend scheduled supervision sessions.
- Arrive prepared for discussion.
- Maintain client confidentiality.
- Practice ethically.
- Complete documentation in accordance with professional standards.
- Demonstrate openness to feedback.
- Seek consultation when appropriate.
- Communicate professionally.

Supervisor Responsibilities

Pacifico Sanitas is committed to providing supervision that is:

- Respectful
- Ethical
- Evidence-informed
- Collaborative
- Supportive
- Developmentally appropriate
- Culturally responsive

The supervisor agrees to:

- Provide constructive feedback.
- Support clinical growth.
- Encourage reflective practice.
- Promote ethical decision-making.
- Maintain appropriate professional boundaries.
- Complete required supervision documentation.

Consultation Services

Professional consultation is available for licensed clinicians seeking additional support outside of formal supervision.

Consultation may focus on:

- Case consultation
- Ethical concerns
- Clinical decision-making
- Treatment planning
- Professional development
- Burnout prevention
- Integrating holistic wellness into practice
- Program development
- Practice consultation

Consultation is collaborative and educational and does not replace independent clinical judgment.

Professional Mentorship

Pacifico Sanitas recognizes that many professionals benefit from mentorship beyond traditional supervision.

Mentorship may include discussion related to:

- Career development
- Professional identity
- Leadership
- Work-life balance
- Private practice
- Community engagement
- Continuing education

- Personal sustainability

Mentorship is intended to encourage growth through conversation, reflection, and shared learning.

Expressive Arts Therapy Supervision

As applicable, Pacifico Sanitas may provide supervision for graduate students completing field placements or clinical training experiences in accordance with university requirements and supervisor qualifications.

Supervision provided through educational institutions will adhere to:

- University requirements
- Ethical standards
- Applicable licensing regulations
- Individual learning agreements

Future Professional Education

As Pacifico Sanitas continues to grow, professional services may expand to include:

- Continuing Education (CEUs)
- Self-paced professional learning
- Recorded educational courses
- Workshops
- Professional presentations
- Consultation groups
- Case conferences
- Educational resources

These services are intended to promote lifelong learning and support professionals throughout their careers.

Confidentiality

Information discussed during supervision and consultation is treated with professionalism and confidentiality in accordance with applicable ethical standards and legal requirements.

Limitations of confidentiality will be discussed at the beginning of professional relationships.

Professional Boundaries

Professional relationships are grounded in mutual respect and ethical boundaries.

Pacifico Sanitas seeks to create an environment where professionals feel comfortable asking questions, discussing challenges, and engaging in thoughtful dialogue while maintaining appropriate professional roles.

Respectful Learning Environment

Pacifico Sanitas is committed to cultivating learning environments that are:

- Inclusive
- Respectful
- Collaborative
- Curious
- Culturally responsive
- Free from discrimination and harassment

Differences in perspectives are welcomed as opportunities for thoughtful discussion and continued learning.

Future Policies

Additional policies will be developed as professional services expand.

Future policies may include:

- Supervision agreements
- Consultation agreements
- University affiliation policies
- Student supervision policies
- Documentation expectations
- Evaluation procedures
- Continuing education standards

Our Commitment

Pacifico Sanitas believes that investing in professionals is an investment in healthier individuals, stronger organizations, and more resilient communities.

We are committed to supporting clinicians through relationships grounded in respect, humility, thoughtful reflection, and lifelong learning. Whether providing supervision, consultation,

mentorship, or professional education, our goal is to foster confident, ethical, and compassionate professionals who are equipped to serve their communities with integrity.

SECTION VII

Pacifico Sanitas Learning Center

"Supporting lifelong learning through thoughtful, ethical, and integrative education."

Our Educational Philosophy

Education has the power to strengthen individuals, professionals, organizations, and communities.

At Pacifico Sanitas, we believe learning extends beyond acquiring information. Meaningful education encourages reflection, curiosity, ethical decision-making, and the ability to thoughtfully integrate knowledge into practice.

Our educational offerings are grounded in the same values that guide every aspect of Pacifico Sanitas:

- Compassion
- Cultural humility
- Trauma-informed care
- Ethical practice
- Lifelong learning
- Community
- Whole-person wellbeing

We believe professional growth is a lifelong journey, and our goal is to create educational experiences that inspire confidence, curiosity, and continued development.

The Pacifico Sanitas Learning Center

The Pacifico Sanitas Learning Center serves as the educational branch of our organization.

The Learning Center was created to provide accessible, high-quality educational opportunities that support clinicians, helping professionals, students, organizations, and community members.

Educational offerings are intended to encourage continued learning while promoting ethical, culturally responsive, and evidence-informed practice.

As the Learning Center grows, offerings may include:

- Self-paced Continuing Education (CEUs)

- Professional development courses
- Educational workshops
- Recorded trainings
- Downloadable learning resources
- Practice guides
- Wellness education
- Community education

Our Approach to Professional Education

Our educational philosophy is rooted in the belief that meaningful learning occurs through reflection, application, and curiosity.

Rather than simply presenting information, Pacifico Sanitas seeks to create educational experiences that encourage learners to:

- Think critically
- Reflect on their own practice
- Integrate new perspectives
- Strengthen ethical decision-making
- Develop cultural humility
- Support clinician wellbeing
- Expand professional confidence

We recognize that every learner brings unique experiences, identities, strengths, and perspectives.

Continuing Education (CEUs)

Pacifico Sanitas intends to provide continuing education opportunities for behavioral health professionals and other helping professionals, subject to applicable approval requirements.

Educational content will be developed to support:

- Mental health counselors
- Social workers
- Marriage and family therapists
- Psychologists
- Helping professionals
- Graduate students
- Community organizations

Continuing education offerings will comply with the requirements of the applicable approving organization.

Self-Paced Learning

Pacifico Sanitas intends to primarily offer self-paced educational opportunities.

Self-paced learning allows participants to:

- Learn according to their own schedule.
- Revisit material as needed.
- Complete coursework from their preferred location.
- Balance professional development with personal and professional responsibilities.

Courses may include:

- Recorded video instruction
- Reading materials
- Reflection activities
- Knowledge assessments
- Course evaluations
- Certificates of completion

Learning Objectives

Each educational offering will clearly identify:

- Intended audience
- Learning objectives
- Continuing education hours (when applicable)
- Course requirements
- Completion criteria

Learning objectives are intended to provide transparency regarding the knowledge and skills participants can reasonably expect to develop through each course.

Certificates of Completion

Certificates of completion will be issued after participants successfully complete all required course components.

Completion requirements may include:

- Viewing all required instructional material
- Successfully completing required assessments
- Completing course evaluations
- Meeting any additional requirements established for the course

Certificates document course completion and should not be interpreted as professional certification unless specifically stated.

Course Access

Participants who register for educational offerings will receive access according to the specific terms of each course.

Course access may vary depending on:

- Course format
- Registration period
- Continuing education requirements
- Licensing requirements

Access information will be provided prior to enrollment.

Refund Policy

Refund policies will be clearly communicated at the time of course registration.

Because digital educational materials may be accessed immediately, refund eligibility may vary depending on the specific educational offering.

Whenever possible, Pacifico Sanitas seeks to resolve concerns in a fair and respectful manner.

Accessibility

Pacifico Sanitas is committed to making educational opportunities as accessible as reasonably possible.

When appropriate, educational offerings may include:

- Closed captions
- Downloadable transcripts

- Accessible written materials
- Alternative formats when available

Individuals requiring accommodations are encouraged to contact Pacifico Sanitas before beginning a course whenever possible.

Intellectual Property

All educational materials remain the intellectual property of Pacifico Sanitas LLC unless otherwise noted.

Educational materials may include:

- Videos
- Presentations
- Handouts
- Workbooks
- Course manuals
- Assessments
- Graphics
- Worksheets
- Downloadable resources

Participants may use materials for their personal educational purposes.

Materials may not be reproduced, distributed, modified, or commercially shared without written permission.

Educational Disclaimer

Educational offerings provided by Pacifico Sanitas are intended to support professional development and lifelong learning.

Courses are educational in nature and should not be interpreted as individualized clinical supervision, psychotherapy, medical advice, legal advice, or consultation.

Participants remain responsible for practicing within their professional scope, applicable laws, licensing regulations, and ethical standards.

Future Educational Topics

As the Learning Center expands, educational offerings may include topics such as:

- Trauma-Informed Care
- Holistic Mental Health
- Mind-Body Connection
- Nervous System Regulation
- Cultural Humility
- Community Healing
- Burnout Prevention
- Ethical Integration of Holistic Wellness
- Sound Healing
- Herbal Wellness Education
- Professional Self-Care
- Clinical Documentation
- Professional Identity Development
- Leadership in Behavioral Health

Additional topics may be developed based on community needs and professional interests.

Commitment to Evidence-Informed Practice

Pacifico Sanitas values both scientific inquiry and the knowledge carried through lived experience, culture, and traditional practices.

Educational offerings strive to distinguish between:

- Evidence-supported practices
- Emerging areas of research
- Historical and traditional knowledge
- Personal reflection and professional opinion

Whenever appropriate, educational content will encourage participants to critically evaluate information and continue learning through multiple reputable sources.

Commitment to Lifelong Learning

Learning does not end with graduation, licensure, or certification.

Pacifico Sanitas believes professional development is an ongoing process that includes:

- Curiosity
- Reflection
- Humility

- Continued education
- Community dialogue
- Ethical practice

We are committed to fostering learning environments that encourage professionals to continue growing throughout every stage of their careers.

Our Commitment

The Pacifico Sanitas Learning Center was created with the belief that education has the potential to strengthen not only individual professionals but also the communities they serve.

Our goal is to provide educational experiences that encourage thoughtful reflection, ethical practice, cultural humility, and lifelong learning while honoring the many ways people come to understand healing and wellbeing.

Whether someone participates in a continuing education course, professional workshop, or educational resource, we hope they leave not only with new knowledge, but also with greater curiosity, confidence, and commitment to compassionate care.

SECTION VIII

Organizational Standards & General Policies

"Guided by integrity, accountability, and a commitment to continuous growth."

Organizational Philosophy

Pacifico Sanitas is committed to operating with integrity, professionalism, transparency, and accountability in every aspect of our work.

While our services continue to evolve, our commitment remains the same: to provide ethical, compassionate, and culturally responsive care while fostering trust with those we serve.

These organizational standards guide our decision-making, professional relationships, educational offerings, and future development.

Commitment to Professional Integrity

Integrity is central to our work.

We are committed to:

- Practicing honestly and transparently.
- Acting within our professional scope.
- Maintaining accountability.
- Providing accurate information.
- Correcting errors when they occur.
- Seeking consultation when appropriate.
- Engaging in ongoing professional development.

Professional integrity requires continual reflection, humility, and a willingness to learn.

Commitment to Cultural Humility

Pacifico Sanitas recognizes that every individual brings unique lived experiences, identities, cultures, traditions, beliefs, and perspectives.

Rather than assuming expertise regarding another person's experiences, we strive to approach every interaction with openness, curiosity, and respect.

We acknowledge that cultural humility is an ongoing practice rather than a destination.

We remain committed to continued education, self-reflection, and listening to the communities we serve.

Commitment to Diversity, Equity, Inclusion & Belonging

Pacifico Sanitas welcomes individuals of all backgrounds.

We strive to cultivate environments where every person is treated with dignity, respect, and compassion regardless of characteristics such as age, disability, race, ethnicity, national origin, gender identity, gender expression, sexual orientation, religion, socioeconomic status, veteran status, or other protected characteristics.

We recognize that creating inclusive spaces requires continual learning and intentional action.

Non-Discrimination Policy

Pacifico Sanitas does not discriminate in the provision of services, educational offerings, consultation, supervision, or professional opportunities on the basis of any characteristic protected by applicable law.

We are committed to fostering environments that are respectful, inclusive, and welcoming.

Professional Boundaries

Maintaining professional boundaries supports ethical, respectful, and effective relationships.

We strive to:

- Maintain appropriate professional roles.
- Avoid conflicts of interest whenever possible.
- Protect confidentiality.
- Practice within our professional competence.
- Communicate respectfully.

Healthy boundaries help create safe environments for both clients and professionals.

Commitment to Lifelong Learning

Learning is a core value of Pacifico Sanitas.

We are committed to continually expanding our knowledge through:

- Continuing education

- Professional consultation
- Clinical supervision
- Scholarly literature
- Community engagement
- Reflection
- Ongoing evaluation of our practices

We recognize that professional growth benefits not only our organization but also those we serve.

Evidence-Informed Practice

Whenever possible, our services and educational offerings are informed by:

- Current research
- Professional guidelines
- Clinical expertise
- Client values and preferences
- Traditional knowledge, where appropriate
- Ongoing professional learning

We recognize that knowledge evolves over time and remain committed to adapting our practices responsibly.

Community Engagement

Pacifico Sanitas believes wellbeing extends beyond individual services.

Whenever possible, we seek opportunities to contribute through:

- Community partnerships
- Professional collaboration
- Educational outreach
- Volunteerism
- Advocacy
- Public education

Community engagement reflects our belief that healthier communities support healthier individuals.

Environmental Stewardship

We recognize the interconnectedness between personal wellbeing and the natural world.

Whenever possible, Pacifico Sanitas strives to:

- Reduce unnecessary waste.
- Use resources thoughtfully.
- Support environmentally responsible practices.
- Encourage sustainable choices.
- Respect the natural environments that sustain our communities.

While we recognize that sustainability is an ongoing journey, we remain committed to making thoughtful choices whenever possible.

Technology & Digital Communication

Technology plays an important role in supporting access to services and education.

We are committed to using technology responsibly while protecting privacy, maintaining confidentiality, and following applicable professional standards.

Technology platforms may evolve as new systems become available.

Policy Revisions

Pacifico Sanitas recognizes that organizations continue to grow and evolve.

This handbook reflects our current policies and practices at the time of publication.

Policies may be revised periodically to:

- Reflect changes in professional standards.
- Incorporate new services.
- Address legal or regulatory updates.
- Improve clarity.
- Support organizational growth.

The most current version of this handbook will supersede previous editions.

Governing Law

Pacifico Sanitas operates in accordance with applicable federal laws and the laws and regulations of the jurisdictions in which services are provided.

Professional services are delivered in accordance with applicable licensing laws, ethical standards, and regulatory requirements.

Questions About Our Policies

We understand that policies can sometimes raise questions.

We encourage individuals to contact Pacifico Sanitas if clarification is needed regarding any policy or professional practice.

Whenever possible, we strive to provide clear, respectful, and timely responses.

Closing Statement

Thank you for taking the time to learn about Pacifico Sanitas.

Our hope is that this handbook reflects not only the policies that guide our work, but also the values that shape who we are as an organization.

Whether someone joins us for psychotherapy, holistic wellness, professional consultation, supervision, continuing education, or community initiatives, we hope every interaction reflects our commitment to compassion, integrity, cultural humility, and lifelong learning.

Thank you for allowing Pacifico Sanitas to be part of your journey.

Appendix A

About This Handbook

Purpose

The Pacifico Sanitas Handbook serves as a comprehensive reference for our organizational philosophy, professional standards, policies, and practices.

This handbook is intended to:

- Promote transparency
- Provide clear expectations
- Support ethical practice
- Reflect our organizational values
- Serve as a resource for clients, professionals, students, and community partners

This handbook should be read alongside any service-specific agreements, informed consent documents, supervision agreements, or educational participation agreements that may apply.

Scope

This handbook applies to the services currently offered by Pacifico Sanitas and provides a framework for future organizational growth.

As services evolve, additional policies may be added without altering the guiding philosophy presented in this handbook.

Disclaimer

This handbook is intended to describe organizational policies and standards.

Nothing contained within this handbook constitutes individualized medical, psychological, legal, or financial advice.

Appendix B

Definitions

To promote clarity, the following terms are used throughout this handbook.

Clinical Services

Mental health services provided by a licensed mental health professional in accordance with applicable laws, licensing regulations, and ethical standards.

Holistic Wellness

Complementary practices intended to support overall wellbeing while recognizing the interconnectedness of emotional, physical, mental, spiritual, relational, cultural, and environmental factors.

Holistic wellness services are not substitutes for medical or mental health treatment.

Wellness Education

Educational information intended to increase awareness and understanding of wellness-related topics.

Educational materials are informational and should not be interpreted as individualized treatment recommendations.

Professional Consultation

Collaborative discussion intended to support professional decision-making and development.

Consultation does not replace independent clinical judgment.

Clinical Supervision

A structured professional relationship designed to support clinical growth, professional identity, ethical practice, and licensure requirements in accordance with applicable regulations.

Continuing Education

Educational activities intended to promote professional development and lifelong learning.

Cultural Humility

An ongoing commitment to self-reflection, openness, respect, and lifelong learning regarding diverse cultures, identities, and lived experiences.

Trauma-Informed Care

An approach that recognizes the widespread impact of trauma and seeks to promote safety, collaboration, empowerment, trustworthiness, and choice.

Evidence-Informed Practice

Professional decision-making that considers current research, clinical expertise, and the values and preferences of the individual receiving services.

Appendix C

Professional Organizations & Resources

Pacifico Sanitas values collaboration with professional organizations that promote ethical practice and continued learning.

Examples include:

- American Counseling Association (ACA)
- National Board for Certified Counselors (NBCC)
- Massachusetts Mental Health Counselors Association (MaMHCA)
- American Mental Health Counselors Association (AMHCA)
- Association for Contextual Behavioral Science (ACBS)

Additional organizations may be referenced as services expand.

Appendix D

Crisis Resources

Pacifico Sanitas does not provide emergency or crisis services.

If you or someone you know is experiencing a crisis:

United States

- Call **911**
- Call or text **988 Suicide & Crisis Lifeline**
- Visit your nearest emergency department

If outside the United States, contact your local emergency services or crisis resources.

Appendix E

Client Rights

Individuals receiving services through Pacifico Sanitas have the right to:

- Be treated with dignity and respect.
- Receive services free from unlawful discrimination.
- Ask questions regarding services.
- Participate in treatment planning.
- Decline recommended interventions.
- Receive information regarding fees and policies.
- Request referrals when appropriate.
- File concerns regarding services.

Appendix F

Client Responsibilities

Individuals receiving services are encouraged to:

- Attend scheduled appointments.
- Communicate scheduling changes promptly.
- Participate honestly in services.
- Respect professional boundaries.
- Notify us of changes in contact information.
- Inform us of changes that may affect services.

Appendix G

Guiding Principles

Everything Pacifico Sanitas does is guided by these principles:

- Compassion
- Integrity
- Cultural Humility
- Community
- Collaboration
- Curiosity
- Accountability
- Respect
- Professionalism
- Lifelong Learning
- Accessibility
- Reflection

- Ethical Practice
- Whole-Person Wellbeing

These principles influence organizational decisions, services, education, and future growth.

Appendix H

Acknowledgment of Traditional Knowledge

Pacifico Sanitas recognizes that many approaches to wellness—including herbal traditions, mindfulness practices, movement practices, expressive arts, and other holistic approaches—have been preserved and shared by Indigenous peoples, traditional healers, and communities across the world.

We acknowledge these traditions with gratitude and strive to engage with them respectfully, ethically, and without claiming ownership over cultural knowledge.

Our commitment is to continue learning while honoring the origins, context, and diversity of these traditions.

Appendix I

Sustainability Commitment

Pacifico Sanitas believes that caring for people and caring for the natural world are interconnected.

Whenever possible, we strive to:

- Reduce waste.
- Support environmentally responsible practices.
- Use resources thoughtfully.
- Encourage sustainable choices.
- Source materials responsibly when feasible.

We recognize that sustainability is an ongoing journey and remain committed to continual improvement.

Appendix J

Revision History

Version	Date	Description
1.0	7/17/26	Initial publication of the Pacifico Sanitas Handbook

Future revisions will be documented here to promote transparency and maintain a clear record of updates.

Appendix K

Contact Information

Pacifico Sanitas LLC

Website: www.pacifico-sanitas.org

Email: info@pacifico-sanitas.org

Phone: 617-819-1227

Contact Form: Available through the Pacifico Sanitas website

Service Area: Clinical services are provided in accordance with applicable state licensure and regulations. Holistic wellness, consultation, supervision, and educational services may vary based on jurisdiction and service type.

Appendix L

Living the Mission

At Pacifico Sanitas, we recognize that meaningful work is built one relationship at a time.

Whether supporting an individual through psychotherapy, offering a moment of reflection during a holistic wellness session, mentoring a fellow professional, or developing educational resources, our intention remains the same: to contribute to a culture of compassion, integrity, lifelong learning, and community wellbeing.

This handbook reflects our current standards and practices, but our commitment extends beyond policies alone. We remain dedicated to listening, learning, adapting, and growing alongside the individuals and communities we are privileged to serve.

As Pacifico Sanitas continues to evolve, we hope our work continues to reflect the values upon which this organization was founded—respect for human dignity, cultural humility, ethical practice, and the belief that supporting wellbeing is a shared responsibility.

Thank you for taking the time to learn about Pacifico Sanitas. We are honored to be part of your journey.

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At Pacifico Sanitas, our work is guided by the belief that caring for individuals, supporting professionals, honoring communities, and respecting the natural world are interconnected. This handbook reflects our current practices and standards, but our greatest commitment is to continue learning, listening, and growing with integrity. As Pacifico Sanitas evolves, we hope to remain rooted in compassion, cultural humility, ethical practice, and service.