



CLIENT RIGHTS ORIENTATION

Read this

This page is to let you know what to expect from the services that you and your child will be receiving from Adapt Behavioral Services. It will also tell you what your rights are and what you need to do to make services a success

What to Expect:

1. Our focus is on helping the whole family, not just you, so your family should plan to participate in family sessions.
2. Sessions are scheduled on a regular basis, with the frequency depending on the nature and seriousness of the issues.
3. Services usually last about 6 months, but it really depends on you and your family's motivation and progress.
4. You may be called by our office for a brief satisfaction survey during services; your feedback is important to us.
5. Within the first month, you and your family will work with your staff to develop a plan for services, which will list your goals and ways to reach those goals.
6. Some funders require a licensed staff to meet with you to do another assessment within the first month of services.
7. Every 3 months, you, your family, and your staff will discuss your progress, which will be documented on a form that you (and your parent, if under 18) will sign.
8. By the end of services, you should be feeling better and you should have met your goals. Your family (and teacher, if school services are provided) should also have learned some ways to help you to do your best.
9. At the final session, your staff will make sure that you are prepared with aftercare services that you will still need after our services have ended. You will also be asked to evaluate the success of your services and complete a satisfaction survey.
10. Several months after services end, you may be contacted as a follow-up to make sure you are still doing well.

Your Rights:

1. Respect: You and your family will be treated with respect by all Adapt staff.
2. Anti-Discrimination: Your religious and cultural beliefs will be respected. You will not be treated differently based on your age, disability, race, sex, or ethnic group.
3. Freedom of Choice: You have the right to change staff, refuse referrals for other services, or stop services at any time, without penalty.
4. Confidentiality/Privacy: You have the right to decide when and with whom to share your private information. Information about you will not be shared with other people without your permission (or your parent's, if you are under 18). There are exceptions to this rule, including if we have to report suspected abuse, neglect, or exploitation, if we believe someone's life is in danger, or if a judge orders it. Information shared in an individual session with a child may have to be shared with a parent, but the staff will only share information if it is necessary.
5. Access to Records: You have the right to read and have copies of your chart information in a timely manner. We might require that we be present to explain what is written, however, and there may be a cost for some records.
6. Grievances: If you make a complaint or file a grievance, your services will not be terminated or affected in any way. If you have a concern that cannot be resolved by speaking with the staff directly, please contact the Regional Manager for your location (below). The Manager will respond to your concern within 2 business days. If your concern is not resolved by the Manager, you may file a grievance in writing by sending a letter or email to the Executive Director (Sharon Older, 225 S. Swoope Ave. #211, Maitland FL 32751). The Director will contact you by email or phone within 2 business days of receipt. The matter will be investigated and resolution reached within 1 week.
7. Freedom from Harm: We are required by law to report any suspected abuse, neglect, or exploitation. If you need to report abuse, neglect, or exploitation, call the Abuse Hotline: 1-800-96-ABUSE (800-962-2873).

Your Responsibilities:

1. Attendance: You and your family will keep appointments made with your staff. If you cannot keep an appointment, call your staff ahead of time to reschedule. If you no-show an appointment, there may be a travel charge to reimburse the staff for gas & time.
2. Participation: You and your family will participate in services and will follow through with the strategies agreed upon during sessions. Family sessions are required if school-based services are being provided.
3. Notification: You will inform your staff of any changes to your address/phone number so we can contact you, if we need to.
4. Payment: You are responsible for any services, co-payment, co-insurance, or deductibles not paid by your insurance.

Agency Rights & Responsibilities:

1. All agency staff will behave in a professional manner, including being trustworthy, considerate, polite, and discrete.
2. We will provide consistent, high-quality services to you and your family. The staff should notify you if he/she is running late for a scheduled appointment. If a session has to be cancelled, the staff will notify you in advance.
3. We will keep an accurate written record of the services that we provide.
4. We have the right to terminate services if you fail to follow through on your responsibilities (listed above) or if we believe that maximum benefit has been reached. If your services are discontinued and you still need help, you will be given a referral to another agency that can help

If you are in crisis and your staff is not available, you can call the crisis hotline: (407) 425-2624.
In the event of an emergency (danger to self or others), call 911.

Region	Counties Served	Regional Manager	Phone Number	Fax Number	Email Address
Central	Orange/Seminole/Lake	Vicki Migacz	(407) 622-0444	(407) 699-0444	Maitland@Adapt-FL.com
West-Central	Osceola/Polk/Hillsborough/Pinellas	Myraida Ruiz	(407) 928-0444	(407) 518-0808	Kissimmee@Adapt-FL.com
Northeast	Volusia/Flagler/St. Johns/Duval	Myraida Ruiz	(386) 898-5003	(386) 675-6490	Ormond@Adapt-FL.com



HEALTH & SAFETY ORIENTATION

Read this

This page is to let you know some basic information about staying healthy and information about Adapt's health & safety policies and emergency procedures.

Physical & Emotional Wellness:

1. Prevent disease. Wash hands thoroughly with soap BEFORE eating, treating wounds, & putting in contacts, and AFTER using the bathroom, sneezing, & blowing your nose.
2. Keep yourself & your home clean: Shower daily & brush your teeth 2x daily. Don't leave trash, dirty dishes, and food out, as these attract bugs, which bring disease.
3. Prevent unwanted pregnancies: If you cannot afford or emotionally handle a child right now, get on reliable birth control. Remember it only takes once.
4. Prevent sexually transmitted diseases (STD): Most birth control methods do not prevent STDs, so use a condom if you are not 100% sure that your partner is STD-free.
5. Sleep well at night: Lack of continuous sleep decreases ability to focus & increases irritability/emotionality. Adults should get 8 hours, high school 8-9 hours, middle school 9-9½ hours, and elementary 10-11 hours.
6. Eat a healthy diet: Eat less fast food, snack food, and fried food. Eat more fruits and vegetables. Eat when you are hungry, not because you are bored or stressed.
7. Exercise your body. Spend less time sitting. Walk, jog, or bicycle several times per week. Do weight-bearing exercises to preserve bone strength.
8. Exercise your brain. Reduce TV and video game time. Read books, magazines or the newspaper. Play cards or board games that make you think. Work the puzzles in the newspaper. Do a jigsaw puzzle.
9. Behave in positive ways. Smile more. Compliment others. Socialize with happy people. Do things you enjoy. Talk about positive things more than negative. Remember that happiness is a choice

Adapt Health & Safety Policies:

1. Abuse & neglect: All Adapt staff are legally required to report allegations or suspicion of abuse or neglect of children (age 0-17), elderly, or disabled adults.
2. Danger to self or others: If an Adapt staff believes that a client or family member is likely seriously harm him/herself or someone else, the staff has a responsibility to protect that person and others from harm. In this case, more secure placement, such as hospitalization may be required on an emergency basis.
3. Tobacco: The use of tobacco products is not allowed in our office or office building. Use of tobacco is permitted in designated areas away from the building entrance or stairway. Our staff are not allowed to use tobacco products in the presence of clients or their families.
4. Drugs/alcohol: The use of recreational drugs or alcohol prior to or during sessions is not allowed. If an Adapt staff believes that a client or other person present for the session is under the influence of alcohol or drugs, he/she may decide to cancel the session.
5. Prescription medication: If a legally prescribed medication taken prior to or during a session impairs the ability of a client or other session participant to benefit from services, the Adapt staff may decide to cancel the session.
6. Weapons: Weapons of any kind are not permitted in an Adapt office. During in-home sessions, all firearms must be maintained in a securely locked area.
7. Advance Directives: If you have an advance directive, please let your staff know. We will need a copy of this document.

Adapt Emergency Procedures:

1. Violent or threatening situations: If a client or other person present for a session becomes violent or threatening, your staff will try to verbally de-escalate him/her. If he/she is unsuccessful and the person continues to present a danger, 911 will be called. Our staff are not permitted to restrain clients or anyone else.
2. Medical emergencies: If a medical emergency occurs during a session, your staff will call 911 and follow instructions given.
3. Natural disasters: If you or your staff are aware of an incoming natural disaster (e.g., hurricane, tornado, flood), check the National Weather Service and follow their instructions. If the weather service says that it is unsafe to drive, you may need to cancel and reschedule your session. If you are at our office, your staff will stay at the office with you until it is safe to leave. For home visits, your staff may need to remain at your home until the weather clears and it is safe to drive again.
4. Power outage: If the electricity in the office goes out for more than 15 minutes, your session will be rescheduled.
5. Evacuation: An evacuation diagram with instructions is posted on or beside the exit door. If an evacuation of the office is necessary for safety (e.g., fire), your staff will guide you out of the office and to the meeting area (next to the dumpster). Use the stairs, not the elevator.
6. Fire extinguishers & first aid kits: There is a fire extinguisher and first aid kit in each office. Your staff knows where they are.

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TREATMENT AGREEMENT & CONSENT

Adult client or guardian of minor client should sign

Client Name: _____ Date of Birth: _____

CLIENT RIGHTS: I read and understood the *Client Rights Orientation* page, including what to expect in the assessment, treatment planning, treatment & discharge process; client rights & responsibilities; agency rights & responsibilities; grievance process; and treatment philosophy

HEALTH & SAFETY: I read and understood the *Health & Safety Orientation* page, including wellness education; Adapt's policies on substance use, weapons, abuse reporting, emergency procedures; Adapt's responsibility to respond to client risk of danger to self/others, and after-hours crisis/emergency phone numbers.

LIMITS TO CONFIDENTIALITY: I understand that information about the above-named client will not be shared with anyone without my consent, except under the following conditions:

- Adapt is required to report suspicion of child/elder/disabled adults abuse & neglect.
- Adapt is required to release information for the purpose of abuse/neglect investigations.
- Adapt is allowed to warn potential victims if we believe that their lives are in danger.
- Adapt is required to release a copy of records and/or testimony if subpoenaed in court.
- Adapt is obligated to report Medicaid/insurance fraud to state authorities and the insurance plan.

INVESTIGATIONS: In the event that Adapt or any of its staff are under investigation for fraud or other wrongdoing, I authorize Adapt to fully cooperate with legal and regulatory entities (Agency For Healthcare Administration, Department of Health, Behavior Analysis Certification Board, law enforcement), including sharing protected client information related to the provision of services.

COMMUNICATION SECURITY: I understand that Adapt staff are required to use encryption when emailing client information, in order to protect its privacy. I understand that cellular phone communication is not secure, however I authorize Adapt staff to use cellular phones to communicate about the above-named client with me and others that I have approved.

STATEMENT OF AUTHORITY TO CONSENT: I certify that I have the legal authority to consent to behavioral health treatment, release of information, and all legal issues involving the above-named client. **I further certify that there is no court order that requires consent from any other parent/guardian, in addition to my own.** If my status as legal guardian changes, I will immediately notify Adapt Behavioral Services of the name, address, and telephone number of the new guardian.

CONSENT FOR TREATMENT & COORDINATION OF CARE: I consent for the above-named client to [participate in assessment and treatment through Adapt Behavioral Services, including sharing relevant confidential information to coordinate care with others included in services (e.g., client's family members, school personnel, other service providers).

I understand that I may revoke consent for the above at any time, however, I cannot revoke consent for action that has already been taken. A copy of this release shall be valid as the original.

THIS CONSENT EXPIRES 1 YEAR FROM THE DATE SIGNED UNLESS OTHERWISE SPECIFIED

Client/Guardian Signature: _____ Date: _____

Guardian Name (printed): _____ Relationship: _____
(required if client is a minor)