



**THE FLORIDA CENTER
FOR EARLY CHILDHOOD**

CLIENT RIGHTS AND RESPONSIBILITIES

*At The Florida Center we respect the value and dignity of each child, individual and family we serve.
We respect the rights, needs and worth of all persons who come to us for care.*

Hours of Operation: Monday - Friday, 7:30 am to 5:30 pm or by appointment.

CLIENT RIGHTS:

The Client and Family Have the Right:

- To receive quality services without discrimination or prejudice.
- To expect privacy and respect while receiving services.
- To be actively involved in the development of your (your child's) plan of care.
- To expect timely and reasonable answers to your questions.
- To know what services are available to help you, including any special needs that we are able to address.
- To receive assistance with special communication needs or language barriers, such as interpreter services.
- To be kept informed about your (your child's) condition, plan of care, risks, benefits and outcomes.
- To be advised of choices for care or treatment.
- To refuse treatment, except when services are ordered by a court of law, and to be informed of the consequences of refusing treatment.
- To be given complete information on the financial costs of services and of payment plans or fee adjustment requests prior to service delivery.
- To receive access to services regardless of your race, sex, creed, sexual orientation, nationality, religion, disability or source of payment.
- To expect respect for your cultural values and spiritual beliefs.
- To be given care that is sensitive to your individual developmental needs.
- To request changes in your treatment or service provider.
- To be given information on how to submit complaints, grievances or appeals during your initial visit.

CLIENT RESPONSIBILITIES

The Client and Family are Responsible:

- To give true and complete information about your (your child's) present and past health, development and behavior.
- To tell your therapist or care provider if you do not understand your (your child's) plan of care and what is expected of you.
- To follow the plan of care you and your therapist agree to.
- To keep scheduled appointments and, if you cannot, cancel appointments with 24 hour notice.
- To be responsible for your actions if you refuse treatment or do not follow the plan of care you and your therapist agree to.
- To pay your bills for services received.
- To obtain information about services, co-payments and other terms and conditions of reimbursement for services if you are in a HMO or other managed health care program.
- To closely supervise my child/children in the lobby, hallways, parking lot, bathroom, etc.
- To remain on the premises of The Florida Center while my child is receiving services.
- To be considerate of the rights of others and to follow the rules.

Signature of Parent(s)/Legal Guardian

____/____/____
Date

Signature of Witness

____/____/____
Date