



CLIENT POLICIES AND PROCEDURES

Updated April 1, 2019

Thank you for choosing Terrapin Therapeutic Collaborative as your supportive partner in wellness. In order to build positive communication and transparency regarding office policies and procedures we have created a resource for new families to become familiar with and keep as a resource. Should you have questions about policies or procedures listed below please do not hesitate to discuss them further with your therapist.

1. Terrapin Therapeutic Collaborative Mission

At Terrapin Therapeutic Collaborative it is our mission to provide accessible, clinically sound and supportive mental health and educational services to individuals, families and community professionals.

2. Confidentiality and its limits

- A. At Terrapin Therapeutic Collaborative we value your confidentiality and safety highly. To that end all staff working within the collaborative are mandated reporters and as such if any staff feel that any member of the family system we are working with is at risk of harm, neglect, abuse or mistreatment in any way we must report this suspicion to the Department of Children and Families or other governing local agency . Whenever possible we make the call to authorities collaboratively and client is aware of the need to call. If a staff member feels that being transparent may put the family at risk for further harm, the report is filed without family knowledge. Questions about this policy can be discussed at intake with your assigned therapist.
- B. Clinicians at Terrapin Collaborative may discuss your case in confidential supervision as a means to collect best practice resources. These meetings are held with professional colleagues affiliated with Terrapin in secure and confidential locations.
- C. Clinician's at Terrapin Collaborative may bill your insurance provider and as such they would know your participation in therapy. Insurance providers are given information pertaining to diagnosis, goals and progress towards goals as well as scheduled appointments.
- D. Clinicians at Terrapin Collaborative may discuss your case with any party with whom you sign a confidential release for us to speak with. You may rescind that consent at any point by notifying your therapist.

Court involvement

As stated in the consent to treat Therapists at Terrapin Collaborative are not at liberty to conduct forensic or trauma evaluations. We cannot serve as expert witnesses nor are therapists able to speak of their opinions. If subpoenaed the only data, which can be shared, will be dates of service, diagnosis, goals and progress towards goals. Therapists will be compensated at their full hourly rate in the event they need to be in court. An insurance provider cannot pay this fee.

Appointment Policy

Terrapin Therapeutic Collaborative has a 24-hour appointment cancellation policy. If your appointment is not canceled in the 24 hours prior to appointment you will be charged a \$150.00 missed appointment fee. Clients are granted one missed appointment per year. At the appointment following a missed appointment therapist will review commitment to therapy and discuss circumstances, which may have led to the missed appointment.

Exceptions to the 24-hour cancellation policy include:

1. Death or significant injury of a parent or dependent.
2. Vehicle accident on the way to the appointment.
3. Illness with documentation from a medical provider.

Appointment Types

Therapists at Terrapin Therapeutic Collaborative offer an array of appointment types to meet your unique needs.

1. **Intake** (50 minutes) \$150.00, extended Intake (110 minutes) \$250.00
2. **Individual Session** 50 minute \$150.00 Extended Individual session (75 minutes) \$175.00
3. **Family session** (80 minutes) \$200.00 *Home Visit \$250.00
4. **Parent Coaching** (In person, phone, Google Meet, SimplePractice or Zoom Video Conferencing) \$150.00 (50 minutes) (can be pro rated for 30 minute sessions)
5. **Collateral Consultations** are billed at the \$150.00 amount and can be pro-rated for 15 minute consults. Client's who opt for the opportunity to have therapist consult with collaterals will be asked to sign a consultation payment agreement with the specific providers and frequency of contact outlined.
6. **School visits** if schools permit therapists to observe in classroom parents and guardians must discuss this prior to therapist scheduling observation. Therapists can also participate in team meetings or IEP meetings if appropriate. Appropriateness of this service option will be discussed with therapist prior to scheduling. Rate 150.00 per hour plus a travel fee of \$50.00. In some cases therapists can call in to waive travel fee.

* Home visits may be clinically appropriate in some cases and will need to be mindfully planned and discussed as an option well in advance. It is ALWAYS at the discretion of the therapist to determine clinical appropriateness of this option. If at any point on a home visit a therapist feels unsafe they will end the session. Therapists also have the right to reach out to emergency responders should they feel the situation rises to that level. Payment in full will be expected.

* I have read and understand the fees and payment policies and agree to pay as agreed for services rendered. Failure to do so may lead to termination of services.

Signature

Today's date (MM/DD/YYYY)

No Smoking or Substance Use in Session.

Smoking is prohibited in our offices. It is also not permitted to come to session under the influence of any substances. If a therapist has reasonable suspicion that a client may be under the influence the session will be ended and payment will still be expected. If appropriate Emergency personnel will be called if it is found client cannot safely drive home. Therapist and client may also problem solve alternative means to get home, (reaching out to Emergency Contact).

Session Safety

Safety is a core value for all therapists at Terrapin Therapeutic collaborative and as such any violence is prohibited (verbal, physical or sexual) If a clinician feels unsafe at any point in session the session will end and prior to booking next appointment clinician and client will develop a safety plan and/or discuss termination from services.

Emergency Procedures

Therapists or clients may call 911 if they feel at any point that they or someone in session is in eminent risk. If it is determined that a client requires a higher level of care than can be provided by current therapist Terrapin therapist will facilitate communication about mindful closing and assist client however possible in locating that next level of care. Terrapin Therapeutic Collaborative does not offer 24-hour crisis intervention. Whenever possible therapist arranges coverage for their client's in the event they will be out of the office for illness or vacation. This service is not intended to serve as crisis intervention. Client's in need of immediate care should call 911 or go to their nearest emergency room if it is safe to do so.

Unaccompanied Minors

Children under the age of 15 must be accompanied in our waiting room at all times. Guardians are not permitted at any time to leave children off for therapy without discussing it first with therapist.

Treatment Planning

A central element of therapeutic work centers on a treatment plan. As such, upon treatment beginning clients will work with their therapist to develop a treatment plan, which identifies an area of need and sets a goal to be viewed as the "work" of therapy. Therapist may include possible tools and interventions. A treatment plan is meant to outline a measurable goal, and is used as a tool to assess 1) *medical necessity and 2) progress of therapy.

* Medical necessity is defined as the indicator that therapy is needed in order for a person to successfully meet the demands of social, emotional or work related tasks.

Client Rights and Responsibilities

1. All clients are granted the right of confidential therapy or consultation services by a trained professional.
2. All clients are granted the opportunity to end services at any time. Therapy and consultation are always voluntary
3. All clients are granted the right of safety in session. Therapists will behave accordingly and treat each client with respect, autonomy and unconditional positive regard.

Food and Drink in session

This is addressed on a case-by-case basis. In some instances water, tea or coffee in session may be appropriate. If it is determined that food or drink in session detract from the integrity of the session client's may be asked to refrain from eating or drinking in session,

Contacting Your Therapist Between Sessions

Your Therapist will provide you with his/her best contact number and discuss with you situations wherein this number is to be used which may include:

- Scheduling
- Consultation/ support
- Referral to other services

Please note that Terrapin Therapeutic Collaborative does not have a 24-hour crisis line. If you or someone in your family is experiencing eminent risk please call 911 or go to your nearest Emergency room. Therapists do their best to return calls within 24 hours. If client's misuse a therapists number it may become clinically appropriate to address this in session or terminate services.

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Phone, e-mail or text reminders

If you would like to be reminded of upcoming appointments by message, text or e-mail please let your therapist know. Therapists are not able to send clinical information through text or e-mail for your confidentiality. Texting and e-mail are used only for appointment reminders.

Discharge Policy

Discharge from services may occur for a myriad of reasons, which may include:

1. Client or family not being able to commit to services (come as agreed and safely participate)
2. A Higher level of care may be needed.
3. Case may become court involved.
4. Goals may be met.
5. Client and family move out of area.
6. Client may decide to step away from therapy.
7. Non-payment

Whenever possible a discharge is discussed between client and therapist and mindfully planned for.

I have read and understood all polices outlined by my therapist at intake

Signature

Today's date (MM/DD/YYYY)