

## **Client and Parent/Guardian Expectations**

### **Parent/Guardian Involvement in Treatment:**

1. Parent/guardians and caregivers are required to be involved in application process to the outpatient clinic, unless otherwise clinically noted not to be necessary. Procedures outlined in the Act Concerning Outpatient Mental Health Treatment for Minors will be followed if a minor seeks services without the consent of their parent/guardian.
2. Treatment is usually scheduled on a weekly basis for 45-55 minute appointments. Some appointments may be seen for shorter period of time depending on child's ability to tolerate the length of the session.
3. Treatment will usually involve a combination of individual and family sessions. Parents and families involvement in treatment is a necessary component of the process.

### **Arrival and Departure of Clients:**

1. Parents/Guardians are expected to accompany children to CCGC for their appointments. They should register with the receptionist and wait in the waiting room until the therapist comes to pick them up. If the child is seen individually, the parent or guardian is expected to remain in the waiting room during the child's appointment.
2. If the client is of the age in which they can transport themselves clinicians may grant the privilege with parents/guardians permission for the client to self-transport to and from their appointments. Clients are expected to register with the receptionist upon arrival. If the child does not arrive for their scheduled appointments, the assigned clinician will attempt to notify the parent/guardian of the failed appointment. Parents must be available and accessible, should a clinical or medical emergency occur during my child's appointment. This is a privilege and that if it is deemed no longer clinically appropriate, parents/guardians may be required to accompany their child to future appointments.
3. Treatment will usually involve a combination of individual and family sessions. Parents and families involvement in treatment is a necessary component of the process.

### **Supervision and Discipline of Child Clients:**

1. Under most circumstances the supervision and discipline of child clients in CCGC is the responsibility of the parent/guardian. Exceptions are when a child is seen individually, in group by a therapist or waiting in the waiting room. Adult staff is responsible for supervision to ensure safety in these circumstances, and parents will become involved if discipline is needed.

### **Emergency Situations:**

1. If there is a medical emergency, involved staff will call 911. As needed, client(s) and their guardians(s) will be referred to their physicians and/or to emergency rooms at area hospitals. Non-emergent medical matters will be referred to the client(s)' guardian(s) for appropriate follow-up with their pediatricians or family.

2. A first-aid kit is available for the client(s) guardian(s) if they would like to use it. CCGC staff will not administer first aid.
3. If there is an emergency after outpatient clinic hours parents/guardians should access support through calling 911 for life threatening emergencies or calling 211 for emergency mobile response. Families can also access telephone support through our answering service. Clients, parents and guardians can call 860-643-2101. Efforts are made to refer the call to family's therapist; if the therapist is not available, the call will be taken by another member of the CCGC staff to provide support and guidance.
4. Chapter 301, Section 17a-01 of the CT General Statutes requires CCGC staff to report the suspicion of physical or sexual abuse to the Child Abuse Hotline of the Department of Children and Families. The regional DCF office in which the abuse was disclosed is charged with the responsibility of investigating the complaint to determine whether or not abuse has occurred and whether steps should be taken to protect the child in question.

#### **Weather and Client Illness:**

1. CCGC usually does not close during bad weather. However, when weather makes driving hazardous, it is advisable for clients to call the CCGC to make sure it is open and that therapists are available. Whenever possible CCGC will contact clients ahead of time to cancel appointments due to weather problems. In case of a power outage or other emergencies, our answering service will provide the client with that information.
2. Clients and families should not come to CCGC ill. If you or your child are ill, have been exposed to an infectious or communicable disease appointments should be cancelled until there is no potential of infection to others.

#### **Hours of Operation/ Fees:**

1. The outpatient clinic is open Mondays and Wednesdays 8:00 AM to 6:00 PM, Tuesdays and Thursdays for 8:00 AM to 8:00 PM, Fridays from 7:00 AM to 5:00 PM and Saturdays as scheduled from 9:00 AM to 12:00.
2. Fees are payable upon check-in. CCGC accepts State medical cards and private insurance. Fee setting occurs with a member of our business staff upon intake. All policies regarding fees and copays will be discussed in full at this time. If you would like a hard copy of the policy, please request it at your fee setting appointment. The business staff will be happy to provide you with this.