

Child & Family Guidance Center of Texoma Client Intake Checklist

The **Child & Family Guidance Center of Texoma** is dedicated to empowering children, teens, adults, and families to strengthen and improve their lives. The first session will be largely spent introducing you to the center's policies and procedures as well as begin to identify your needs/concerns to determine how best to help you, your child/children, and/or other family members. **We believe taking time upfront to help you learn about the center's operation and treatment process will greatly increase your treatment success.**

Agency Policies & Procedures

- Hours of Operation: Monday through Thursday 8:00am- 6:00pm and Friday 10:00am- 4:00pm.
Office phone hours: Monday- Thursday 8:00am- 12:00pm; 1:00pm- 5:00pm; Friday 10:30am- 3:00pm.
- In the event of bad weather CFGC follows the Sherman ISD closings and cancellations. However, if weather improves, clients may be seen. You will receive a call IF this is possible.
- All clients who have **5pm** sessions, cannot be dropped off or ride the TAPS Bus.
- Children under age 15 must be supervised by an adult in the waiting room at all times. All parents/ guardians must check their child or teen in for EACH session and be available in the waiting room at least 15 minutes prior to session end.
- CFGC cannot provide childcare during intake or regular sessions. Client is responsible for providing childcare for children while parent/guardian meets with therapist.
- After each session you will receive a sheet providing date of service information, next session date and time and a school/work excuse, if necessary.
- Payment for services is due at time of service. In the event you are unable to pay the full fee a payment plan can be arranged. CFGC strives to provide services to insured, uninsured and underinsured clients. We work with you to make services affordable for your ability to pay and never turn anyone away.
- Each client is responsible for charges related to court services. Please read the Court Services agreement in the intake packet. In the event your therapist should have to go to court via subpoena, you will be held responsible for charges related to the court appearance. A minimum of \$500.00 must be paid in advance. Exceptions are sexual abuse cases of client and CPS clients.
- Please do not use/answer/text on cell phone. No food or drink in the building. Use restroom *before* session. Children under the age of 10 need to be accompanied to the restroom.

Attendance

Your session time is reserved exclusively for you and cannot be used by another client unless we are given enough notice of cancellation. The therapy process is dependent upon the client's ability to attend sessions.

- Sick policy- If you or your child is sick PLEASE call CFGC at 903-893-7768 to reschedule your appointment. Your therapist has the right to reschedule if you arrive and are ill.

- Unless a verifiable emergency exists, clients are expected to cancel or re-schedule appointments 24 hours in advance. If you fail to call the session will be documented as a MISSED APPOINTMENT.
- If appointments are canceled on a consistent basis or appointments are missed two weeks in a row without good cause, CFGC reserves the right to put client on a waiting list, same day appointment or refer elsewhere for services.
- If a client is more than 15 minutes late for his/her session; the therapist has the right to reschedule the session.
- Counseling sessions can be conducted by phone and will be billed at the regular rate. If an emergency exists, the clients can speak BRIEFLY to their therapist by phone. If the call last longer than 16 minutes, a session will be billed to the insurance or client.

Introducing therapy/services

The first session is an introduction to the center and therapy and a needs assessment.

- Sessions are 45-55 minutes and start ON TIME to allow the therapist to complete notes and such between sessions
- The length of time needed for therapy is dependent upon the extent of the problems.
- Typically, it takes 3 to 4 sessions to become comfortable with the process and begin to make progress.
- Parents/guardians of children treated at CFGC are greatly encouraged to participate in the free Family Empowerment program while their child is in session. This program is to provide support and resources for caregivers at no cost. At times, this will be required as a part of the overall treatment plan.

Confidentiality

- CFGC follows all HIPAA regulations to protect client's privacy and confidentiality. We encourage you to take a copy of the HIPAA agreement that is in the waiting room or available online at www.cfgcenter.org.
- CFGC will not disclose client information to another party without the written consent of the client/legal guardian. Exceptions involve those required by law.
- CFGC requires legal documents proving legal guardianship of clients who do not live with both biological parents. CFGC will not communicate with anyone else about client.
- Clinicians have a legal responsibility to report physical/sexual abuse to CPS or the police.

Emergency Response

- In the event of a fire alarm (false or real) you are to exit at the nearest exit (waiting room would be front entrance door) and go directly to the large tree at the back of the Nationwide building (next door). The therapist with your child/ren will exit at the nearest exit and meet you at the large tree.
- CFGC staff follows an emergency plan for clients actively displaying suicide or homicidal ideation.