

### **THERAPISTS, PRP WORKERS, AND ONE-ON-ONE WORKERS AGREE TO:**

1. Provide regularly scheduled appointments.
2. Assist you in identifying the issues you want to work on.
3. Assist you in setting goals to address these problems.
4. Be on time, and be prepared to address the goals set.
5. Be open to feedback on your progress.
6. Provide confidentiality for the issues you discuss and records kept of our sessions. Please be aware that there is some information we are **REQUIRED BY LAW** to report: physical or sexual abuse or neglect of a minor child, present or past, and threats of physical harm to yourself or others. Use of a closed fist or a weapon such as a belt, and/or slaps above the waist will be considered potential physical abuse. A worker or therapist is **REQUIRED** to report such acts to Child Protective Services. If you have questions about these exceptions to client confidentiality, please discuss them with your worker or therapist.

### **FAMILY MEMBERS AND INDIVIDUAL CLIENTS AGREE TO:**

1. Be available when your appointment is scheduled. If the appointment is in your home, please eliminate all avoidable interruptions — turn off phones, TVs or other distractions to conversation; do not allow visitors from outside the home; decide on a space to hold the counseling meeting in your home. If you no show at any time, or cancel more than one appointment (for reasons other than illness or family emergency) in a month's time, a portion of the next session time will be spent problem solving the solution around your lack of attendance. Three consecutive no shows or cancellations will result in discharge from service; continual inconsistent attendance may also result in discharge. If discharged due to poor attendance, you and/or your family will be given referral to other services, and may not re-enter service at TLF for the next three months.
2. Be willing to try out new ideas and behaviors suggested by the clinicians working with you. Using the same strategies will get the same unsatisfying results. *Children and teens cannot change behaviors without the support of their parents and caregivers, so all family members will be involved in the work being done.*

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3. Complete homework tasks assigned. Clients who do therapy homework reach their goals more quickly and more completely. Homework may include trying out a different strategy to manage your child's behavior, using a new skill to handle anger, or contacting an agency to help meet a need not covered by TLF services. PRP services may require you to take steps to find housing, improve your education, locate a job, or apply for financial assistance — all with the goal of making your family life more stable and less stressful.
4. Participate in discussion of treatment plan progress with your clinician with goal of identifying progress made and/or new goals to work on.
5. Share all feedback with your clinician, other TLF staff, and your family members in a respectful way. Be aware that verbally abuse behavior toward staff is not acceptable. Clinicians will teach skills in being assertive, rather than aggressive. We also require that you treat clinic and staff property with respect. Clients should not be using office computers, or leaving behind trash. Caregivers are responsible for supervising your children when in the office.

If you need to get a message to your clinician in between sessions, please contact the office at 410-366-1151.

If you experience an emergency or mental health crisis, please contact Baltimore City Crisis Response at 1-800-888-1965 or BCARS at 410-757-2272.

**\*\*\* OR CALL 911 \*\*\***

(Your clinician may have a crisis management plan with you or your family that provides further options.)

Clinician Signatures: \_\_\_\_\_

Client or Guardian Signatures: \_\_\_\_\_

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