

CHILDREN'S SERVICES AT THE PERSONAL WELLNESS CENTER

As a result of a continued increase in providing services we have implemented several changes in order to better serve our clients and their families. Our PRP lobby has been enhanced by adding activities to the play area to entertain children who are waiting with family members while clients are in session. We encourage children to bring items from home if there are specific activities that they prefer. Wi-Fi is available in the event that your child is using an iPad or other electronic device (we do ask that headphones be used with these devices). The password for the Wi-Fi can be obtained at the front desk.

Due to privacy laws and HIPAA regulations, we are reminding everyone that all clinician offices/therapy rooms remain **off limits** to families/siblings unless specifically invited by the clinician. Please remember it is the parent's responsibility to make sure their children do not leave the designated lobby area. Running, yelling, wandering, etc. may cause disruption to the peaceful therapeutic sessions our staff strive to provide your child. In order to foster a safe environment within the center, children under the age of 14 should not be in the lobby without being accompanied by an adult. Children who are receiving services must be accompanied by an adult caregiver until they are met by a clinical service provider (therapist or family support specialist). During individual therapy sessions, we ask that parents remain on the property. Due to scheduling constraints, waiting for parents to return to pick up their child creates late appointments for others receiving services. During therapeutic group sessions, we ask that arrive in the parking lot to pick up your child at 6:45 p.m. on group days. The Center closes at 7 p.m. and all children must be picked up by that time.

LATE CANCELLATIONS OF COUNSELING SESSIONS:

Due to an increase in clientele and referrals, our 24-hour cancellation policy will be strictly enforced. Exceptions to the cancellation policy will be made on a case-by-case basis. Please remember our clinicians are extremely busy and we cannot guarantee that a time slot will be available if an appointment needs to be rescheduled. In the event of illness (vomiting, fever, etc.), please call the office as soon as possible to advise that your child will not be able to attend their scheduled appointment. Each family will be allowed two (2) late cancellations (less than 24-hour notice) due to illness. After two late cancellations, recurring appointments will be discontinued, and future appointments will have to be made each week based on the availability of the clinician. Multiple cancellations in a row for any reason may result in session-by-session scheduling or termination of services.

The clinical team working with your child is committed to supporting both your child and your family. Clinical staff will make every attempt to help clarify what it is that you and your child hope to achieve through our time together. An appointment between the client and clinician is an agreement, as well as a responsibility. The clinician and client are both responsible for being at the appointment to engage in therapeutic services. If for some reason clinical staff needs to cancel the appointment, every attempt will be made to notify you of the cancellation as soon as possible. In the event a clinician cancels the appointment, you will not be subjected to the cancellation policy.

Signature of Parent/Guardian

Date

**AUTHORIZATION TO PICK UP A CHILD FROM
THE PERSONAL WELLNESS CENTER**

Name of Child(ren): _____

I hereby inform The Personal Wellness Center that the people listed below are authorized to pick up the above-named child(ren) at any time. Accordingly, The Personal Wellness Center is hereby instructed to release my child(ren) into the care of the following people whenever they come to The Personal Wellness Center. **Photo Identification will be checked prior to releasing a child to anyone other than the parent/guardian who has initiated services.**

AUTHORIZED PICK-UP PERSON:

Name:	Relationship to Child:	Phone Number:
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____

I understand that:

- Parents/guardians must inform The Personal Wellness Center (call, leave a note at drop off, etc.) of the name of the person who is picking up their child on any day when they themselves are not picking up the child.
- The “Authorized Pick-Up Person” must be at least 18 years old and may be asked to provide a photo ID to the staff.
- This authorization shall remain in force until edited or rescinded in writing by the signers of this authorization.

Authorized by:

Parent/Guardian Signature

Date

Parent/Guardian Signature

Date