Client Rights and Responsibilities

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Your Rights as a Client or Legal Guardian

As a client receiving Applied Behavior Analysis (ABA) services from Little Agents ABA, or as the legal guardian of a client, you have the right to:

- Dignity and Respect: Be treated with compassion, respect, and without discrimination based on race, color, gender, sexual orientation, religion, age, disability, national origin, or any other status protected by law.
- Informed Consent: Receive a clear explanation of your child's treatment plan, goals, and interventions and to participate in decisions regarding care.
- Confidentiality: Have your child's personal health information protected in compliance with HIPAA and other applicable privacy laws.
- Access to Records: Request access to your child's treatment records, progress notes, and assessments in a timely manner.
- Participation: Participate in planning, reviewing, and updating your child's individualized treatment plan.
- Refusal or Termination of Services: Refuse treatment or withdraw from services at any time without fear of retaliation or loss of other services.
- Communication: Be informed in your preferred language or through necessary supports and receive timely updates regarding changes to services or providers.
- Safe Environment: Receive services in a safe, clean, and supportive environment free from abuse, neglect, or exploitation.
- Grievances: File a complaint without fear of retaliation. Complaints may be submitted in writing, via phone, or email. A response will be provided within 7 business days.

Your Responsibilities as a Client or Legal Guardian

As a participant in our services, you agree to:

- Participation: Actively participate in the treatment process and support your child's goals both during and outside of sessions.
- Honest Communication: Provide accurate information about your child's history, behaviors, medications, and relevant medical or psychological conditions.
- Respectful Conduct: Treat staff and providers with mutual respect and professionalism.
- Timely Attendance: Attend scheduled sessions and provide at least 24 hours' notice for cancellations, unless due to emergencies.
- Payment Responsibility: Pay any private pay, copay, or deductible amounts not covered by insurance by the due date agreed upon in the Financial Agreement.
- Safety Measures: Maintain a safe, distraction-free environment during in-home sessions and disclose any safety concerns.
- Collaboration: Collaborate with team members including the BCBA, RBTs, and administrative staff to ensure the best outcome for your child.
- Follow Recommendations: Follow through with recommendations from your child's treatment plan and attend parent trainings when requested.

Questions or Concerns?
Please contact us at any time regarding your rights, responsibilities, or service experience.

Little Agents
ABA

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