



YOUR RIGHTS AND RESPONSIBILITIES

NON-DISCRIMINATION

The Pediatric Learning Center, Inc. provides therapy and education services for children and families with all the rights, privileges, programs, and activities generally accorded or made available to all families. The Pediatric Learning Center, Inc. shall not discriminate on the basis of race, color, national origin, age, disability, religion, or sex (including pregnancy, sexual orientation, and gender identity) in administration of its educational policies, admissions policies, scholarship programs, and other administered services and programs.

CONFIDENTIALITY

All information about your family and your services is confidential and may be used only for purposes directly related to your services, health and safety, and additional supports which may be available to you. No information about you can be used for any other purpose unless you have signed a **Release of Information** form.

FREEDOM OF CHOICE

You have the right to choose not to receive services. Please contact our office (901) 290-8558 to request any change in your services. If you are with TEIS (Tennessee Early Intervention System), please talk with your Service Coordinator to request any change in your services. This includes:

- A request to transfer from one provider to another.
- A request to change services.
- A request to increase or decrease the number of services listed in your plan of care.

RECORDS

You will have access to your child's record through the **Patient Portal** of our electronic health record system. If additional information is required, please contact info@plcmemphis.org.

PHOTOGRAPHS

Occasionally, photographs are taken for the purposes of fundraising, newsletters, and/or social media and media campaigns. Photographs will only be used if the Pediatric Learning Center, Inc. has the written permission of the child's parent/guardian.

FEEDBACK

Your input is greatly appreciated! You will receive a survey via email at least once a year. Please take a few minutes to complete the survey. Surveys help us identify where we are excelling and also pinpoint quality improvement opportunities. Furthermore, surveys are a way to identify staff members who provide exceptional support and services.

ADVOCACY AND RESOURCES

Advocating for your child and family is important. We have a number of resources provided on our **Links & Resources** page. If you need further assistance, please let us know and we will help provide additional resources for you and your family.



YOUR RESPONSIBILITIES

Services cannot be provided if you and your child are not available. If you plan to be absent or are unavailable when your scheduled services are to be provided, please notify your child's service provider ahead of time. If services will be delayed for an extended period (more than 2 weeks), please notify our office by calling (901) 290-8558 as soon as possible. You have a responsibility to:

- Notify your child's therapist / teacher in advance if you will be unavailable for the scheduled session.
- Participate fully in your child's services – including when services are provided in your home.
- Provide complete and accurate information about your child's services and needs.
- Ask questions when you do not understand information or instructions.
- Treat others with courtesy and respect.
- Follow our ***Health and Safety Guidelines***.

There are also responsibilities in what you are not permitted to do. You may NOT:

- Harm or threaten to harm our team members. This includes the display of any weapons.
- Discriminate against our team members based on race, color, national origin, religion, gender, marital status, disability, sexual orientation, or age.
- Speak to our team members in a disrespectful way.
- Ask our team members to put themselves in harm's way, drive you or your children anywhere, babysit, or contribute to illegal or risky activity.

*****Due to liability issues, an adult caregiver MUST be present with the child during the entire scheduled therapy session.***

ABUSE, NEGLECT, OR EXPLOITATION

If you are the victim of abuse, neglect, or exploitation, you should report this to your service provider immediately. Members of our team are mandatory reporters. We are mandated by law to report any witness, discovery, or concerns regarding abuse, neglect, or exploitation to Adult Protective Services (for those 18 and older) and Child Protective Services (for those 18 and younger). All reports are confidential.

GRIEVANCE POLICY

In the event of any issues or concerns with your child's therapist or teacher, please follow these guidelines:

1. Please talk with your child's provider about your concerns.
2. Your child's provider will talk with their supervisor and schedule an appointment with you and their supervisor to further discuss your concerns.
3. If you are still dissatisfied, a meeting will be scheduled with the Executive Director to review the issue and make a determination for a final resolution.

Updated: December 8, 2022