2851 Stage Village Cove, Suite 2, Bartlett, TN 38134
Phone (901) 949-9488 · Fax (800) 420-3359

Form 6: Client & Family Rights Acknowledgment

We are honored to provide therapy services to your child and family. As a family receiving our services, you and your child have the following rights:

1. **To be treated with dignity and respect** by every person at Aspire Therapies, LLC, in every setting where services are provided.
2. **To person-centered services** designed around your child's and family's goals, values, and priorities. You are a partner in your child's care.
3. **To take part in goal setting.** Your priorities and knowledge of your child are essential to planning.
4. **To informed consent.** You'll receive complete, honest information about any evaluation, therapy approach, or service before it begins, in language you understand. You may give or withhold consent freely and withdraw it at any time.
5. **To access your child's records.** You may review and receive a copy of your child's therapy records. Contact Whitney Joy Sanford to request them.
6. **To privacy and confidentiality.** Your child's information is protected under HIPAA and Aspire's confidentiality policies. It won't be shared without your written permission, except as required by law.
7. **To be free from abuse, neglect, mistreatment, and exploitation** by any Aspire staff member, contractor, or visitor. Report any concern right away to Whitney Joy Sanford or to the Tennessee Child Abuse Hotline: **1-877-237-0004**.
8. **To culturally responsive services** that respect your family's culture, language, religious beliefs, and community values.
9. **To file a grievance** and receive a timely response, without fear of retaliation or any effect on your child's services.
10. **To withdraw from services** at any time, for any reason, without penalty.

To exercise any of these rights, file a grievance, or ask a question: Whitney Joy Sanford, OTR/L, Owner · (901) 562-3915 · wjoy@aspiretherapiesllc.com

Outside complaint resources

- Tennessee Department of Health, Office of Investigations (complaints about any licensed occupational therapist, occupational therapy assistant or speech-language pathologist): 1-800-852-2187
- TEIS Parent Rights Information: 1-800-852-7157
- Tennessee Voices for Children: 1-800-670-9882

I have received and reviewed the Aspire Therapies, LLC Client and Family Rights Statement.

Parent/guardian signature _____

Printed name _____ **Date** _____