



CET

Client Handbook

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Welcome to the Center for Effective Therapy (CET)!

We know that beginning treatment with a clinician can be overwhelming, and you may have a lot of questions. We are here to help guide you and be a resource for you in your time with us.

In this handbook, we have provided a range of information about our services, what to expect, our policies and procedures, how to contact us, and more. Your clinician can answer many questions for you, and if they do not know an answer, they can find the right person to help.

If you have any questions or concerns throughout your time with us, please do not hesitate to reach out!

Locations

Boston Office

Address: 53 Parker Hill Avenue, Boston, MA 02120

Phone: (617) 278-4288

Fax: 781-304-8405

The parking lot is located on site at the address above in front of the building. Space may be limited so please give us a call if you have an issue finding a spot and we can help. Once you arrive at the Center, please tell the receptionist that you are here for an appointment with the outpatient clinic, and they will send you up to the 4th floor right away. Once you exit the elevator on the fourth floor, you will see the front desk and waiting room area straight ahead.

Waltham Office

Address: 746 South Street, Waltham, MA 02453

Phone: (617) 278-5300

Fax: 781-304-8405

The parking lot is located on site at the address above. You may park underneath the building, or at any open spots in the outside lot. Once you arrive at the Center, please check in with the receptionist on the first floor then proceed to the elevator. If there is no receptionist present, please use the call box outside to call up to the clinic and we will buzz you in. The outpatient clinic is located on the second floor. Once on the second floor, please press the call button on the wall to your right while facing the glass doors. This button will alert our front desk staff that you have arrived.

At your first in-person therapy session, your clinician will show you around the office. The bathrooms are located next to the waiting room and if you need a snack from the vending machine, we can bring you to get one.

Clinic Hours

- Monday-Thursday, 9AM-7PM
- Friday, 9AM-5PM

- Our administrative team operates from 9AM-5PM, Monday-Friday.
- If you have a clinical emergency outside of our operating hours, please call 911 or go to your nearest emergency room.

Guardian On Site Policy

If you are under the age of 18, we require a designated caregiver or guardian to be on site with you at the time of in-person sessions to ensure adequate supervision and safety.

Telehealth Procedures

Telehealth Location Requirements

At CET, we offer in-person and telehealth services. If you are doing telehealth therapy via Zoom, you have to be in Massachusetts. It is also important that a caregiver or guardian is available for your clinician to check in with during your sessions. You will need to be in a safe and stationary location (i.e., not in a moving vehicle) where your attention can be focused on the session material. You will also need to have access to a device with audio and video capabilities. If something goes wrong with technology (such as a computer crash or internet outage), your clinician may be able to pivot to a telephone-based session, but this cannot be the plan on a routine basis.

If you will be out of the state at the time of your appointment, please let your clinician know and they will work with you to reschedule the appointment. Additionally, our clinicians are only able to conduct telehealth via HIPAA compliant Zoom video conferencing. We don't do therapy over the phone.

Please take care to access your therapy session from a private space to ensure that you are able to meaningfully engage in treatment away from distractions. While engaging in therapy over telehealth, please take care to minimize distraction, online or in your home, so that you can participate in the session.

Services Offered at the Center for Effective Therapy

Kids, teenagers, and young adults come into our Center for therapy for a whole lot of different reasons. Some people come to work with us because they worry a lot, some come because they are having problems with school, teachers or family, and some people come because they get angry a lot, or because they often feel sad.

Your clinician is here to work with you, and/or your caregivers, on the specific things that you find challenging, and to help you gain skills to manage your own life and feelings. Each person's treatment here at the Center will look different because everybody has different challenges that they face.

You are a very important piece of the puzzle in treatment here. Your needs, questions, and thoughts are valued, and our clinicians will aim to teach you skills that you can use in your day-to-day life! If you have any questions about your treatment, please ask your clinician and they will be happy to chat with you about it!

Treatment and Session Information

Session Length and Frequency

Sessions are typically 45-50 minutes. They often start with a brief check-in on how things have been going and any big events, positives, or challenges over the past week. The majority of each session will focus on a specific skill.

Treatment works best if you are meeting consistently with your clinician, at least 3 weeks out of 4, and you are prioritizing practicing new skills at home. If you need to cancel or reschedule for any reason, please let your clinician know as soon as you can. We do charge a late cancellation fee equal to one hour of your hourly private pay rate for no-showed sessions or cancellations with less than one business days' notice, except in case of illness or emergency. Since we know that treatment works best when we meet consistently, your clinician will try to reschedule with you for another day if something comes up whenever possible, rather than cancel. In case something comes up with childcare (e.g., a child is home sick from school or there's a snow day), it can be helpful to think of a plan ahead of time so that you can still meet for session and keep your child moving forward in treatment.

Home Practice

You spend much more time *out* of the therapy session each week than you spend *in* the therapy session. For this reason, your clinician will work with you and your guardian to assign weekly home practice assignments to practice new skills in "real life". The more consistently home practice is completed, the more quickly you will see progress!

CHART

Throughout all services at CET, we use a progress monitoring system to track the effectiveness of our treatments. Depending on your age and type of treatment, each week you and your guardian will receive a survey via email to complete at home. If you cannot complete it at home for any reason, your clinician can do it with you in session. We use these surveys to assess how well skills are working, where challenges are arising, and how we may need to adjust our approach to be more effective. We can send the survey to an email address, text message to your cell phone, or both, and it can come to one parent or both parents. Your clinician will review the survey data before each session to help with planning that session as well as treatment overall. The surveys help us to track your progress in treatment here, and to tailor our services specifically for your needs.

One of the cool things about all the treatments offered at the Center is that children and families who participate in these interventions get better faster and stay better longer. Our goal is to help you get back to doing the things you want to do by learning how to use and practice skills with increasing independence.

Procedure for Clients Turning 18 in Treatment

If you turn 18 while in our care, or are over the age of 18, you will need to consent to your own treatment and we will need to get an Exchange of Information form signed by the you to be able to communicate with your caregivers or doctors. The patient portal will be attached to the your own email address, unless specified otherwise by the you.

Providing Feedback

Satisfaction Surveys

At the end of a course of treatment at CET, we will be sending out a satisfaction survey to request feedback on our services. The survey will be anonymous. Please complete the survey and be honest! We look at these surveys closely so that we can use feedback to improve our practices. Your opinion truly matters to us. The survey will come from CET@bakercenter.org.

Mid-Treatment Feedback

If you have feedback or suggestions to provide mid-treatment, please feel free to reach out to us over email at cet@bakercenter.org or complete the feedback form found here: [Your Experience at CET](#). If you would like to provide feedback in person, we have feedback boxes set up in both locations in the waiting room.

Research and Data Policies

The privacy of your health information is very important to us, and if you participate in a research study while at our Center, we will take great care to protect your right to privacy. We may use or disclose your health information for research purposes if a review board has determined that your privacy will be appropriately protected. If we are conducting research and would like to consider you as a participant, we will provide you with a consent form where you can either give consent or decline to participate in the study.

If you choose to participate in a research study, we will take measures to ensure that your records and child's clinical services are kept private. To protect your privacy, we will use ID numbers instead of your and your child's name on all materials. In any sort of report that is published about a study, we will not include any information that will make it possible to identify a participant. Access to research records will be kept in a locked file, and access to records will be limited to the direct research staff. Data, without identifying information, may be shared with sponsors of the research study. We will not release any information that identifies you unless we are legally required to do so. If you tell us something that makes us believe that you or others have been or may be physically harmed or neglected, we may report that information to the appropriate agencies.

Your participation in any research study is voluntary. If you choose not to participate, it will not affect your child's treatment in any way. You are free to stop participating at any time, for any reason. There is no penalty or loss of benefit for not taking part or for stopping your participation.

Confidentiality Expectations and Mandated Reporting

All staff at CET are mandated reporters. This means that we may disclose your information to the appropriate authorities if necessary to report suspected abuse, neglect, or domestic violence. We also may use or disclose your information when necessary to avert a serious threat to the health and safety of you, another person, or the public.

We may disclose your information if you are involved in a lawsuit or dispute in response to a court or administrative order.

At the start of your assessment and treatment, your clinician will discuss confidentiality and its limits with you and your guardian. We encourage you to have an open dialogue with your clinician about what will be kept private among family members and what you are open to sharing, as this will be different for each individual family in our care.

Client Rights and Responsibilities

At CET, we are committed to ensuring all clients and their families are treated with respect and dignity as we strive to serve their needs and maintain well-being. If you ever have any questions or concerns about your treatment, your rights, and/or your responsibilities, please contact your clinician or the CET administrative team at CET@bakercenter.org and we will be happy to talk with you!

The Client Has the Right:

- To confidentiality of information to the extent of the law;
- To privacy within the capacity of the facility and the law when engaging in services;
- To freedom from abuse, financial or other exploitation, retaliation, humiliation, and neglect;
- To access information important to the client's decision making and their own records;
- To informed consent, refusal of consent, or withdrawal of consent regarding service delivery, release of information, concurrent services, composition of the service delivery team, and involvement in research projects if applicable;
- To referrals to legal entities for appropriate representation, self-help support services, and advocacy support services;
- To adherence to research guidelines and ethics when clients are involved, if applicable;
- To investigation and resolution of alleged infringement of rights listed.

For a full copy of the Massachusetts Patient Bill of Rights, under which your rights are also guaranteed, please visit:

<https://malegislature.gov/laws/generallaws/parti/titlexvi/chapter111/section70e>

The Client Has the Responsibility:

- To treat staff with respect;
- To provide as complete a medical history as possible;

- To request information or clarification when you do not fully understand health status or treatment;
- To provide payments for services at the time of session;
- To notify staff about any changes in insurance plan.

Client, Family, and Visitor Code of Conduct

At CET, we strive to create an environment where all clients, family members, visitors, and staff feel safe, supported, heard, and welcome. To do this, we train our staff extensively in evidence-based, person centered, culturally responsive, and trauma-informed practices so that they can provide you with the best possible care. As we expect staff to treat everyone with courtesy and respect and behave in ways to support a safe environment, we maintain the same expectation for all clients, family members, and visitors. While at the CET or otherwise engaging in treatment, we ask that you abide by the following rules and expectations.

1. Treat staff and other clients and visitors with common courtesy and respect.
2. Do not bring any weapons into the clinic.
3. Do not bring any illegal or illicit substances into the clinic.
4. Do not engage in treatment under the influence of substances.
5. Do not smoke on clinic property.
6. If you are unhappy with your treatment and/or how you are being treated, please follow the “How to File a Complaint/Grievance” procedure as soon as you are able so that we can address your concerns.

How to File a Complaint/Grievance

Clients receiving services at CET have the right to file a complaint if they feel that their rights have been violated or if they wish to express dissatisfaction with the treatment they have received. The serious complaint process, in tandem with an orderly and fair hearing, assures the rights of clients are protected, and that management is monitoring the quality of the service. The person responsible for overseeing the investigation of serious complaints lodged against an employee or member of the professional staff is the Senior Director of Outpatient Clinical Services.

1. Whenever a client has a complaint, they should first speak with their primary clinician. If a satisfactory resolution of the complaint is not reached, it is the responsibility of the primary clinician to explain to the client the serious complaint process and to fill out the serious complaint form on behalf of the client.
2. In the event the client requests to speak with someone other than his or her primary clinician, the Senior Director of Outpatient Clinical Services fulfills that role.
3. The serious complaint form must be forwarded to the Senior Director of Outpatient Clinical Services within one day of the issue. In addition to a hearing with the

complainant, the Senior Director of Outpatient Clinical Services will speak with staff and other parties as appropriate and undertake any other forms of investigation necessary before reaching a conclusion about the complaint.

4. The Senior Director of Outpatient Clinical Services must create a complaint file that includes the original serious complaint form, progress reports as the investigation is carried out, and the outcome of the investigation, including action taken if any.
5. The Senior Director of Outpatient Clinical Services shall respond to the client in writing within five working days from receipt of the complaint. If the Senior Director of Outpatient Clinical Services is notified that the issue is not resolved to the complainant's satisfaction, the client may request that the complaint be forwarded to the Vice President of Clinical Programs, Implementation, & Training. The Vice President of Clinical Programs, Implementation, & Training will review the complaint and respond within five working days. The Vice President of Clinical Programs, Implementation, & Training's decision is final.

Clients receiving services at CET also have the right to file a complaint with DPH, Division of Health Care Facility Licensure and Certification Complaint Unit. They can be reached at (617) 753-8150 or (800) 432-5540. The process to file a complaint with DPH and the complaint form can be found on their website: [File a complaint regarding a nursing home or other health care facility | Mass.gov](#).

To submit the complaint form:

Fax: (617) 753-8165

Mail: Division of Health Care Facility Licensure and Certification

Attn: Complaint Intake Unit

67 Forest St.

Marlborough, MA 01752

Wellness, Recovery, Resilience Resources for Children and Families

Mental Health Education Resources:

Child Mind Institute

<https://childmind.org/>

The National Child Traumatic Stress Network

<https://www.nctsn.org/>

Center on the Developing Child, Harvard University

<https://developingchild.harvard.edu/resourcetag/mental-health/>

Referral Resources:

LINK-KID: A Centralized Referral Services

<https://www.umassmed.edu/cttc/cttc-services/link-kid/>

William James College Interface
<https://interface.williamjames.edu/>

Massachusetts Behavioral Help Line
<https://www.masshelpline.com/>
Children's Behavioral Health Initiative (CBHI) Mass.gov
<https://www.mass.gov/childrens-behavioral-health-initiative-cbhi>

Health and Wellness Resources:

Your Healthiest Self: Wellness Toolkit
<https://www.nih.gov/health-information/your-healthiest-self-wellness-toolkits>

Nemours Teens Health
<https://kidshealth.org/en/teens>

American Academy of Pediatrics Parenting Website
<https://www.healthychildren.org/English/Pages/default.aspx>

LGBTQ+ Specific Resources:

Gay Lesbian and Straight Education Network
<https://www.glsen.org/>

PLFAG
<https://pflag.org/>

The Trevor Project
<https://www.thetrevorproject.org/>

Human Rights Campaign
<https://www.hrc.org/>

Safety Resources:

Internet Safety Tips
<https://health.clevelandclinic.org/internet-safety-for-kids>

Young Children: Safety in the Home & Community
<https://www.cdc.gov/parents/children/safety-in-the-home-and-community.html>

Additional referral resources are available upon request. Please contact your clinician, or the Center at cet@bakercenter.org.