



River Oak Center for Children Attendance and Safety Agreements

Attendance Expectations

We know that your time is valuable, and we want to offer you appointments at times, days, and locations that work for you. It is important to attend all scheduled sessions. The more regularly that you attend and actively participate, the more effective the services can be.

Cancelling Appointments

Occasionally it is difficult to attend a scheduled appointment. When that happens, please call or message to reschedule at least 24 hours before the appointment time. For a Monday appointment, please cancel by 5:00 p.m. on Friday. This gives us the opportunity to schedule someone else at that time who needs to be seen. As a courtesy, please call or message us even when you have less than 24 hours' notice.

If the child/youth is seen at school, please let River Oak staff know in advance if they will be unavailable for an appointment due to a field trip, test day, absence from school, or other scheduling conflict. If we are not notified ahead of time, this will be considered a missed appointment.

Definition of Missed Appointment

At River Oak, a missed appointment is defined as either canceling or rescheduling an appointment with less than 24 hours' notice or failing to attend a scheduled appointment without any notification. Please contact us if you are running late. If you are more than 15 minutes late for an appointment it may be considered a missed appointment. A cancellation must be made 24 hours before the scheduled appointment, or it will be considered a missed appointment. If a County Social Worker or Probation Officer is involved with your care, they may be informed of missed appointments.

Attendance Agreement Policy: To help ensure you receive consistent care, we follow the policy below:

1. First Missed Appointment

For your first missed appointment, we will attempt to contact you. Together, we will discuss any barriers to attending and explore ways to support your continued participation.

2. Second Missed Appointment

If you miss a second appointment, we will call you to address concerns and barriers. If we are unable to reach you within five (5) days, you will receive a *Notice of Adverse Benefits Determination (NOABD)* letter. This letter will inform you that if we do not hear from you within ten (10) days and meet face-to-face (in person or via telehealth) within ten (10) days of responding, your services will be closed. In some circumstances we will need to get approval from an assigned psychiatrist, probation officer, or social worker prior to sending a NOABD letter if applicable.



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3. **Pattern of Missed Appointments**

If you miss 2 appointments within a three-month period, or miss 2 appointments in a row, we may discontinue all services including psychiatry services. Prior to closing services, we will send you a letter of Notice of Adverse Benefit Denial Determination (NOABD) and you will have time to contact us. In some circumstances we will need to get approval from an assigned psychiatrist, probation officer, or social worker prior to sending a NOABD letter if applicable.

4. **Appointment Availability**

Once a NOABD letter has been sent, your recurring appointment time may no longer be held for you and may be given to another client.

5. **Attendance Agreement**

After a NOABD letter has been sent and you would like to re-engage in services, you will be asked to sign an attendance agreement that will remain in effect for a specific timeframe. This agreement is meant to support your success in staying connected with services. If the agreement is not followed, services may be closed.

6. **Closing Services**

If services close, you are welcome to come back to River Oak in the future, by calling us (916) 609-5100 or calling (916) 875-1055 or go to the website: Behavioral Health Services-Screening and Coordination (BHS-SAC) to view the Adult and Child Mental Health Provider Open Assessment Hours list. A return to the previously assigned team is not guaranteed. For JJDTP: Contact Senior Mental Health Counselor at (916) 875-8013 for screening. Referral email: DHS-Fax-MH-JJDTP@saccounty.net.

Safety & Supervision

To ensure a safe office environment, children under the age of 12 must be accompanied and supervised by a responsible adult while in the waiting room and throughout the visit. Please plan accordingly for childcare or let us know ahead of time so we can discuss alternatives.

For home visits, a responsible adult must be present throughout the duration of the visit for youth under age 18. In some circumstances a responsible adult may need to be available for the duration of a session in any location.

If you are joining us via telehealth, find a private, quiet space where you will not be interrupted. Some find it helpful to use earbuds/earphones to increase privacy. Sometimes people like to join via telehealth from their car. We insist that you are not in a moving vehicle, and that your car be parked during the session.

Animals are not permitted at River Oak offices, with the exception of service animals as defined by the Americans with Disabilities Act (ADA), this may include Guide Dogs, Signal Dogs or Service Dogs. (Please review *Owner Responsibilities of a Service Assistive Animal* on the River Oak website <https://www.riveroak.org/ro-intake-documents>). For community/home visits, all animals/pets must be safely secured prior to the start of the session.



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River Oak Center for Children does not allow the possession, use, or distribution of any substances (including drugs, alcohol, or controlled substances) and the possession of any firearm or weapons of any kind on agency property. This applies to all areas including buildings, parking lots, vehicles, and any River Oak events or activities. Individuals found in violation of this policy will be asked to leave the premises to ensure a safe environment.

For community/home visits, all weapons must be safely secured prior to the start of any session.

Please let us know if you have any questions, concerns or feedback at any time.

River Oak Attendance and Safety Agreements Policy Receipt

By signing this agreement, Client and Caregiver acknowledge that they have reviewed and understand the River Oak Attendance and Safety Agreements Policy including the expectations and responsibilities.

Child/youth signature

date

Caregiver signature

date