



Comprehensive
Therapy Center

Caregiver Handbook 2023



2505 Ardmore SE Grand Rapids, MI 49506
p: (616) 559-1054 f: (616) 559-1056
www.therapycenter.org



Comprehensive Therapy Center is nationally accredited by CARF.

Welcome!

Welcome to Comprehensive Therapy Center! We're looking forward to working with you.

At CTC, therapy is meant to be fun!

We appreciate any feedback to help make sure that your goals are being met and that you are having fun in our office or online. Feel free to contact us at any time.

Here's to a great experience!

Our Mission

Comprehensive Therapy Center provides a variety of services to West Michigan children and adults with special needs. We are a non-profit, community-based agency.

Established in 1982, Comprehensive Therapy Center's mission is to meet the therapeutic and educational needs of adults and children with disabilities who are at-risk or disadvantaged, through skill building, academic enhancement and social emotional support.

*We help adults keep or increase their independence.
We help children to walk, talk, learn and play.*



CTC's Pledge

To those we serve, we pledge that they will:

- Be called by their names.
- Receive loving care.
- Be treated kindly by people who care for them.
- Be told our names.
- Have their questions answered in words they understand.
- Be kept clean and dry.
- Grow, play and learn
- Make their own choices when possible.
- Have their parents or caregivers with them as long as it does not interfere with therapy.
- Have their privacy respected
- Have the right to not be hurt by other people.

To families, we pledge that they will:

- Be seen in a timely manner.
- Have appointments scheduled at convenient times.
- Have their feelings respected.
- Receive explanations of what their child's therapy involves.
- Have all of their questions answered.
- Receive activities to do at home to help with therapy.
- Be assured that our staff will take care of their child's basic needs.
- Have their privacy respected.
- Be encouraged to attend therapy as long as it does not interfere with their child making progress.
- Have someone speak his or her language, if at all possible.
- Have phone calls returned promptly.
- Receive reports as soon as possible.
- Be able to meet with therapists.
- Have our staff work with insurance companies for authorization and payment.
- Receive invoices and statements reflecting the cost of therapy, noting any insurance payments
- Have the right to voice your concerns/complaints without retaliation



Contact Information

Comprehensive Therapy Center

2505 Ardmore SE
Grand Rapids, MI 49506
(616) 559-1054

Board of Directors

ctcboard@therapycenter.org

Ellen Sawyer

Executive Director
esawyer@therapycenter.org

Stellyn Kinney-Fields

Associate Director
skinney-fields@therapycenter.org

Sarah Miller

Program Director
smiller@therapycenter.org

Nicholette Driggs

Development Director
ndriggs@therapycenter.org

Kayleigh Van Overen

Care Coordinator
kvanoveren@therapycenter.org

Mirella Rodriguez

Billing Coordinator
mrodriguez@therapycenter.org

Who To Call

We love to hear from you! Please contact the office at 616-559-1054 or email our Care Coordinator, Kayleigh Van Overen:

- To cancel or reschedule an appointment
- To ask a question about billing.
- To leave a message for a therapist.
- In case of questions or emergencies.

If you have complaints or concerns, please contact our Associate Director, Stellyn Kinney-Fields at skinney-fields@therapycenter.org, or our Executive Director, Ellen Sawyer at esawyer@therapycenter.org.

We are always working to make our programs better!

If you have a complaint, you can speak with us in person, through the grievance process on our website, or by email. We are happy to speak with you about your concerns.

We will respond to you within 48 hours.

You can also contact our accrediting agency, CARF, at their website, www.carf.org.

Important Notes

Attending Your Appointments

Allergies. Some of our staff and clients have life-threatening allergies. For their safety, please do not bring any food with nuts or wear perfumes or scented lotions when you are here. If the person we serve has any strong allergies, let us know so we can take better care of them.

Personal Items. Please do not bring toys, blankets, stuffed animals, or other personal items unless asked to by a therapist. These items can distract from therapy time or be lost. If a therapist does ask you to bring something in, label it with the client's name.

Transportation. CTC does not provide transportation. Caregivers are responsible for getting the people we serve to and from therapy. **A caregiver must stay at CTC during therapy.** CTC is close to several bus routes and has a parking lot.

Family Involvement (Open Door Policy). We love when caregivers and family members visit! We REALLY want YOU to feel welcome and involved. For some people we serve, the presence of others is distracting; for others it is encouraging. Work with your therapist to determine the best strategies for your client's goals and needs, and to make time for caregivers, siblings, or other family members to participate in and understand therapy.

Safety and Reporting Rules. We promise to keep everyone at CTC safe from abuse, harm, financial exploitation, retaliation, humiliation and neglect. Our staff are trained reporters and must report any signs of abuse or neglect.

Weapons. No weapons of any sort are allowed on the premises. Not even toys.

Smoking. Smoking is not allowed anywhere—inside or outside—at our center.

Canceling, Changing, Pausing or Ending Services

Reaching Your Goals. When a client meets all of the goals on their treatment plan, they graduate from the program.

Transition to other Services. We make every effort to work with our clients, however, if for some reason the client does not make progress on their goals, it may be in the client's best interest for us to work with you to transfer to an outside service that may be a better fit for the client's unique needs and treatment goals. If you are moving or need to change your services, let your clinician know. We can work with you to establish a smooth transition of care.

Pausing Services. **If you need to cancel several appointments,** let us know ahead of time. You can pause services and start them again when your schedule has changed.

Appointment Cancellations & Changes. To cancel or change an appointment, please call us at (616) 559-1054 by 2:00 p.m. on the day prior to your scheduled appointment. To cancel a Monday appointment, please call our office by 2:00 p.m. on Friday. If you do not call and do not show for your appointment, it will be considered a no call no show. **If prior notification is not given, you will be charged \$50.00 for the missed appointment.**

Additionally, a client will be discharged if there are:

- Three no-call or no-show appointments,
- Canceling half of the scheduled appointments in a treatment plan. Usually this is 6 out of 12 appointments.

Severe Weather. Caregivers make the decision if it is safe to bring their child to therapy. Once at CTC, our staff is trained to maintain a healthy and safe environment, even in the event of emergencies.

Sick Policy. Clients should not come to the office if they are sick. Wait 24 hours after a fever, vomiting, or diarrhea. Individuals who have tested positive for COVID-19 should stay at home for the first 5 days. If symptoms are mild then individuals may come to the office days 6-10 if they wear a well-fitting mask. Any individual with known exposure in the last 5 days should also mask. See additional details at [cdc.gov/coronavirus/2019-ncov/hcp/duration-isolation.html](https://www.cdc.gov/coronavirus/2019-ncov/hcp/duration-isolation.html)

Medical Information

Medical Instructions. If a client has a seizure disorder, allergy, asthma, G-Tube, or other medical condition which may create an emergency, please work with your therapist or any member of the administrative team to give us further instructions. Otherwise, we will call 911 if you are not present, use CPR/First-Aid as called for, and then contact you.

Medications. We do not administer any medications. If you take medication that may impact therapy, please share this with your therapist or the front office. For example, you should share with your therapist if you are taking a medication with the warning “do not operate heavy machinery.”

Your Records

Confidentiality. We maintain the confidentiality of the client’s information at all times. We will not disclose any information without written permission from the client or their caregiver.

Access to Health Records. Information will be available to the client and caregivers in a timely manner to allow them to make an informed decision regarding their care. A client’s health record is available upon written request.

Personal Health Records. Take charge of your health information and manage your records by starting a Personal Health Record (PHR) for yourself and your child. A PHR is information about your health compiled by you from medical records kept at your doctors, hospitals and other service providers. A PHR is particularly useful in an emergency situation. Here’s one link: www.myphr.com. For questions about Privacy or Personal Health Records, contact our Associate Director Stellyn Kinney-Fields, at skinney-fields@therapycenter.org





Payments. All payments can be taken in our office by any administrative person at your appointment. Payments can also be taken over the phone anytime we are open, or by mail.

Caregiver Workshops

Caregiver Workshops. Sometimes we schedule caregiver seminars, we will let you know as opportunities arise. Siblings are welcome but no childcare is available. Your children will need to stay with you.

For More Information

Follow Us Online!

-  www.therapycenter.org
-  www.facebook.com/therapycenter
-  www.instagram.com/ctc_gr
-  www.youtube.com/therapycenter



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Helping children walk, talk, learn, and play