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## RIGHTS AND DUTIES OF THE FAMILY AND CHILD

### RIGHTS:

#### Fundamental Rights:

- Recognition of dignity is a fundamental principle in the development of personal relationships, as well as respect for differences and understanding of difficulties.

#### Privacy and Confidentiality:

- The right to keep personal information confidential and ensure it is not disclosed outside its natural context, as well as the right to receive care in private.

#### Rights During patient Intake and Throughout Care:

##### Intake:

- Personalised patient intake process.
- To have an appointed professional to consult or seek help from.

##### Information and Care:

- To receive information about the evaluation process, treatment content, and its objectives or purposes.
- To be informed about external conditions of the treatment such as service hours, duration, modifications, etc.
- To benefit from adequate hygiene, safety, and lighting conditions in the service.
- The child will have an individualized programme to work on goals aimed at improving the quality of life in relation to presented risks or difficulties.

At our Early Childhood Intervention Centre, we value and respect every family as an essential part of their child's developmental process.

For this reason, our communication style is based on the following principles:

- Allowing the necessary time to express oneself, share doubts, experiences, or concerns. We listen attentively and without rushing.
- Respecting opinions without judgement. Every family is different, and so are their experiences. We believe in dialogue grounded in empathy and mutual respect.
- Providing information clearly, simply, and accessibly, both verbally and in writing. We use plain language, free from unnecessary technical jargon.
- Respecting the right to receive full explanations about each step of the care process, and to ask any questions you may have.
- Adapting to the cultural and linguistic characteristics of each family, promoting communication so that everyone feels comfortable and understood.



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Our commitment is to walk alongside you, offering support, clarity, and a safe space where both you and your child feel accompanied at all times.

### **Participation:**

- Parents of children attending the Early Childhood Care Centre have the right to provide information and suggestions and to participate in the evaluation and treatment process.
- They have the right to annually evaluate the service and care received through quality questionnaires provided at the centre.
- To receive support and training on family participation in the intervention process with the child or in activities conducted for families.

### **DUTIES:**

#### **Commitments to the Service:**

- To comply with established rules regarding adherence to schedules, regular attendance, justification for absences, and following activity proposals derived from the defined intervention programme.
- To provide any necessary information that may be requested about the child's situation (reports, tests, medical, psychological, educational, and social evaluations, etc.) as well as any judicial resolution affecting the custody and parental authority over the minor, and to do so truthfully.
- If the child suffers from an infectious disease, they must not attend treatment sessions until fully recovered unless a medical certificate is presented stating the condition is not contagious.
- To comply with rules of coexistence, respecting the privacy, confidentiality, and tranquility of other parents or children.
- To take care of the service's facilities and assets.
- To respect the dignity of the centre's professionals.
- In case of comprehension issues due to another nationality, to attend the centre, whenever possible, accompanied by another person who can assist with interpretation tasks.

#### **Signature of Family / Guardian:**

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#### **Early Childhood Care Centre (CAIT-AHINCO)**



**Centro de Atención Infantil Temprana. CAIT- AHINCO**



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