

# EPT Clinic's Terms and Conditions for Clients

An explanation of how our clinic works!



## 1. EPT Clinic's Mission Statement

The EPT Clinic's community of dedicated healthcare professionals strive to take care of each family's unique set of needs. Our goal is to enable access to life's opportunities by offering a range of services within ONE excellent team all under one roof. This includes psychology, psychotherapy/counselling, therapeutic play, occupational therapy and speech and language therapy.

## 2. Staff Values

In EPT Clinic we pride ourselves on our values. We feel this is what differentiates us from other services, both in the public and private sector. We strive to uphold these values every day we come to work. This helps us be the best we can be, and also creates a positive, vibrant, and fun work culture. Our values include:

- Excellence – EPT Clinic values excellence, offering evidence-based, best practice assessments, therapy, and support. Our aim is to enable children and families to thrive.
- Efficiency – EPT Clinic prioritises efficiency, working hard to minimise wait times, and sharing findings and reports with families in a timely manner.
- Respectful – EPT Clinic's community of healthcare professionals care deeply about the children and families we work with. Empathy, understanding, and connection are at the centre of everything we do.
- Celebrating individual difference – EPT Clinic celebrate neurodiversity and the beauty of brain and body difference. We tailor assessments and therapy to suit individual families so that we can help foster progress, sustainability, and happiness.

## 3. Getting in Touch

Due to the extremely high volume of calls we receive each day, it just isn't possible to respond to them all. As a result, we suggest that you email us on [info@eptclinic.ie](mailto:info@eptclinic.ie) and we will do our very best to reply promptly.

## 4. Financial Support Available

It is possible to claim tax back for many appointments offered by EPT Clinic such as therapy with a speech and language therapist, psychologist, psychotherapist and some psychological assessments. Allowances such as the Domiciliary Care Allowance and Disability Benefit may also apply to your family. To avail of these supports and check your eligibility, you can visit the Citizen's Information and Revenue websites. It may be possible to claim a portion of appointment fees from private health insurance providers. We recommend that you consult with your insurance provider to see what you may be eligible for.

## 5. Bookings, Deposit and Cancellations Policy

### 5.1. Booking Deposit

In EPT Clinic, we try our best to spend time with you at the time of booking to ensure that the correct service is scheduled for your young person. A 50% deposit is needed to secure initial appointments/assessments. This is because the clinician's time has been allocated to you and, without sufficient notice, another client cannot be offered the appointments. If this is a difficulty, please enquire about EPT Clinic's payment plan options with a member of the EPT Clinic's office team.

### 5.2. Cancellations and Rescheduling

5% of the booking deposit is retained to cover the administration costs associated with creating the booking (e.g., booking call, file creation, form sending, card charge to EPT Clinic etc.). The remainder of the booking fee can be refunded up to 5 working days before the appointment.

Terms and Conditions for *Intervention Bookings*:

- a) Rescheduling of therapy or parental consultation appointments are subject to a fee of €25. Notification for re-scheduling appointments must be provided a minimum of 48 hrs prior.
- b) Cancellation of an appointment within 4 working days is subject to a 25% payment.
- c) Cancellation within 3 working days of an appointment is subject to 50% payment (deposit is retained).
- d) Cancellation within 48 hours of the appointment or no shows are subject to 100% payment.

Terms and Conditions for *Assessment Bookings*:

In EPT Clinic, we invest significant time and resources during the 3 months before the assessment date. We send you forms and other tests to complete, and score these up so that we can give you feedback when we meet you. We then prepare and begin to write your child's report up to 1 month before we meet you. This helps us get the report to you shortly after the assessment is complete. With late cancellations, EPT Clinic incurs a loss of the resources invested in your child's assessment. As a result, we have a cancellation policy in place to ensure the longevity of the service. This means EPT Clinic will be here for you when you need us most.

- a) Rescheduling of assessment appointments are subject to a fee of €100. 14 days notification for re-scheduling an assessment is required.
- b) To cancel an assessment, cancellation notice is required 6 weeks prior to the assessment date. Full refund (minus 5% booking deposit) will be returned.
- c) Cancellation of an assessment within 6 weeks prior to the date is subject to 50% of deposit paid.
- d) Cancellation of an assessment within 4 weeks prior to the date is subject to 100% of deposit paid.
- e) Cancellation of an assessment with 2 weeks prior to date is subject to 100% of full cost of assessment.
- f) Cancellations due to critical incidences, serious illness or Covid-19 are not subject to cancellation fees. To avail of this policy, one of the following must be supplied upon cancellation:
  - Proof of PCR test appointment or result
  - A Doctor's Certificate

If paying for the deposit is a difficulty, please contact our team and we will do our best to help you.

## 6. What if separation or divorce is a complication?

You can still go ahead and access services if you are separating or separated. Please let us know how things are progressing and we will advise you on how best to proceed. We offer contracts for separating or separated parents to clarify consent and expectations.

## 7. Assessments - Important Things to Know!

How does it all work?	
Developmental, Background and Clinical History	This involves a review of referral forms, so please spend time filling them in. They are a vital source of information to us. We will chat to you about the content during the course of this assessment.
Cognitive or Developmental Assessment	This involves evaluating the child or young persons thinking profile and identifying thinking strengths and needs. This takes 1-1.5 hours.
Academic Assessment	This involves assessing the development of academic skills, including reading, writing and mathematical skills. This takes 1-1.5 hours.
Adaptive and Day to Day assessment to inform Learning Profile	In line with best practice guidelines, we now know that there is more than one type of intelligence. As a result, we also evaluate how your child's independence and practical skills are developing, and this information combines with cognitive results to create an overall "Learning Profile". This is done by filling in a standardised assessment questionnaire/booklet which we score afterwards.
Diagnostic Assessment	<p>During team assessments, we look at autism, ADHD, mood, anxiety, behaviour, sensory processing, and a range of other social emotional and behavioural contributors. We sometimes explore school and family relationships as well and family or school systems.</p> <p>During psychological assessments, we test for specific learning difficulties in: reading and spelling – dyslexia, writing – dysgraphia and maths – dyscalculia.</p> <p>During occupational therapy, motor coordination, fine motor, balance, and sensory needs are explored.</p> <p>During speech and language assessments, expressive, receptive, and pragmatic language is assessed.</p>
Report, review, consultation, summary, and recommendations	Following an assessment, the report will be completed, and clients will be offered a feedback appointment in order to discuss the results and recommendations. This is also an opportunity to ask questions and make plans for the future.

## 8. Consent and GDPR

### 8.1. Consent and GDPR Policy

The Education, Psychology and Therapy Clinic (EPT Clinic) is committed to ensuring that the privacy of everyone associated with the Clinic is protected, including, but not limited to clients, families, staff, trainees, website, and social media users. This policy explains how personal information is collected and stored, and the procedures that are in place for information to be safeguarded. The Clinic uses personal information in line with relevant legislation, including the General Data Protection Regulation. Personal information is any information related to a person who can be identified either directly or indirectly through that information.

The GDPR applies to ‘controllers’ and ‘processors’. The controller says how and why the personal data is processed. The processor acts on the controller’s behalf. GDPR affords clients many rights including:

- Having their personal data appropriately stored and protected.
- Knowledge about how their personal data is being used.
- Access to their own personal information, and other content that forms part of records that are related to them.
- To ask that their personal information be updated, corrected, deleted, or supplemented.
- To request that their information is transferred to another individual or company.
- To know if their personal information is forwarded to any third-party (e.g. school).
- Prevent further use (or processing) of their information.
- Have their personal data deleted when no longer required to be held for legitimate purposes (e.g. to fulfil professional or legal obligations).

The Clinic complies with the above requests unless it considers that there are compelling reasons not to do so. In that case, the individual is informed of this decision and of the steps that they can take to appeal against the decision. Healthcare professionals within the EPT Clinic require personal details about clients including, but not limited to, name, age, gender, contact details, personal relationships, developmental and family history, significant life events and any involvement of other services and/or professionals. Families who are clients of the clinic are typically provided with a written report, summary or feedback following involvement with the EPT Clinic. Clients have the right to verify the accuracy of their own personal information or to ask for it to be supplemented, deleted, updated, or corrected.

## 8.2. What is the basis for holding personal information?

When an individual contacts the Clinic and shared personal information with us, explicit consent is assumed to be given by the individual for the information to be held. (The 'consent' basis.) The information relates to an individual with whom the Clinic has had a professional relationship with and there is a reasonable belief that the individual would expect that the relationship would include the holding of personal information (The 'legitimate interest' basis).

## 8.3. Child and parental consent

This policy applies both to children and to adults. Where consent is relied upon as the basis for processing personal information and the individual is under 18 years of age, then parental consent will be required.

- Initial consent is indicated on the consultation form and background forms which are received in advance of the appointment.
- At the check in call, it is confirmed that the parents understand the purpose, process and potential outcome of the assessment by giving them a brief explanation of the service their child will receive and asking if they understand and consent to this service.
- Informed consent is again obtained at the beginning of the assessment /intervention by discussing:
  1. The purpose and goals of the assessment/intervention - ensuring a shared understanding of the appointments.
  2. The process the assessment/intervention will take and what it will look like in practical terms – what will be expected of parents/child.
  3. The potential outcomes which might come from the process of the session(s). Parents and children are made aware that the information they give will be written down in a report.

## 8.4. How will the data be used?

Personal information is used for the purpose of providing therapy and intervention to the named client/s and for completing professional assessment reports. The clinic will also offer check in calls and emails from time to time, and the clinic will share various groups, courses, or updates with you.

- As the EPT Clinic operates an interdisciplinary team, information is shared amongst team members and relevant consultants, where appropriate, to ensure the family receives holistic support. In line with best practice guidelines, all members of the team engage in clinical supervision. This means that cases are discussed with a senior member of staff to ensure a high standard of healthcare. The clinic is also a training establishment working with DCU, UL, UCD and MIC 3rd level institutions. Any material used in case studies or training sessions will be adequately disguised, where appropriate, to ensure the client's identity is protected.

- In line with best practice guidelines, clients will have the opportunity to participate in research to improve service provision. This will be indicated in their GDPR contract. Therapists usually keep brief notes for their own use while seeing a child and will usually maintain case notes, recording factual information, when the sessions come to an end.
- Some or all of these notes and/or summary will be held until the child reaches the age of 25 unless a 'mature' child requests that they be deleted before then. At that point they will be securely destroyed. Parents do not typically have access to any notes or files in relation to the child's therapy sessions.
- Therapists work in accordance with the Children First Act 2015, legal requirements, and a code of ethics and are obliged to report any child protection concerns that arise in the course of their work.

### 8.5. Sharing information

With the exceptions noted below, the Clinic does not share personal information with any third party. However, the Clinic will share personal information with a third party if:

- The individual requests this.
- The Clinic has an immediate concern about an individual's safety.
- The Clinic has a safeguarding concern.
- The Clinic requests and receives specific permission from the individual to share their personal information, for example, in order to process a referral, or in the case of informed consent for training or research purposes.
- There is a requirement by law to share this information.
- If a concern arises in the clinic regarding a client's safety, in line with Children's First guidelines, Gardai and a Social Worker may be contacted.
- Wherever possible this will be discussed with the individual before this step is taken.

In order to maintain client confidentiality, all client information is stored on an encrypted and password protected SharePoint. Files that are sent outside of this SharePoint (e.g., to parents via email) are individually password protected and named only using the child's initials rather than full name to protect each client's confidentiality.



## 9. Booking an Appointment or Paying Online

EPT Clinic works in consultation with FRESHA booking system, which is where we collect the client's name, child's name, date of birth, credit or debit card number and expiry date, email address and telephone number. This information allows a booking to be made, and a service to be provided.

Bookings and payments are processed by the following third-party agencies: Bank of Ireland, Stripe, WordPress and Fresha, and any necessary details are passed on so that the payment and bookings can be processed. These third parties have undertaken that they will protect that information. Consent is assumed when clients provide their details through these agencies. Responsibility for GDPR regarding these third parties' rests with the third party themselves. The Clinic does not share customer details with any other third parties.

## 10. Health and Safety

For the duration of your child's visits to the EPT Clinic, we kindly request all parents and caregivers stay within the Smithland's Centre and be contactable and accessible at all times.

### 10.1. EPT Clinic's Child Safeguarding Statement and Risk Assessment

The EPT Clinic is a private child and family health service. We offer psychology, psychotherapy, cognitive behavioural therapy, speech and language therapy, and occupational therapy to children up to 18 years.

*The Education, Psychology and Therapy (EPT) Clinic  
Unit B&C, 2nd Floor, Block B, The Smithlands Centre, Waterford Road, Loughboy, Kilkenny R95  
E44N  
Tel: 056-7771383*

In accordance with the requirements of the Children First Act 2015, Children First: National Guidance for the Protection and Welfare of Children 2017 and the Addendum to Children First (2019), management and staff of The EPT Clinic has agreed the Child Safeguarding Statement set out in this document.

1. The EPT Clinic is committed to protecting children from harm. Management and staff in this organisation recognise that the welfare of children is paramount and our service endeavour to safeguard children.
2. The Designated Liaison Person (DLP) is Lorraine OB Madden
3. The Deputy Designated Liaison Person (Deputy DLP) is Dr. Aoife Rice
4. Management and staff recognise that child protection and welfare considerations permeate all aspects of The EPT Clinic's attendance and must be reflected in all The EPT Clinic's policies, procedures, practices and activities. In its policies, procedures, practices and activities, the Clinic will adhere to the following principles of best practice in child protection and welfare:

The clinic will:

- recognise that the protection and welfare of children is of paramount importance, regardless of all other considerations;
- fully comply with its statutory obligations under the Children First Act 2015 and other relevant legislation relating to the protection and welfare of children;
- fully co-operate with the relevant statutory authorities in relation to child protection and welfare matters;
- adopt safe practices to minimise the possibility of harm or accidents happening to children and protect workers from the necessity to take unnecessary risks that may leave themselves open to accusations of abuse or neglect;
- develop a practice of openness with parents and encourage parental involvement in the interactions with their children; and
- fully respect confidentiality requirements in dealing with child protection matters.

The clinic will also adhere to the above principles in relation to any adult client with a special vulnerability.

5. The following procedures/measures are in place:

- In relation to the selection or recruitment of staff and their suitability to work with children, the clinic adheres to the statutory vetting requirements of the National Vetting Bureau (Children and Vulnerable Persons) Acts 2012 to 2016
- In relation to the provision of information and, where necessary, instruction and training, to staff in respect of the identification of the occurrence of harm (as defined in the 2015 Act) the clinic-
  - Has provided each member of staff with a copy of the clinic's Child Safeguarding Statement
  - Ensures all new staff are provided with a copy of the clinic's Child Safeguarding Statement
  - Encourages Staff and volunteer training
  - Management maintains records of all staff and volunteer training
- In relation to reporting of child protection concerns to Tusla, all personnel are required to adhere to the procedures set out in the Children First Act 2015.
- In this clinic management has appointed the abovenamed DLP as the "relevant person" (as defined in the Children First Act 2015) to be the first point of contact in respect of the clinic's child safeguarding statement.
- All registered clinicians employed by the clinic are mandated persons under the Children First Act 2015.

- In accordance with the Children First Act 2015 and the Addendum to Children First (2019), management has carried out an assessment of any potential for harm to a child while attending the clinic. A written assessment setting out the areas of risk identified and the clinic's procedures for managing those risks is included with the Child Safeguarding Statement.
  - The various procedures referred to in this Statement can be accessed via the clinic's staff handbook or will be made available on request by the clinic.
6. This statement has been published on the clinic's website and has been provided to all members of clinic personnel and will be made available on request by the clinic. A copy of this Statement will be made available to Tusla and the Department if requested.
7. This Child Safeguarding Statement will be reviewed annually or as soon as practicable after there has been a material change in any matter to which this statement refers.

This Child Safeguarding Statement was adopted by Management on the 1st of June 2023.

This Child Safeguarding Statement was reviewed by Management on the 21st of June 2023.

Signed: \_\_\_\_\_

Signed:

\_\_\_\_\_  
Clinical Director – EPT Clinic

Operations Manager – EPT Clinic

Date: \_\_\_\_\_

Date:

8. Child Safeguarding Risk Assessment - Written Assessment of Risk of The EPT Clinic

In accordance with section 11 of the Children First Act 2015, the following is the Written Risk Assessment of The EPT Clinic.

Risk Identified	Procedure in place to manage risk identified
Recruitment	All staff and volunteers are Garda vetted. All appointments or contracts are offered subject to Garda vetting. Employment will not commence until vetting process has been completed. The clinic adheres to the statutory vetting requirements of the National Vetting Bureau (Children and Vulnerable Persons) Acts 2012 to 2016.
Allegation of abuse or misconduct against staff of a child attending our service	EPT Clinic has placed glass panels on all the therapy rooms.
Child Protection Concern	EPT Clinic provides ongoing training to all staff and volunteers. All staff and volunteers are made aware of their duty to report concerns or disclosures of abuse that they receive in the course of their time with the EPT clinic to DLP (Designated Liaison Person). All staff have completed Children First training.

Reporting Child Protection Concerns from clinicians	All EPT clinicians are mandated persons. A DLP (Designated Liaison Person) is appointed. The roles and responsibilities are outlined in Appendix 1 of this document. The Reporting Child Protection Concerns Form for all EPT clinic staff is Appendix 2, and the DLP and all clinicians have access to the Tusla online reporting portal – this is used regularly. This needs to be filled out by the staff member. As defined in the Childrens First Act 2015, mandated persons have a statutory obligation to report concerns which reach a particular threshold to TUSLA.
Reporting Child Protection Concerns to TUSLA	The Children First training clearly outlines the procedures for reporting child protection concerns to TUSLA. All staff/volunteers are obliged to completed Children First training.
Confidentiality	The EPT Clinic respect the clients right to privacy and anonymity inside and outside of the EPT clinic. Any research or evaluation cannot be done without client’s consent. Client confidentiality policy is outlined in the staff handbook section 5.4.2.
Record keeping	All files containing personalised information are kept securely. Refer to section 5 in the Staff team handbook for policy details
Physical injury to a child	Children remain under adult supervision at all times on EPT premises. The procedure for dealing with any accident or injury to a child are outlined in the staff handbook.

In undertaking this risk assessment, management has endeavoured to identify as far as possible the risks of harm that are relevant to this clinic and to ensure that adequate procedures are in place to manage all risks identified. While it is not possible to foresee and remove all risk of harm, the clinic has in place the procedures listed in this risk assessment to manage and reduce risk to the greatest possible extent.

#### *Appendix 1*

Designated Liaison Person (DLP) – a resource to any staff member who has a child protection concern. DLPs are responsible for ensuring that reporting procedures are followed correctly and promptly and act as a liaison person with other agencies (see Children First: National Guidance).

#### *Appendix 2*

[https://www.tusla.ie/uploads/content/Child\\_Protection\\_and\\_Welfare\\_Report\\_Form\\_FINAL.pdf](https://www.tusla.ie/uploads/content/Child_Protection_and_Welfare_Report_Form_FINAL.pdf)

## 11. Positive Communication and Complaint Reporting

### 11.1. What should I do if I am unhappy with the service I receive?

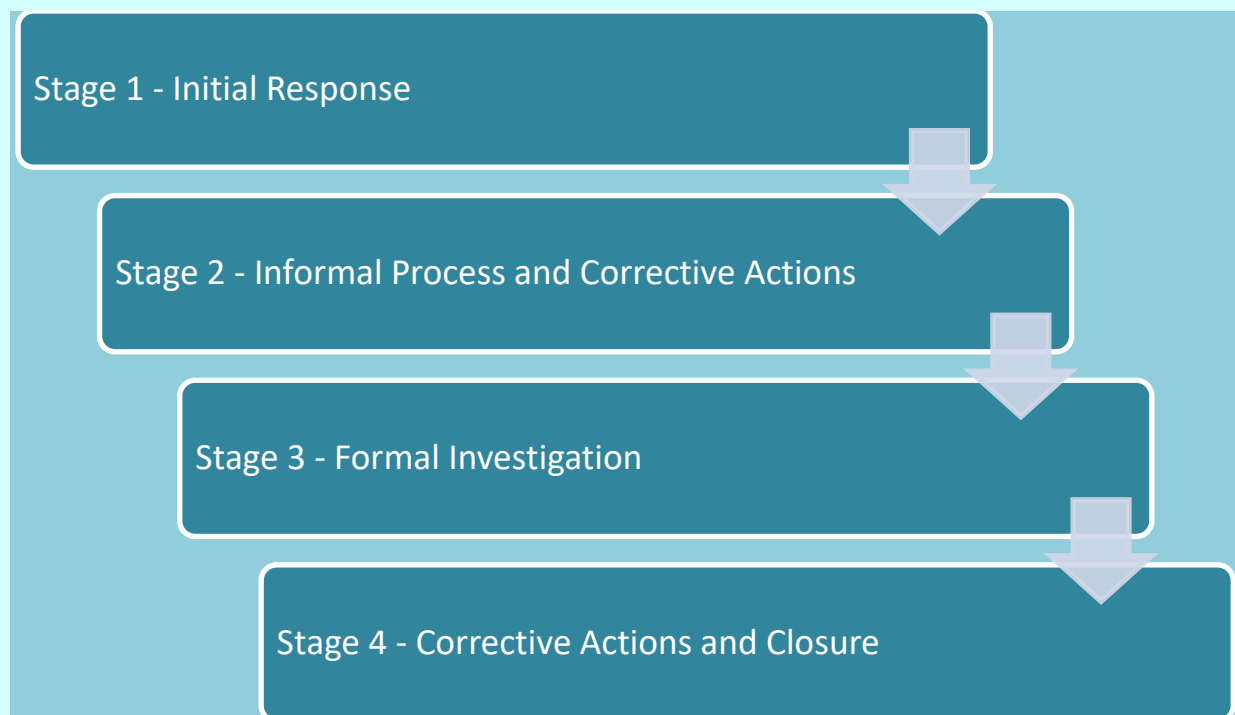
If you are unhappy, do not hesitate in bringing your concerns to either your clinician or a member of our office team – or both! We are happy to listen and help as best we can. We want you get the best possible EPT experience.

### 11.2. What happens then?

All complaints are evaluated by the EPT Clinic’s management team in line with professional best practice guidelines. Typically, a member of the management team will get back to you and try to resolve the issue as best they can. Submission, investigation, and decision on complaints shall not result in any discriminatory actions against the complainant.

The corrective action process is used to investigate the root cause of the complaint and to provide corrective action to prevent recurrence. Again, our aim is to support you, your family, and your child. We follow the following procedure.

### 11.3. Formal complaints stages:



### 11.4. Records

Records of all complaints, subsequent actions and evidence of implementation are retained by the EPT Clinic’s managerial team.