



CENTRO DE ATENCIÓN INFANTIL TEMPRANA ASPADISSE
N.I.C.A. 47292

RIGHTS AND DUTIES OF CAIT USERS

I. USER RIGHTS (The Child/Minor)

Users have the right to:

- Receive **quality early care**.
- Optimize the minor's development together with their family.
- Non-discrimination for any reason in the use of this resource.
- Be treated with **dignity and respect**.
- Receive comprehensible and truthful information.
- Have a **reference professional** (assigned tutor) in the Early Care process from the beginning of the intervention.
- A **second assessment** by the Monitoring and Neurodevelopment Unit (USYNE).
- An **Individualized Intervention Plan** or corresponding **Individualized Attention Project**.
- Be attended by **qualified professionals**.
- Have a schedule structured in advance.
- Have the minor accompanied by a relative, provided that circumstances allow it.
- Receive **guidance on guidelines and dynamics** with the child.
- Accessibility.
- Protection of the minor against situations of risk or mistreatment.
- Know the organization, objectives, and norms of the CAIT.
- Protection of their personal data.
- **Confidentiality and professional secrecy** in the use of their personal information.
- Request a change of CAIT, assuming the possible consequences if there is a waiting list.
- Have the CAIT rights and duties charter available.
- Obtain written reports of the minor.
- That their dignity, privacy, freedom, and self-determination be respected.
- Be protected from any type of abuse.
- Be attended in facilities that meet all quality and comfort requirements.
- Receive dignified, personalized, and individualized attention.
- Receive quality care, **based on scientific evidence**.
- Receive all available support in the Center for the achievement of the objectives included in the Individualized Attention Project.
- Enjoy the Center's services under equal conditions as the rest of the users.
- Participate in the functioning of the Center through the organs that will be created for this purpose.

II. USER DUTIES (The Child/Minor)

Users have the duty to:



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- Know, comply with, and assume the Internal Regulations to the extent of their capabilities.
- Respect and comply with the operating rules of the Center, the calendar, and the daily schedule, as well as the indications of the Center's personnel.
- Comply with the **treatment schedule**.
- Develop conduct based on **mutual respect, tolerance, collaboration, and reciprocal help** with peers and professionals.
- Respect and conserve the facilities, premises, and equipment of the Center.
- Respect and conserve the personal belongings of their peers.
- Commit and strive, to the extent of their abilities, to achieve the development objectives included in their Individualized Attention Project.

III. RIGHTS OF FAMILIES AND LEGAL REPRESENTATIVES

Families or legal representatives have the right to:

- Be welcomed properly by the center.
- Know the team of intervention professionals for their children.
- **Accompany their children** in the sessions or interventions carried out by the different professionals.
- Participate in the evaluation of their children and know the results of the evaluation.
- Participate in their child's Individualized Attention Plan.
- **Treatment choice.**
- Participate in the **choice of their child's schedule** and to receive the schedule.
- Be informed periodically and upon request about the user's situation and evolution.
- Be informed of all actions and decisions adopted.
- Receive the necessary **family support and advice** that contributes to their well-being and that of the user.
- Be asked for **consensus and authorization** for all aspects that require it.
- Be informed and to **authorize their child's participation in research** or training programs of other professionals.
- Receive equal and dignified treatment from center professionals, other users' families, and users themselves.
- Participate in the functioning of the Center.
- Be attended in facilities that meet all quality and comfort requirements.
- **Make the CAIT services compatible** with any other service they consider beneficial for their children and to request **second diagnoses**.
- Communicate incidents, claims, suggestions, or complaints to the Center's Directorate and request necessary information.
- Request the **interruption of their child's intervention program** for justified reasons (vacation, work, etc.) for a time **exceeding one month**. They must request this interruption in writing, annexing justifying documentation.
- Request a **change of CAIT** through a written statement of reasons.

IV. DUTIES OF FAMILIES AND LEGAL REPRESENTATIVES



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Families have the duty to:

- Know, comply with, and assume the Internal Regulations.
- Respect the functioning and organization of the Center, its calendar, and schedule.
- Communicate non-attendance and the reason sufficiently in advance.
- **Facilitate and update all required documentation**, reports, or opinions regarding the user.
- Participate in the preparation of the user's Individualized Attention Project and follow the professionals' instructions to achieve it.
- Provide the necessary material requested for the activities and ensure its replacement.
- **Report any change or incident** in the user's situation that could affect their performance at the Center.
- Ensure that users attend the Center in **adequate conditions of health, hygiene, and dress**.
- Accompany the children during intervention sessions (in the waiting room, Gessel mirror room, or within the session).
- **Attend the Center immediately** to take responsibility for any exceptional or urgent situation that transcends the Center's scope of action.
- Provide **respectful treatment** to other users' relatives, users, and Center professionals.
- Respect the premises, facilities, furniture, and materials of the Center.
- Communicate the intention to **renounce the place or change centers** as early as possible and sign these in writing.
- Comply with the rules for accessing early care services and provide necessary information and data.
- Inform the reference staff of any significant change, including **judicial sentences regarding guardianship and custody** due to separation or divorce.
- Comply with the session schedule established in the Individual Intervention Plan, **attending promptly**.
- **Properly justify absences** (documentary if possible).
- Sign the attendance at the session on the day it is held.
- In case of renouncing the intervention, sign the corresponding document.
- Inform the CAIT if attention is being received from other resources.

V. RULES ON ABSENCE AND DISCHARGE (ALTA)

Discharge (ALTA) will be processed if:

- The minor repeatedly stops attending, resulting in **3 consecutive absences**, or random absences that exceed **50% of the sessions** in the Intervention Plan.
- Two warnings will be given before the ALTA is processed; if there is re-occurrence, only one warning will be given.
- The guardians will be notified, and they will be granted a **10-day period to present any allegations** they deem appropriate.



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- The immediate effect of ALTA is the **loss of the place in the CAIT**.
- If the family wishes to return after an ALTA, they must **restart the entire circuit** (pediatrician referral, USYNE, and CAIT referral).

Justified Absences:

- **Justified and pre-notified absences** will not result in the loss of the place.
- The place can be reserved for a maximum of **three months** (extendable to six if justified) for temporary work in other communities/countries or medical treatments in other provinces.
- In these cases, the place is reserved, but the **schedule is not guaranteed**.
- If this reservation period, plus an additional month, passes without news from the family unit, the ALTA will be processed, requiring the family to restart the circuit if they wish to return.