



Excmo. Ayuntamiento  
Estepa



Junta de Andalucía

## LETTER OF RIGHTS AND DUTIES OF THE ESTEPA EARLY CHILD CARE CENTER (SEVILLA)

Users of the Early Childhood Attention Center have the following specific rights and duties, in addition to those set out in the charter of rights and duties in the Andalusian Health Services.

### **RIGHTS:**

- Receive the Charter of Rights and Duties, and rules of operation of the Center. That information will be clear and understandable.
- Receive all care under conditions of equality, without being discriminated against, respecting personality, dignity and privacy.
- To be received in an individualized way and to resolve all the questions that arises to increase your comfort at the Center.
- Participate in the elaboration of the Individual Action Plan for Treatment, collaborating in the objectives of the therapy and executing those that are within their powers.
- Be informed about the evolution and the different aspects involved in the child and the treatments he receives at the Center.
- Receive information on the evaluation protocols and data collection that will be carried out to establish the Individual Action Plan for Treatment.
- Authorize or deny the situations established in the Informed Consent for parents.
- Receive prior information when referrals or communications are made with other professionals in the educational, health and / or social fields (tutors, counselors, medical specialists, pediatricians, etc.).
- Receive guidelines for action with the child to carry out both in the family environment and in others that could be given
- Be informed and receive guidance prior to the end of the child's stay at the Center

- Be informed about extraordinary circumstances, changes in the operation of the Center and, whenever possible, prior communication about the cancellation of treatment sessions or others.
- Give their opinion on the general progress, suggestions and claims of the Center and that their opinion be considered, responding within the established deadlines.
- Obtain written content such as:
  - Report at the end of your stay at the Center (Discharge Report).
  - Report directed to other services that deal with the circumstances of the child and / or the family. For this, the family agrees to request at least 10 days in advance.

### **HOMEWORK:**

- Collaborate and participate actively in the elaboration and development of the Individual Action Treatment Program, created for the child, his family and his environment.
- Provide information, documentation and reports on the child, the family situation and any relevant event or circumstance for the care of the child at the Center
- Justify absences from the sessions, ensuring that absences and vacations affect the development of the child's treatment as little as possible.
  - Being the absences duly justified, the Center will reserve the place and schedule, whenever possible.
  - In case of no justification, the child will lose the established schedule and an attempt will be made to solve.
  - Three consecutive unexcused absences implies discharge from the service, a fact that will be notified by written and certified letter.
  - The reasons for discharge to the Early Care service will be:
    - Acquisition of the objectives and confirmation of the correct development.
    - Change of Center.
    - Parent's written request for voluntary discharge.
    - Discharge by age.

- Comply with the schedules and punctually attend the Center both at the entrance and at the exit, according to the time and day stipulated with the therapists.
- Do not go to the Center when you are sick or have symptoms before and after an illness to avoid any spread.
- Remain in the waiting room or be reachable for the duration of the sessions.
- Take care of the facilities and collaborate in their maintenance.
- Respect the rules determined in the Center, the staff, other users and their companions.
- Facilitate a correct coexistence based on mutual respect, tolerance and collaboration.