



# Privacy Practices

THE CROFT CENTER, LLC.

## 1. INTRODUCTION

What is this document and why am I receiving it?

This Notice of Privacy Practices is for The Croft Center, LLC. ("The Croft Center"), this version went into effect on 09/01/2026. The Croft Center's Privacy Officer is Hannah Croft and they can be contacted at [info@thecroftcenter.com](mailto:info@thecroftcenter.com) or (470) 978-9040. These Privacy Practices are put into place as The Croft Center is required to outline how they will collect, maintain and potentially disseminate Protected Health Information (PHI).

At The Croft Center we understand that health information about you and your health care is personal. We are committed to protecting health information about you. We create a record of the care and services you receive from us and need this record provide you with quality care and to comply with certain legal and reimbursement requirements. This notice applies to all of the records of you care generated by this mental health care practice. This notice will tell you about the ways in which we may use and disclose health information about you. We also describe your right to the health information we keep about you and describe certain obligations we have regarding the use and disclosure of your health information. We are required by law to:

- Make sure that protected health information ("PHI") that identifies you is kept private.
- Give you this notice of my legal duties and privacy practices with respect to health information.
- Follow the terms of the notice that is currently in effect.

We can change the terms of this Notice, and such changes will apply to all information we have about you. The new Notice will be available upon request, in our office and on our website.

This notice described how health information may be used and disclosed and how you can get access to this information. Please review it carefully.

## 2. WHAT IS PROTECTED HEALTH INFORMATION?

Protected Health Information ("PHI") is any individually identifiable health data that a medical provider obtains. This data can include but isn't limited to health data, care & payment, and individual identity. This data is protected by the Health Insurance Portability and Accountability Act ("HIPAA") which is a federal law outlining how health data is protected, stored and used by the healthcare industry. Examples of PHI that are protected include, name, DOB, engagement in treatment, diagnoses, billing and payment information, and health insurance and policy information. This list is by no means exhaustive but there to provide a few examples of information that is private and protected under HIPAA.

The Croft Center stores all patient information and data in two places. The primary storage is in SimplePractice. SimplePractice is our Electronic Medical Record ("EMR") that keeps tracks of all client data, whether that's active, inactive, archived or a general lead. Additionally, for most clients using commercial insurance they will also have PHI stored in Headway, this could include, but isn't limited to payment information, insurance policy information and general session attendance. These records are all created and store within these independent EMR. These companies also have their own privacy policies that can be found on their websites. Destruction of records is done in accordance with timelines outlined by state, payor and licensing boards.

## 3. HOW WE MAY USE AND DISCLOSE YOUR INFORMATION WITHOUT YOUR WRITTEN AUTHORIZATION

Treatment

The Croft Center may disclose information about you without your written consent in internal coordination for your care and treatment, for example upon initial call and request for services we may consult several clinician within The Croft Center for goodness of fit. Additionally, we may reach out to referral resources with general, none specific information to determine fitness for referral.

Federal privacy rules (regulations) allow health care providers who have direct treatment relationship with the patient/client to use or disclose the patient/client's personal health information without the patient's written authorization, to carry out the health care provider's own treatment, payment or health care operations. I may also disclose your protected health information for the treatment activities of any health care provider. This too can be done without your written authorization. For example, if a clinician were to consult with another licensed health care provider about your condition, we would be permitted to use and disclose your personal health information, which is otherwise confidential, in order to assist the clinician in diagnosis and treatment of your mental health condition.

Disclosures for treatment purposes are not limited to the minimum necessary standard. Because therapists and other health care providers need access to the full record and/or full and complete information in order to provide quality care. The word "treatment" includes, among other things, the coordination and management of health care providers with a third party, consultations between health care providers and referrals of a patient for health care from one health care provider to another.

The Croft Center and it's providers may also disclose this information in the context of professional supervision. These disclosures are always done in a manner working to protect the parties involved while also providing the clinician and staff growth and development opportunities to ensure the best possible treatment.

## Payment

The Croft Center utilizing card processing systems within SimplePractice and Headway. This information is stored securely within these EMR's. In the event that a paper form is used to collect payment information it is then uploaded to the patient/client's specific chart and then the paper form is shredded. If there is a time when payment is made by check, once the deposit clears the check is then shredded.

Regarding insurance claims, Federal privacy rules allow health care providers who have direct treatment relationships with the patient/client to use or disclose personal health information without the patient's written authorization to carry out payment and health care operations. The Croft Center may release certain personal protected health information to insurance companies to assist with claim submission and reimbursement. If there are any questions about the information that is shared with these companies please contact Hannah Croft via email at [info@thecroftcenter](mailto:info@thecroftcenter) or refer to your commercial insurance companies privacy practices.

## Health Care Operations

General day-to-day operations are also covered under Federal privacy rules that allow health care providers to use or disclose personal health information without the patient/client's written authorization. Examples of this may be quality improvement or assessment, compliance training and audits, staff training and general business management. While this information is available for use under the Federal privacy rules The Croft Center works to maintain client confidentiality and utilizes "test" clients provided by the EMR's as much as possible for training and development. We may also use and disclose your PHI to contact you and remind you of an appointment or to schedule and appointment. We may also use and disclose your PHI to tell you about treatment alternative, or other health care services or benefits that we offer.

## 4. OTHER USES ALLOWED BY LAW

### Required by law

The Croft Center can use and disclose your PHI without your authorization when it is required by state or federal law and the use or disclosure complies with and is limited to the relevant requirements of such law.

- For public health activities including reporting of suspected child, elder or dependent adult abuse, exploitation or preventing or reducing a serious threat to anyone's health or safety.
- For health oversight activities, including audits and investigations.

- For judicial and administrative proceedings, including responding to a court or administrative order, although our preference is to obtain an authorization from you before doing so.
- For law enforcement purposes, including reporting crimes occurring on our premises.
- To coroners or medical examiners, when such individual are performing duties authorized by law.
- For research purposes, including studying and comparing the mental health of patients who received one form of therapy versus those who received another form of therapy for the same condition.
- Specialized government functions, including, ensuring the proper execution of military missions; protecting the President of the United States; conducting intelligence or counter-intelligence operations; or, helping to ensure the safety of those working within or housed in correctional institutions.
- For workers' compensation purposes. Although my preference is to obtain an authorization from you, I may provide your PHI in order to comply with workers' compensation laws.

## Lawsuits and Disputes

If you are involved in a lawsuit, we may disclose health information in response to a court or administrative order. We may also disclose health information about your child in response to a subpoena, discovery request, or other lawful process by someone else involved in the dispute, but only if efforts have been made to tell you about the request or to obtain an order protecting the information requested.

## 5. CERTAIN USES AND DISCLOSURES THAT REQUIRE YOUR AUTHORIZATION

The Croft Center allows patients/clients to have 24/7 access to a Release of Information ("ROI") form through the patient portal with SimplePractice. This is linked directly on The Croft Center website, [www.thecroftcenter.com](http://www.thecroftcenter.com). This form gives The Croft Center authorization to share the PHI that you grant us permission to share in instances of requests of information being released to:

- Attorneys/Probation/Judicial systems & supervision
- Schools
- Employers
- Disability Paperwork, including but not limited to Worker's Compensation initial requests, FMLA applications, and Medicaid.
- Life Insurance

I do keep "psychotherapy notes" as that term is defined in 45 CFR § 164.501, and any use or disclosure of such notes requires your Authorization unless the use or disclosure is:

- For our use in treating you.
- For our use in training or supervising mental health practitioners to help them improve their skills in group, joint, family, couples or individual counseling or therapy.
- For use in defending myself in legal proceedings instituted by you.
- For use by the Secretary of Health and Human Services to investigate my compliance with HIPAA.
- Required by law and the use of the disclosure is limited to the requirements of such law.
- Required by law for certain health oversight activities pertaining to the originator of the psychotherapy notes.
- Required by a coroner who is performing duties authorized by law.
- Required to help avert a serious threat to the health and safety of others.

We will not use or disclose your PHI for marketing purposes, additionally we will not sell you PHI in the regular course of business.

## Revocation & Right to Objection

You have the right to revoke consent for the release of information at any time. Understand that we cannot retroactively retract information that was already shared before the consent was revoked but you have the right to revoke consent for the release of your information any time from any of the above approved parties. Additionally if no expiration date was determined, authorizations automatically expire 12 months from the date of the original consent.

I may provide your PHI to a family member, friend or other person that you indicate is involved in your care or the payment for your health care, unless you object in whole or in part. The opportunity to consent may be obtained retroactively in emergency situations. Additionally, understand that with certain objections this can impact treatment abilities, for example if you are under another party's primary insurance plan, we may need to contact them to ensure that we have the appropriate billing and policy information. Without this consent, we may not be able to access your commercial insurance plan information and thus sessions would become self-pay.

## 6. TELEHEALTH

The Croft Center provides services over telemedicine platforms. The Croft Center specifically uses the SimplePractice telehealth platform. On rare occasions to assist with access The Croft Center may utilize GoogleMeet to host these sessions. Regardless of platform, The Croft Center has spent time and research ensuring compliance and privacy standards with these platforms and both platforms are HIPAA compliant and have an established Business Associate Agreement ("BAA") with The Croft Center when necessary. Sessions links are provided via email and text messages, you have the right to choose which way you receive these session links, but one method is required. Additionally, session links can be accessed through the patient portal through SimplePractice. The Croft Center does not utilize Headway's telehealth platform.

The Croft Center works diligently to ensure confidentiality and protection of PHI through only meeting with patients/clients through one of the above platforms as well as joining session from a confidential space, it is also up to you to protect your PHI and do the same. Inherently when using the internet there are risks to confidentiality including, cookies, viruses and malware. It is the patient/client's responsibility to ensure their individual device is protected.

The Croft Center requests that patients/clients only record sessions when given permission by their therapist to do so. We request this as a conversation that you can have with your therapist to ensure consent from all parties. Additionally, The Croft Center will do the same. We will always ask for your permission to record sessions and provide adequate space to ask questions and revoke this consent at any time.

## 7. ELECTRONIC COMMUNICATION

### Email

When sharing PHI over email The Croft Center uses email encryption built into Gmail. If clients need to download a document they will be shared through the patient portal as this email encryption prohibits the download of attachments. If a third party requires this information it will be faxed or emailed using an additional encryption layer requiring password protection.

### Text Messaging

Some text messaging options have encryption capabilities including iMessage, but not all have this option. The Croft Center has set a policy that appointments and scheduling can be done via text message but clinical concerns must be emailed with encryption or completed via phone call to ensure confidentiality and compliance.

Appointment reminders are sent via email and text message so long as both lines of communication are provided during the intake paperwork process. These reminders are sent automatically. Patients/Clients can revoke these reminders anytime in their patient portal or by letting their therapist know. The revocation of these reminders is not an excuse for a missed appointment.

### Patient Portal

Clients may send more detailed communication through the patient portal in either SimplePractice or Headway. These lines of communication are secure lines protected by the EMR. Additionally, The Croft Center may use the SimplePractice patient portal for document sharing.

### Telephone & Voicemail

The Croft Center and its staff will work to ensure that all saved client information in their phones is protected. Whether that's through GoogleMeet or general contacts therapists will save client contact information in a way that protects and keeps their identities and PHI safe, for example, therapists may codify client names in contact information.

Voicemail is only accessible by the clinician with that phone number and all clinician phones are password/passcode/FaceID protected. With advances in today's technology we are getting more access to visual voicemail. These systems are able to type out what is being recorded, making it easier for clinicians to respond but also putting PHI at risk. When leaving a voice message it's encouraged that you provide as little therapeutic information as possible to ensure the safety of your PHI.

### Risks & Response Time

The Croft Center is an outpatient mental health provider and as such does not have any staff available on-call or 24/7. Therapists have independent availability and there is no front desk staff that can be accessed when therapists are unavailable. In the event of an emergency patients/clients need to contact 988, 911 or go to their local emergency room. Even though The Croft Center has a physical location, there are no emergency services available and walk-ins are not accepted. Electronic communication comes with inherent risk including the inability to access immediate assistance, please ensure that you save this information for future reference.

## 8. TECHNOLOGY

The Croft Center works to be a paperless facility, Specifically, for The Croft Center this means that no paper files will be kept for clients. There may be paper forms that are completed, but once they are uploaded and the pertinent information is transferred into a patient/client's electronic medical record, the form is then shredded. Thus all client information, including PHI is stored in an electronic record. The Croft Center uses SimplePractice & Headway for this storage, as outlined above, and both of these utilize cloud based storage for their records.

### Artificial Intelligence

The Croft Center is an Artificial Intelligence ("AI") friendly practice. We utilize AI's that have been built into our EMR's or we do not use PHI in the AI if it is outside of our EMR. Specifically, the AI that is built and contained within SimplePractice is called "CareAid". CareAid has multiple layers including the audio recording, interpretation and summarization of sessions, summarization of progress notes, building of treatment plans and real-time transcripts for virtual sessions. SimplePractice does request that certain layers of these, for random patients/clients are de-identified, meaning all PHI is removed, and stored in order to assist in the training and further development of this AI. The Croft Center does have this feature turned on for all clients unless specifically requested for removal. This is always discussed during the initial session or before any audio recording is done to ensure clients authorization for the continued use of this AI once they agree to enter into the therapeutic relationship. To ensure continued education and full understanding of the extent of this AI all clients, upon completion of their initial paperwork will receive a form outlining the extent of the AI & the storage of de-identified information. Clients have the right to choose to have the AI fully engaged, remove the ability for de-identified information about them to be stored, or remove it from their chart entirely. You have the right to this revocation at any time although de-identified information that has already been shared cannot be redacted. The Croft Center uses AI as a tool in order to assist in providing the best care for our clients but the revocation of AI use by a patient/client will in no way affect the treatment that they receive. We at The Croft Center have been working without AI for a long time, it's a benefit but we'll gladly return to writing it all ourselves to ensure the confidence of their therapeutic relationship.

Know that we work diligently to ensure PHI is protected and safe, should the future with AI prove to be a threat to that security, The Croft Center will take all necessary steps to ensure compliance and confidence that patient/client privacy is upheld and respected.

### Electronic Signatures

Since The Croft Center is paperless, we utilize electronic signatures. These are collected through the patient portal from clients given the email address provided. These signatures are held to the same standard as ink signatures and are treated as such.

### Secure Document Sharing

In order to protect PHI, The Croft Center shares secure documents through the SimplePractice document sharing option to active clients. For inactive clients or entities outside of client status encrypted email or fax can be used. Encrypted email is used as the primary line with fax reserved for time when email encryption is not an option.

## Appointment Reminders

Appointment reminders are turned on for all active clients with The Croft Center. These reminders are primarily sent through text and email. Settings can be changed where these reminders are sent through a voicemail message. These reminders are sent automatically through SimplePractice a day or two in advance of session. Additional portal notifications are sent via email.

## Business Associates

Everything company that The Croft Center partners with such as electronic medical records, billing vendors, Telehealth vendors and any additional practice management software that we use is required by HIPAA to protect PHI. We establish Business Associate agreements in order to outline the need for this information to be protected and guarantees that certain steps are completed to protect this information.

## 9. CLIENT RIGHTS IN REGARDS TO PHI

### Right to inspect records & copy

All clients at The Croft Center (18yrs+) has the right, which may be restricted in exceptional circumstances, to inspect and copy PHI that may be used to make decisions about your care. Client's rights to inspect and copy PHI will be restricted in those situations where there is compelling evidence that access would cause serious harm.

### Right to request amendment

Clients that feel that the PHI we have is incorrect or incomplete may request an amendment to that information, although The Croft Center is not required to agree to the amendment.

### Right to an account of disclosures

Clients have the right to request an accounting of certain disclosures of their PHI. The Croft Center may charge you a reasonable fee if you request more than one account in a 12-month period.

### Right to request restrictions

Clients have the right to request restrictions or limitations on the use or disclosure of their PHI for treatment, payment, or health care operations. While we are not required to agree to the request, The Croft Center will do it's best to meet the need. Please keep in mind that we cannot restrict information that has already been shared.

### Right to request confidential communications

Clients have a right to request that we communicate with them about medical matters in a certain way or at a certain location. Please understand that these requests can be restrictive and could potentially cause delay in obtaining information.

### Right to a copy of this notice

All clients have a right to a copy of this notice. One will be placed in the client's chart, accessible by the patient portal. Additionally it will be placed on our website, accessible anytime.

## Complaints

If a client believes that we have violated their privacy rights and wish to file a complaint with this office you may send your written complaint to this office via email to [info@thecroftcenter.com](mailto:info@thecroftcenter.com) or letter to 3292 Thompson Bridge Rd #333, Gainesville, GA 30506 or they may contact their therapist. Hannah Croft is the HIPAA Privacy Officer and primary contact for The Croft Center. Additionally, you may submit your complaint to the Georgia Professional Licensing Submit Complaint Portal or through the US Department of Health and Human Services Office for Civil Rights Complaint Portal. No retaliation will be taken against a client for exercising their right.

## 10. GOOD FAITH ESTIMATE

Under the law, health care providers need to give patients who don't have insurance or who are not using insurance as estimate of the bill for medical items and services. Clients have a right to receive a Good Faith Estimate for the total expected cost of any non-emergency items or services. Consumers should receive a copy of a Good Faith Estimate at least 1 business day before your medical service or item. At The Croft Center, this form will be provided in clients portals as well as available on the website and in the lobby waiting area. The availability on the website is to assist with access to this information for clients prior to scheduling and when scheduling is within the 24 hour window. If client's receive a bill that is at least \$400 more than your Good Father Estimate, they can dispute this bill. Please make sure to save a copy of your Good Faith Estimate.

### No Surprises Act

Located on our website is a link dedicated to the No Surprises Act which outlines your rights against surprise medical bills. The Good Faith Estimate is an extension of this to ensure that clients as consumers are aware of all of their rights and are protected against balance billing. This information is also accessible in the lobby for those without internet access. Copies can also be printed and shared.

## 11. SPECIAL CONSIDERATIONS

### Minors

The therapists at The Croft Center who see minors work diligently to ensure safety as well as maintain confidentiality. What your child shares in therapy is confidential. How we like to outline this is that you can ask any question that you would like and we will answer it, but we ask that you don't ask us those questions so that we can have room to work with your child. What we understand about teens and engagement in therapy is that they engage the greatest when they feel the safest. Confidentiality helps to ensure they feel safe and this can engage. Note, that we will never secret keep if there is a safety concern. At The Croft Center, if parents are divorced, we do require the divorce decree to help us determine medical decision making for the child. Additionally, we may require a release of information for us to speak with the other parents or guardians involved as applicable by law and decrees.

### Couples & Romantic Units

Charts for couples & romantic units are inter-mingled, meaning we work to create a simplified file but this has limitations depending on the number of individuals in the unit. We do require all parties to sign the paperwork independently and without this, we will not move forward with sessions. All parties need to be consenting to services in order to be seen. If there is a time where the individuals are seen at the practice a separate individual chart is created for one or multiple parties, depending on who is seen, to ensure a new, confidential individual record is created outside of the joint record of the unit. Additionally there are limits to confidentiality when working with a couple or romantic unit as there are things one may say that others do not want shared, at The Croft Center, we do our best to be good stewards of balancing these disclosures and working with romantic units to engage in a way that feels positive for everyone involved but we cannot limit what another party discloses when in session. Additionally, session & scheduling can be done by any party involved with an emphasis on all parties being held responsible for the session cost and no-show fee if there's an error.

### Court-Ordered Services

Therapists may administer or engage in evaluation services to provide for the court. When these are requested they are limited to evaluation services unless otherwise agreed upon depending on the results of the evaluation. Note that evaluations don't automatically assign treatment nor is ongoing treatment always a given when having an evaluation completed. These evaluations are done on a case-by-case and special circumstance occasions. They are not consistent or regularly bookable. The Croft Center and it's therapists provide evaluations only within their scope of practice. Additionally evaluations are released to the individual unless otherwise agreed upon. Payment is due at the time the service is rendered and evaluations are provided within 2 weeks of the service date and after payment is received from that service date. Evaluations for the court naturally have limitations to confidentiality as they are designed to be shared and provide professional assessment for

the court to determine next steps. If after an evaluation, another party reaches out to The Croft Center requesting the record, the same HIPAA rules apply as this is PHI & The Croft Center follows the same protocols as stated above.

## 12. SOCIAL MEDIA

The Croft Center may have company social media pages. Our clients and community are welcome to like and follow these pages. They can contain helpful tips and information related to mental health and the practice such as inclement weather and closings. The Croft Center social media pages do not have monitored messages and as such are not a way to reach anyone at the practice, additionally since these are not monitored they are not a place to reach out in case of an emergency. Anyone experiencing a medical or mental health emergency needs to contact 911 or 988.

Recognize that engagement with our social media could have implications that you are a client with our practice. Your confidentiality is important to us and we want to make sure we're good stewards of educating all the ways that you could be connected to the practice.

## 13. WEBSITE

### Contact Forms

[thecroftcenter.com](http://thecroftcenter.com) contains places to submit a contact form, while notifications of the contact are sent to a HIPAA compliant mailbox and additional thread of the conversation may be saved on the web development page which is not HIPAA compliant. Please do not submit PHI through our website contact forms, this could include specific details about what you're looking for help with. Please ensure that the content submitted is vague as someone non-clinical may see these. We take reasonable administrative, technical and physical measure to protect information submitted through our website. However, no website or electronic transmission can be guaranteed to be completely secure.

### Online Scheduling

Clients can schedule an appointment online through the SimplePractice portal or through their Headway portal. These portals are HIPAA compliant and have their own privacy practices to safeguard PHI. The patient portal linked on the website directs clients to the SimplePractice portal. Those that are using certain insurances may be able to use either or both portals to schedule with their therapist.

### Cookies

Our website may use cookies and similar technologies to help the website function properly and understand how visitors use our site. Cookies are small text files that are stored on your device when you visit a website. Some cookies are necessary for basic website functions, while other may help use understand website traffic, make improvements or remember certain preferences. We do not use cookies to collect information about the content of therapy sessions or PHI.

Anyone can adjust their browser settings to block or delete cookies. However, doing so may affect the functionality of certain parts of the website.

Additionally, there may be third party services that are embedded on the website that collect data and have their own privacy policies regarding this data. We encourage visitors to review these policies prior to providing their information.

### Website Privacy Statement

[thecroftcenter.com](http://thecroftcenter.com) is informative. It's designed to provide information about our services, clinicians and practice. It is not intended to provide medical or mental health advice, establish a therapist/client relationship, or serve as a substitute for professional care. Further our website is not directed toward children under age 13, and we do not knowingly collect personal information from children through the website without appropriate parents or guardian involvement. All contacts received by a minor require parent information before further scheduling or contact is made.

The Croft Center contains information on therapists and staff but it also contains testimonials and quotes from clients and community members. This publicly displayed information was provided by consenting clients and community members in writing. All publicly displayed information has been consented to by all parties.

The website as well as the privacy policy may occasionally be updated. The latest update was made 09/2026

## 14. DATA SECURITY

### Encryption, Password Protection & Access Controls

Data that is shared electronically, specifically PHI, is shared with encryption. Encrypting a file essentially scrambles that file while it's in transmission, making it more difficult to intercept and read if someone who is not the assigned party were to come across it or attempt to get the file. The Croft Center uses a variety of encryption tools to ensure file and data safety. All devices are password protected and all data and storage places are secure to HIPAA standards. This sections is intentionally left vague but the information is available by contacting [info@thecroftcenter.com](mailto:info@thecroftcenter.com).

### Record Retention & Secure Disposal

All record retention & disposal is done in accordance to all applicable laws and standards for the state in which the client resides. Different states have different laws for time frames of record retention. Retention methods & disposal is completed to HIPAA standards.

## 15. BREACH NOTIFICATION

In the event of a breach of PHI, a breach being defined as any access, acquisition, use or disclosure of PHI to a non-permitted party, individuals will be notified of the breach. The notice will be provided via email or first-class mail. The notice will include a brief description of the breach, a description of the types of information that were involved, the steps the individual should make to protect themselves, an outline of what The Croft Center is doing to investigate the breach, mitigate the harm & prevent further breaches. Further the breach will be submitted to the US Department of Health and Human Services. For more information on breaches under the HIPAA Breach Notification Rule 45 CFR 164.400-414 see this link: <https://www.hhs.gov/hipaa/for-professionals/breach-notification/index.html>

## 16. QUESTIONS OR COMPLAINTS

All questions, comments or concerns can be submitted to the practice in writing, via phone or email. Written complaints can be sent to our address at 3368 Thompson Bridge Rd, Gainesville GA 30506, phone calls go to (470) 978-9040 and emails can be sent to [info@thecroftcenter.com](mailto:info@thecroftcenter.com). The Croft Center's HIPAA Privacy Officer is Hannah Croft.

If you feel that you have been subject to discrimination The Office of Civil Rights (OCR) has an online complaint and navigation tool that can be found here: <https://ocrcas.ed.gov/>

Should a client make a complaint, The Croft Center does not participate in retaliatory behavior and clients can be assured that they are protected from this type of behavior.

## 17. ACKNOWLEDGEMENT

This notice will be available on our website and accessible to all. There will also be a printed copy in the lobby of our building. Additionally, all active clients at The Croft Center will need to sign a copy, acknowledging receipt and understanding, this will be reviewed at the initial session with ample time for questions. If anyone not an active client of The Croft Center has any questions, please submit them to [info@thecroftcenter.com](mailto:info@thecroftcenter.com) for the swiftest response time.