



Family Access to Translation Services

Ascend recognizes the importance of providing equal access to ABA therapy services, Family Mental Health Services, and resources in multiple languages.

You will be provided high-quality and timely translation services, as needed. This includes access to translated paperwork/documents, educational materials, ABA professionals, and mental health support.

1. Translation Services Request

During your initial phone intake you will be provided a Care Navigator who will assist you and your family through the process of receiving ABA therapy services. All ABA services, documentation/paperwork, and information will be provided in multiple languages..

If you have not yet requested translation services you may do so at any time through your Care Navigator.

2. Translation Availability

We are committed to providing high-quality, timely, translation services throughout your time with Ascend. Your Care Navigator will be accessible to you via email or phone in order to assist you in any translation needs. If a member of our team is not fluent in your native language, an additional translation service will be provided.

You will be provided with a spanish translator during all services including:

- Diagnostic Evaluation
- ABA Therapy Services
- Family Mental Health Sessions

3. Translated Materials

As you begin and continue your journey with us you will receive the following translated materials:

- Intake Paperwork/Documentation
- Family Handbook
- ABA and Family Mental Health Educational Materials
- Monthly Family Newsletter

4. Upon request we can also provide you with both the English and Spanish versions.

Notifications to Families

Families will be informed of the availability of translated versions through the website (<https://www.ascendbehavior.com/>), initial phone consult, email, monthly family newsletter, and/or a member of their Clinical Care Team.

5. Confidentiality

All information provided by families during translation services will be treated in confidentiality and in accordance with our privacy policy and HIPAA requirements.

We are committed to serving the needs of our community by ensuring you have equal access to Ascend's services and materials. Our goal is to foster inclusivity, effective communication, and enhance your families experience with Ascend services.