Program Enrollment and Participation Agreement

Please review this agreement and ask any questions before signing.

1. Participant and Program Information

Participant: _____ Date of birth: _____
Cell phone: _____ Email: _____
Program: _____ Referral source: _____
Start date: _____ Expected completion date: _____Preferred language: ☐ Spanish ☐ English
Schedule: _____ sessions, _____ minutes each, held _____

Services required for this participant (check all that apply):

☐ Individual counseling ☐ Couples counseling (two people)

☐ Substance Program Group counseling ☐ Breathalyzer at each session ☐ Random urine drug tests: _____ per month
☐ Support group attendance: _____ per week; provide attendance listing to counselor at AGUAS at the start of session

☐ Individual close-out session

☐ Anger management ☐ Domestic violence program ☐ Parenting class ☐ Orientation
☐ Por Primera Vez / For the First Time ☐ Virginia driver's license education
Other requirements: _____

2. Program Fees and Payments

Total program cost (including applicable fees): $_____ Fee per class: $_____
Amount paid: $_____ Payment schedule: _____
Case Management and Reporting Fee: $95 (one time): This fee applies to the Substance Counseling Therapy, Domestic Violence, and Anger Management programs. It covers communication with referring agencies, assessment-related reporting, progress updates, responses to agency inquiries, required portal submissions, and discharge or completion reports. The $95 fee is included in the total program cost shown above. It does not apply to individual counseling, couples counseling, or stand-alone educational classes.
Orientation Fee: $50 (one time): This fee applies to the Anger Management and Domestic Violence programs. Orientation explains program expectations, attendance, participant responsibilities, and completion requirements. The $50 fee is included in the total program cost shown above.
The clinical assessment and counseling services are separate from this reporting fee. Any additional service and its cost will be explained before it is provided. All program fees must be paid by the session before the final session. AGUAS accepts cash and credit cards, not checks. Approved fee adjustments will be provided in writing.

3. Attendance and Excused Absences

You must complete all required sessions to finish your program. A missed class does not count as a completed class. If you cannot attend, please tell AGUAS as soon as possible.
Illness, emergencies, work, transportation problems, or other reasonable situations may be excused. AGUAS reviews each situation individually. If your absence is excused, any payment already made for that class will be used for an approved make-up class at no additional charge.
Please do not attend in person when you have symptoms of a potentially contagious illness (such as fever, vomiting, or significant respiratory symptoms). Call AGUAS promptly to discuss rescheduling; illness-related absences are reviewed under the excused-absence policy.
If you have a fever, vomiting, diarrhea, or symptoms of a potentially contagious illness, please do not attend in person. Contact AGUAS promptly to discuss rescheduling. AGUAS may reschedule a session when symptoms create a reasonable health concern for others; illness-related absences are reviewed under the excused-absence policy.

4. Inclement Weather and Emergency Closures

Your safety is important to AGUAS. During snow, ice, or hazardous weather, check local school closings and delays as a guide. AGUAS may make a different decision based on road conditions.
Before traveling, call AGUAS at (540) 372-7211 well in advance to confirm whether your session will be held. AGUAS will try to notify you of closures, so please keep your phone number and email current. If you cannot reach us, leave a voicemail with your name and callback number; staff will return your call.
If AGUAS cancels a session because of unsafe weather, the session will be rescheduled without an additional fee. Do not travel if conditions are unsafe.

5. Unexcused Absences and Make-Up Classes

If you miss a class without an acceptable reason, the payment for your reserved class may be used for that missed class. You must still make up the class to complete the program, and you may need to pay the regular class fee for the make-up session. AGUAS will give you a chance to explain your absence before making a decision.

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6. Completing Your Program

To complete your program, attend all required sessions, finish assigned activities, meet your treatment or education requirements, and pay all fees by the agreed deadline. Attending or paying alone does not guarantee completion.
If you need more time, speak with AGUAS before your deadline. Extensions require AGUAS approval and, when applicable, approval from the court or referring agency.

7. Your Care, Safety, and Referrals

AGUAS will review your progress and discuss any concerns with you. We will communicate with the referring agency when you authorize it or when the law permits or requires it. If you need a new clinical assessment, additional counseling, or a different level of treatment, we will explain that and discuss options. Any separate assessment fee will be explained and agreed to before the appointment.
Everyone must follow program rules and treat others respectfully. Threats, violence, or unsafe behavior may lead to removal from services. AGUAS may contact law enforcement when needed to protect safety.
If a participant appears impaired by alcohol or drugs, AGUAS may stop or reschedule the session based on observed safety concerns, even if test results are negative. AGUAS will follow its safety procedures, including arranging safe transportation when needed.

8. Session Attendance, Phones, and Privacy

Please arrive on time and be ready to participate. If you arrive late, there may not be enough time to complete your session, and you may need to reschedule. Any applicable rescheduling fee will be explained in advance and follows your agreed fee policy.

From arrival until the session ends, cell phones must be silenced and put away unless AGUAS approves their use for an activity or another reason. Do not record sessions or use speakerphone. These rules protect your privacy and the privacy of others.

Only the enrolled participant may attend or use the reserved session time. Your appointment cannot be transferred to another person. Any approved support person or other attendee must be arranged with AGUAS in advance.

9. Privacy, Testing, and Your Agreement

AGUAS protects your personal information as required by law. We may share information with a court, probation officer, or referring agency only with appropriate permission or when the law allows or requires it.
Alcohol or drug testing may be part of your program, as marked above. Testing details and any charges will be explained separately. Recording sessions or using AI-assisted documentation requires separate consent when applicable. Educational classes are not the same as clinical counseling.

By signing, I confirm that AGUAS explained my program, fees, attendance rules, safety expectations, and completion requirements. I had the opportunity to ask questions.

Signatures

Participant / legal representative: _____ Date: _____
Printed name: _____ Relationship (if applicable): _____
AGUAS representative: _____ Date: _____