



Practice Policy

Effective Date: July 22, 2022

Maternal Matters Favored ("we," "our," or "us") is dedicated to providing high-quality, compassionate services that support the mental health and well-being of mothers and families. This Practice Policy outlines the guidelines, values, and expectations that govern our operations, services, and interactions with clients. By accessing our services and programs, you agree to comply with the terms and practices set forth below.

1. Commitment to Client Care

Maternal Matters Favored is committed to providing a supportive, non-judgmental, and safe environment for individuals seeking assistance with maternal mental health challenges, including but not limited to perinatal mood and anxiety disorders (PMADs).

- **Individualized Support:** We recognize that each client's journey is unique, and we strive to offer personalized care tailored to meet your specific needs.
 - **Confidentiality:** All client information, including personal and medical details, is handled with the utmost confidentiality, in compliance with privacy regulations.
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2. Professional Standards

We adhere to high standards of practice and professionalism in all our services. This includes:

- **Qualified Staff:** Our team consists of licensed professionals, trained specialists, and volunteers who are knowledgeable in maternal mental health.
 - **Ethical Conduct:** We follow ethical guidelines in all aspects of our work, ensuring that our services are provided in a respectful, empathetic, and equitable manner.
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3. Service Delivery Guidelines

Maternal Matters Favored offers a range of services, including but not limited to:

- **Support Groups:** We facilitate group sessions that provide a safe space for individuals to connect, share experiences, and receive peer support.



- **Workshops and Educational Materials:** We provide educational content related to maternal mental health, coping strategies, and self-care.
- **One-on-One Support:** Personalized support may be offered depending on availability and need.

We commit to delivering services in a timely and respectful manner, ensuring that all clients feel heard, supported, and empowered throughout their journey.

4. Client Responsibilities

While we are dedicated to providing comprehensive support, clients also have responsibilities in maintaining a positive and productive relationship with Maternal Matters Favored. These include:

- **Active Participation:** We encourage clients to actively engage in services, including attending scheduled appointments or workshops and contributing to group discussions.
 - **Respectful Behavior:** We ask that all clients maintain respect for others, ensuring a safe and welcoming environment for all participants.
 - **Confidentiality:** Clients are expected to respect the confidentiality of others participating in group sessions or support services.
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5. Non-Discrimination

Maternal Matters Favored is committed to creating an inclusive environment where all individuals are treated with dignity and respect, regardless of their race, gender, sexual orientation, religion, disability, or any other protected status. We have a strict **Non-Discrimination Policy** that prohibits discrimination in all aspects of our services and interactions.

6. Emergency Situations

While we provide valuable support, Maternal Matters Favored is not equipped to handle emergency mental health crises. If you are experiencing a mental health emergency, we encourage you to seek immediate help through the following resources:

Maternal Matters Favored, Inc. (Favored)
mmfavored.org 407-436-7825
703 E Moody Blvd., Ste 5, Bunnell, FL 32110



- **National Suicide Prevention Lifeline:** 24/7 Suicide Helpline 988
 - **Emergency Services:** Dial 911
 - **Local Crisis Services:** 24/7 SMA Helpline (800-539-4228)
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7. Privacy and Confidentiality

We respect your privacy and adhere to confidentiality agreements to protect your personal information. Any information you provide will only be shared with your consent or as required by law (e.g., to prevent harm). For more information on how we handle personal data, please review our Privacy Policy.

8. Service Feedback

Your feedback is invaluable in helping us improve our services. We encourage clients to share their thoughts, suggestions, or concerns about their experience with Maternal Matters Favored. You can provide feedback through:

- **Surveys:** Participate in our service feedback surveys.
 - **Direct Communication:** Contact us directly via email or phone to share your thoughts.
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9. Modifications to Practices

Maternal Matters Favored reserves the right to modify or update this Practice Policy as needed. We will notify clients of any significant changes through our website and communication channels. It is important to review this policy regularly to stay informed of any updates.

10. Contact Us

If you have any questions or need further clarification regarding our practice policies or services, please contact us at:



Maternal Matters Favored

Email: admin@mmfavored.org

Phone: 407-436-7825

By using our services, you acknowledge that you understand and agree to the terms outlined in this Practice Policy. We are committed to supporting you on your journey to wellness and are here to assist you every step of the way.