

Policy on Documentation for Workplace Accommodations, Disability, and Related Requests (Adult Clients)

At Cadenza Center, we understand that adult clients may request documentation from a mental health provider to support a variety of personal and professional needs. These requests have become more common in recent years. We believe they deserve to be handled with clinical integrity, ethical responsibility, and care for both the client and the broader systems involved. These requests may include:

- Work-from-home accommodations
- Disability leave (including FMLA)
- Housing letters for emotional or psychological needs
- Emotional support animal (ESA) documentation
- General letters verifying mental health status for HR, legal, or housing purposes

Clinical and Ethical Standards

In alignment with the ethical guidelines set forth by the American Psychological Association (APA) and standards of clinical care for licensed psychologists and master's level therapists, Cadenza Center clinicians do not provide documentation of this nature unless a valid treatment relationship has been clearly established. This process includes:

- Completion of at least four (4) sessions
- A comprehensive clinical evaluation and review of relevant history
- Agreement on a working treatment plan
- Evidence of engagement in therapeutic work—not just a documentation request

We **do not** provide letters based solely on an intake or consultation session, nor without meaningful clinical contact.

Why This Policy Matters

Documentation that influences employment, housing, legal accommodations, or disability access carries significant implications. Therefore, our approach honors these key ethical principles:

- Documentation must be grounded in clinical evidence, not issued merely upon request
- Psychologists and master's level therapists must only provide documentation within a valid clinical relationship, based on sufficient knowledge of the client's functioning and needs
- Issuing documentation prematurely may:
 - Compromise the therapeutic alliance
 - Reinforce maladaptive avoidance behaviors
 - Misrepresent the client's clinical condition
 - Introduce legal and professional liability

Understanding Employer and Housing Requirements

Documentation needs and standards vary widely across workplaces, HR departments, housing agencies, and legal systems. Before Cadenza clinicians can evaluate a request, we require:

- The specific forms or letter templates from the requesting party
- A detailed explanation of the accommodation or documentation being sought
- Any relevant deadlines, contact information, or submission instructions

This ensures we are offering precisely what is required and not making assumptions that could misrepresent your needs or our role.

Administrative Fees for Documentation

Please be aware that a separate administrative fee applies to the preparation of:

- FMLA or short/long-term disability forms
- Housing/emotional support animal letters
- Remote work or employment-related accommodations
- Letters requested for legal or HR purposes

These services are not reimbursed by insurance. Fees vary by complexity and time required and will be reviewed with you in advance.

Our Commitment

At Cadenza Center, we support our adult clients in navigating life's challenges with dignity, compassion, and professionalism. When it comes to documentation for employment, housing, or accommodations, our commitment includes upholding the highest standards of ethical practice, protecting the credibility of mental health documentation, and ensuring that any written statements accurately reflect a well-informed clinical perspective.

We are here to help, but that help must be clinically sound and responsibly rendered.

Thank you for understanding our process.