

## **FAMILY & CHILDREN SERVICES**

### **RIGHTS AND RESPONSIBILITIES OF F&CS SERVICE RECIPIENTS**

Welcome to Family & Children Services. Family & Children Services is a private, non-profit, human services organization that supports, strengthens, and preserves the safety, well being and dignity of children, individuals, and families.

#### **YOUR RIGHTS:**

- To be treated in a professional, courteous, and caring manner that respects your dignity and appreciates differences.
- Express and practice religious and spiritual beliefs.
- Access to written and oral information in a language or form that assists you in understanding and participating in services.
- To receive a thorough explanation of the services offered prior to receipt of the service.
- Information about other available services and the right to referral.
- Safe and healthy service environment.
- Services provided by a skilled and knowledgeable professional.
- Receive service and fee information at the time of initial service and have your bill explained to you.
- Individualized services and treatment plan.
- Participate in setting goals and evaluating your progress toward meeting them and the revision of the treatment plan.
- Request an in-house review of your service and treatment plan.
- To ask questions and get timely and complete responses.
- Refuse services and/or treatment interventions or medication, in accordance with state and federal law or court order and to be informed of any risks and consequences of your decision.
- Refuse to participate in research or experimentation without your informed, voluntary, written consent and an opportunity to revoke your consent if given.
- To name an individual to act on your behalf if you experience a mental health episode that diminishes your capacity.
- To terminate services at any time, in accordance with state and federal law or court order or change a course of treatment and to be informed of any risks and consequences of your decision.
- Request to access your records for the purpose of review, correction, or addition.
- To have your records and all information about you kept confidential, in accordance with all applicable federal and state laws.
- Be informed of circumstances when the organization may be legally or ethically required to release information prior to your disclosure of confidential or private information.
- To initiate Family & Children Services' grievance procedure without interference or retaliation if you believe your rights have been violated, or that you have been treated unfairly.

#### **ADDITIONAL RIGHTS:**

You have additional rights if you are enrolled in programs that are funded through the Department of Health and Human Services (DHHS) or Community Mental Health (CMH). If you believe your rights related to protected health information have been violated, you can also file a complaint directly with the Secretary of Health and Human Services.

#### **YOUR RESPONSIBILITIES:**

- Provide accurate and complete information.
- Actively participate in treatment and discharge planning.
- Be respectful of others and avoid threatening behavior.
- Set and arrive promptly for your appointments with your service provider and give 24-hour cancellation notice.
- Fulfill any and all financial obligations at time of service.
- Discuss any concerns or problems about your service with your service provider.

#### **CONFIDENTIALITY AGREEMENT FOR SERVICE RECIPIENTS:**

Family & Children Services adheres to confidentiality standards. Exceptions to confidentiality include;

- Threatening to harm yourself or someone else.
- Physical or sexual abuse, particularly in regard to a minor, aged, or incompetent person is known or suspected.
- If you give us written permission to share it with another party.
- Legal proceedings, the court and/or judge orders the release of information.
- Staff supervision and/or to monitor the quality of services.

#### **CONSUMER COMPLAINT PROCESS:**

You have the right to express a complaint verbally or in writing. Family & Children Services asks that you:

- First discuss the issue with the staff that you regularly see, and then if not satisfied contact their supervisor.
- If you still are not satisfied, additional steps will be explained to you.
- If you wish to file a written complaint, the appropriate forms and assistance in filing will be provided.

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