



## **STATEMENT OF CLIENTS' RIGHTS AND RESPONSIBILITIES**

### **Contact Center**

As a client of Family & Children's Service (FCS), you have the following rights:

- To participate in safety planning addressing your safety and ability to remain safe.
- To ask any questions you have regarding your conversation and the certification of the crisis specialist and training.
- To have complete privacy and confidentiality with regard to your treatment – with four (4) exceptions:
  - 1) Suspected or actual abuse or neglect of children or vulnerable adults, in which case FCS staff must, by law, make a report to the appropriate State Department
  - 2) Concerns that you or another client might be an imminent danger to self or others, in which case FCS staff must, by law, make a report to appropriate officials who can assure the safety of the client or any threatened individual.
  - 3) A court order or any other exemption mandated by law.
  - 4) Your information may be used and/or disclosed when necessary to carry out the safety planning/service and operations of the agency. This may include quality assurance, consultation, and supervision. Specific details may be discussed with your crisis specialist.
- To discuss any concerns you may have about service with your crisis specialist.
- To be informed of a grievance procedure that allows you and other clients to address concerns with supervisors or administrative staff if they are not resolved with your crisis specialist. The grievance procedure is available upon request from your crisis specialist.
- Your information must be kept private unless the law requires disclosure.
- To know that FCS permits only authorized representatives of auditing or accrediting bodies who are bound by rules of confidentiality to examine case records for compliance.

In order to achieve the most benefit from our services and to make it possible for our program to continue service to you and others, we ask that you assume the following responsibilities:

- Provide us with accurate, current information.
- Address any concerns or questions about the conversation and procedures used at the call center.

**Continuing usage on this platform indicates that you have read and understood your rights and responsibilities as a Contact Center client.**