YOUTH SERVICE BUREAU OF ILLINOIS VALLEY CLIENT RIGHTS POLICY

Client Rights Policy and Procedure

1. General Clients Rights:

YSBIV provides services to persons in need regardless of race, gender, religious belief, ethnic origin, marital status, sexual orientation, physical or mental disability, criminal record that is related to present dangerousness and inability to pay. This form must be explained to the client using a language or method of communication that the client understands. All clients will be requested to sign a copy of the Client Rights form, one copy will be placed in the client's file and one copy will be provide to the client. A copy of the Client Rights Policy will be posted in each office in a common/public area. All clients are informed of the following rights:

As a client of the Youth Service Bureau of Illinois Valley you are entitled to the following rights:

- 1. You are entitled to have your rights explained to you, using a language or method of communication you understand, upon commencement of services.
- 2. You have the right to confidentiality. The Youth Service Bureau of Illinois Valley (YSB) and staff agree not to disclose any of your records without your written consent. Law allows the exception of this right when you are deemed to be dangerous to yourself or others, for court-ordered disclosure, for supervision, quality assurance, auditing, contracting and licensing activities.
- 3. You have the right to refuse treatment.
- 4. You have the right to be provided with adequate and humane care and mental health services in the least restrictive environment.
- 5. You have the right to be free from abuse and neglect and exploitation.
- 6. You have the right to expect that staff will utilize all of his/her professional expertise in working with you.
- 7. You have the right to speak with a designated on-call staff person on a 24-hour basis and have received/instructed how to contact a worker.
- 8. You have the right to participate in the development of a treatment plan. You have the right to request a review of the plan at any time, but at least every six months.
- 9. You have a right to be informed of the public payer's process for reviewing grievances. Staff will assist you in accessing this process if necessary.
- 10. You have the right to review your records. You should understand that for treatment purposes the therapist might consult with other YSB staff members and consultants.

- 11. You have the right to cancel a scheduled appointment for good cause. We do request 24 hours' notice
- 12. Under certain circumstances, services will be provided to minors without parental/guardian consent. You have the right to request of copy of YSB's policy regarding Service to Minors without Parental/Guardian Consent.
- 13. You or your guardian has the right to express dissatisfaction with services, present grievances up to and including the Executive Director. YSB administrative staff will handle grievances. The Executive Director will make final decisions regarding grievances. Staff will notify you whom to contact. A record of such grievances and the response to those grievances shall be maintained. The executive director's decision on the grievance shall constitute a final administrative decision (except when such decisions are reviewable by the provider's governing board, in which case the governing board's decision is final).
- 14. You have the right to contact the Department of Children and Family Services or the Guardianship and Advocacy Commission, Equip for Equality, Inc., the Department of Mental Health, or Department Of Corrections as appropriate regarding services provided you. YSB staff will assist you in this process if necessary by providing you with the address and phone numbers of any of the above listed agencies. You will also be informed of the process for reviewing grievances within DCFS, DMHDD, or DOC as applicable.

Guardianship and Advocacy Commission, Equip for Equality, Inc. 5407 N. University
Suite 7
Peoria, IL 61614
866-274-8023

- 15. You have all rights afforded you in the Mental Health and Developmental Disabilities Confidentiality Act and Chapter 2 of the Mental Health and Developmental Disabilities Code, and the Health Insurance Portability and Accountability Act (HIPPA) of 1996.
- 16. You shall not be denied, suspended or terminated from services or have services reduced for exercising any of your rights. Justification for restriction of a client's rights under the statutes cited in #14 above shall be documented in the client's record. Documentation shall include a plan with measurable objectives for restoring the client's rights that is signed by the client or the client's parent or guardian, the QMHP and the LPHA. In addition, the client affected by such restrictions, his or her parent or guardian, as appropriate, and any agency designated by the client pursuant to #13 above of shall be notified of the restriction and given a copy of the plan to remove the restriction of rights.
- 17. Any justification for restrictions of the above client rights shall be documented in the client's record. In addition, you, your parent or guardian and the Department of Children and Family Services and any agency designated by the client will be notified of the restriction.

18. Child case records shall be maintained for five years after child attains the age of 21. At least five years after the child attains the age of 21, the record may be purged so that only family, medical, and biographical information is retained. Adult records are maintained indefinitely.

Client Responsibilities:

As a client of the Youth Service Bureau of Illinois Valley you have the following responsibilities:

- 1. You have the responsibility to make and keep a safe environment in your home.
- 2. You have the responsibility to treat YSB staff in a civil manner.
- 3. You have the responsibility to inform YSB staff that you are canceling an appointment. Please do so at least 24 hours in advance if possible.
- 4. You have the responsibility to provide honest, accurate and complete information, to the best of your ability, when working with YSB staff.
- 5. You have the responsibility to apprise YSB staff of any change in your living situation, address or phone number.
- 6. You have the responsibility to work with staff in developing, reviewing and changing our Individual Service Plan, if applicable
- 7. You have the responsibility to immediately inform staff if you have any concerns or problems with the service you or your children are receiving. You are encouraged to contact the supervisor if you have any concerns which are not addressed to your satisfaction.

The supervisor's name and phone number is listed below.

The above client rights have been explained to me and I understand my rights as stated above. (The client is required to sign and date the client rights form and the signature is witnessed).

2. Services provided to Minors without Parental/Guardian Consent:

Under certain circumstances YSBIV will provide services to minors (Non-DCFS Wards) without parental or guardian consent. These services are limited to the following services and stated timeframes:

Therapy or Counseling:

A minor, twelve years of older, may request and receive counseling or therapy services without the consent of parents or guardians. The minor's parents or guardians shall not be informed of such counseling or therapy unless the provider believes such disclosure is necessary. However, without the consent of the parents or guardians, the provider is limited to not more than (5) counseling/therapy sessions, each session not lasting more than 45 minutes. The parents or guardians are not liable for payment of any sessions provided to the minor without their consent.

Crisis Intervention Services:

YSBIV staff may provide crisis intervention services without parental consent to any minor taken into limited custody.

Temporary Living Arrangements:

YSBIV staff may shelter a minor for up to 48 hours without parental consent provided they comply with Illinois Statutes for Safe Shelter of Minors without Parental Consent.

Any client, parent or guardian has a right to request a copy of this policy and will be provided one by the agency upon their request. A copy of the policy with the requestor's signature will be placed in the client's file, and one copy will be provided to the requestor.