



Welcome to The Village Family Service Center CLIENT'S RIGHTS / INFORMED CONSENT

The Village Family Service Center believes in a client's right to self-determination. The Village delivers service in a manner which provides for maximum freedom of choice by persons served including setting personal goals, being fully informed about service options, and making all possible decisions with regard to services.

Client's Rights: As a consumer of services of The Village Family Service Center, you have the right:

- 1) to be treated with respect and courtesy and in a culturally sensitive manner;
- 2) to be informed of eligibility criteria for the service in which you participate;
- 3) to be provided assistance with any communication barriers which make it difficult for you to receive services;
- 4) to be free from discrimination while receiving services;
- 5) to have access to your file according to federal/state/agency regulations/standards;
- 6) to terminate service at any time;
- 7) to be free from exploitation for the benefit or advantage of a staff member;
- 8) to report complaints/grievances using the guidelines on the back of your copy of this form;
- 9) to confidentiality as defined by policy and law. The Village maintains a strict policy on the confidentiality of information (verbal, written or electronic form). All information you share, or which we become aware of through our work with you, will remain confidential. There are some circumstances in which this policy becomes void and we are required by law to release information:
 - If we become aware through our work that you may be a danger to yourself or others,
 - If we become aware of or suspect child abuse or neglect,
 - If we become aware of or suspect abuse or neglect of a vulnerable adult (MN Stat. 626.557, NDCC Ch. 50-25-2)
 - If we are court ordered to testify or to submit our records to the court.

In the situations mentioned above, we would be required to advise appropriate authorities of the required information.

The Village's Expectations: As The Village provides services, it is expected:

- 1) that clients will be present and on time for appointments, or will call in advance to cancel or reschedule;
 - 2) that clients will participate in service planning;
 - 3) that clients will not exhibit abusive, threatening or assaultive behavior (a copy of The Village's Behavior Management standards of practice is available upon request);
 - 4) that clients will not be under the influence of chemicals during services;
 - 5) that clients will respect and protect privacy of other clients/information of which they may become aware;
 - 6) video or audio recording of sessions by clients is prohibited.
- The Village reserves the right to deny services based on the above criteria.

Informed Consent: Informed consent is a process throughout the service relationship where discussion occurs between clients and service providers. Clients have opportunities to ask questions in order to understand options available to them, consequences of different choices, and how the organization can help them achieve their choices. The following are components of informed consent:

- Fees and payment arrangements;
- Staff qualifications, training, experience, credentials and Professional Statement, if applicable;
- The type of service to be provided, expected length of service, results of any tests/assessments;
- Risks, benefits and alternatives to service;
- Range of services available through The Village;
- Your active participation in your service plan with freedom to revise goals throughout service;
- Possible outcomes of service;
- Procedures for case closure.

Payment Agreement: I understand that The Village Family Service Center has no ownership in my insurance policy and that any coverage verified by them is merely an estimate of my benefits and not a guarantee of payment from my insurance company. It is my responsibility to know my benefits and what my financial responsibility will be. I understand that it is also my responsibility to notify The Village Family Service Center of any change in my insurance coverage. I AM ULTIMATELY, FINANCIALLY RESPONSIBLE FOR SERVICES RECEIVED. Payment is due upon receipt of statements; no later than 30 days. I authorize the exchange of information with my payer and payment of medical benefits to The Village Family Service Center for counseling, psychiatric or other services. I attest that the information I've provided regarding my income and payer source(s) is accurate and reflects my true financial status. I am aware that any falsification, withholding or misrepresentation of information may have legal ramifications.

I HAVE READ (OR HAVE HAD READ TO ME) AND UNDERSTAND THE ABOVE INFORMATION.

Client Signature _____ Date _____ Parent/Guardian Signature _____ Date _____



TO: Our Customers

FROM: The Village Family Service Center Quality Improvement Team

RE: Complaint Procedures

As we continually strive to provide high-quality services, we rely on our customers to let us know of concerns about the services we offer or our organization. Our customers have the right to make a complaint at any time. The complaint will be handled according to the following guidelines.

- 1) Clients may submit a complaint in the following ways:
 - a) call the Village office where services were received (check local directory for number);
 - b) speak with your service provider or other Village representative;
 - c) provide comments on a customer satisfaction survey.
- 2) When a complaint is received, the information is recorded on a Village Incident Form.
- 3) The form is passed on to the supervisor of the program or department involved.
- 4) The supervisor reviews the complaint and determines any follow-up, action, or resolution within two weeks of the original complaint. Copies are forwarded to staff as necessary to ensure appropriate follow-up, training, etc. The complaint is passed on to the Quality Assurance Department.
- 5) The complainant is informed of the resolution or outcome either in person, by telephone, or by letter if they are not anonymous and have agreed to be contacted. Clients may appeal the outcome through any of the individuals/entities listed at the end of this document.
- 6) All complaints are reviewed on a regular basis by Quality Assurance teams made up of staff and Board members. Based on trends or patterns of complaints, ideas are discussed and action plans may be created to change and/or improve service to our customers.
- 7) All complaints are maintained in the agency's Quality Assurance department.

If concerns are not resolved to your satisfaction, you may:

- a) submit your concerns via our grievance form on The Village website;
- b) write to: The Village Family Service Center, ATTN: President, PO Box 9859, Fargo, ND 58106-9859;
- c) for concerns regarding services in MN, contact:
 1. MN Office of Ombudsman for Mental Health and Developmental Disabilities: (651) 757-1800;
 2. MN Department of Health, Office of Health Facilities Complaints: (651) 201-4200;
 3. appropriate health-related licensing board;
- d) contact the ND or MN Departments of Human Services ND: (800)-472-2622 / MN: (651) 431-2000.

Thank you for your suggestions for improvement!

Rev. 11/22
