



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

The mission of The Village Family Service Center is to improve the quality of life through services designed to strengthen individuals, families and organizations.

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.
- 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.

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

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

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

Client services include: Adoption Services, Individual/Couple/Marriage/Family/Group Counseling, Attachment Services, Chemical Dependency Services, Unplanned Pregnancy, Financial Resource Center, Big Brother Big Sister Program, Community Education, Employee Assistance Services, Family Based (In-Home) Services, Family Group Decision Making, Truancy Intervention, Nokomis Childcare. (Services/hours vary by location)

Original to client file

Copy given to client

Rev. 4/2014

