



CLIENT ORIENTATION MANUAL
2008

Welcome to Family Service & Mental Health Center of Oak Park & River Forest located in the Ray A. Kroc Center for Family Services. At Family Service we believe in quality care along with effective stewardship of our resources which allow us to provide a consumer-responsive, community-based system of care. All our services are provided by a staff of effective partners and supported by a dedicated and committed board.

Our Mission

The Mission of Family Service & Mental Health Center of Oak Park & River Forest is to alleviate suffering and empower individuals and families of our communities to live healthier and more hopeful lives by providing a range of professional mental health and community prevention services

Our Vision

The goal of Family Service & Mental Health Center of Oak Park & River Forest is to be a widely recognized leader in providing comprehensive and accessible behavioral healthcare and prevention services for Oak Park, River Forest, and their surrounding communities.

Our services will be of the highest quality. Our practitioners will be guided by the highest standards. Our culturally diverse staff will be an example of dedication, compassion, and service to clients. Finally, our commitment to community partnership will result in a comprehensive network of support for the consumers of our services.

Within this Client Orientation Manual, you will find information on the following:

- Agency Programs and Services
- Agency Hours of Operation and access to after-hour services
- Registration and Parking
- Expectations and Responsibilities
- Primary Therapist Responsibilities
- Client Rights
- Confidentiality Policy
- Privacy Statement
- Code of Ethics
- Grievance Procedure
- Agency Activities
- Fee Policy
- Safety Information

Programs and Services

Behavioral Healthcare Services

Millions of individuals face mental and emotional health issues every year, including depression, anxiety, stress and difficult life transitions. We address these and other concerns with assessment and counseling services for adults, youth, couples and families.

Crisis and Emergency Services

24 hours a day, 7 days a week, we are ready to respond to an emergency. We provide timely crisis and domestic violence intervention, suicide prevention, response to situations involving runaway or at-risk youth and community emergency service to adults and youth.

The number to call is 708-383-7500

Youth Intervention Services

We provide a continuum of specialized intervention services for at-risk youth. We offer outreach and evaluation, individual, family and group counseling, as well as comprehensive psychological testing for youth on probation.

Psychiatric Rehabilitation Services

We provide a variety of services for people recovering from the effects of emotional stress or mental illness in their lives, including medication evaluation and management, advocacy and community support, a psychological rehabilitation day program, and individual, family and group counseling

Prevention and Risk Reduction Services

We know that it's important to help healthy communities stay healthy. That's why we engage school and community groups with educational presentations and training in the areas of substance abuse, violence prevention, skill-building and life skills enhancement.

Counseling and Psycho-Education Groups

In response to the diverse needs of the communities we serve, we provide support and counseling groups that address anger management, mental illness/chemical dependency recovery and other relevant topics.

Expectations and Responsibilities

The following are not allowed:

- Smoking inside the building and within 15 feet of the entrances to the facility
- Bringing weapons into the building
- Bringing illegal drugs or alcohol into the building
- Acting in a violent or intimidating way to any staff or other Clients
- Inappropriate behavior and language
- Coming to the facility while under the influence of drugs or alcohol
- Bringing pets to the facility, other than those needed for aid
- Dressing provocatively
- Giving gifts to staff
- Solicitation or peddling
- Parking in the agency lot before 5:00 p.m.

As a Client of Family Service, you are responsible for:

- Notifying the agency of appointment cancellations
- Notifying your therapist of address/telephone number changes
- Following the agency rules at all times
- Respecting the agency facility and property
- Telling your Therapist about any additional needs you have so that appropriate referrals can be provided
- Reading and knowing your rights and responsibilities
- Asking your Therapist when you are unclear about any agency policies or procedures

Other Important Notes

- Family Service staff does not employ any method of seclusion or physical restraint; law enforcement officers will be called in the event of aggressive or violent behavior and possession of weapons on agency premises
- In the event that illicit drugs are brought to the agency for the purpose of disposal, Family Service staff will contact the Oak Park Police Department for advice on disposal.
- Family Service does not provide a service for recording advanced directives, but will provide a referral for the service if requested. An Advance Directive is a legal document that outlines what kind of treatment you want to receive if you ever become unable to make decisions about your mental health care and appoints someone to make decisions for you.
- If you wish to discontinue service at any time, please let us know so that we can offer the time to someone else in need of service. If you decide to discontinue services for any reason, you may return to the agency for help at any time in the future.

Primary Therapist Responsibilities

Your Primary Therapist is the person responsible for developing and implementing your plan of treatment. Your Therapist is a qualified mental health professional and is your primary contact at the agency. If you have questions about your treatment plan, the services provided to you, agency policies, or other concerns, please discuss with your Primary Therapist.

Clients' Rights

Professional services are rendered to all Clients regardless of race, creed, sex, sexual orientation, age, socioeconomic class, spirituality, ethnic origin, language, marital status, physical or mental disability or criminal record.

Clients shall not be denied, suspended, or terminated from services or have services reduced for exercising any of their rights.

1. Professional services are rendered to all Clients regardless of race, creed, sex, sexual orientation, age, socioeconomic class, spirituality, ethnic origin, language, marital status, physical or mental disability or criminal record.
2. Access to information pertinent to all Clients is provided in an appropriate and sufficient timeframe in order to allow the Client ample time in the decision-making process.
3. Treatment services will be provided in the least restrictive program available.
4. Every Client provided services shall be free from physical, sexual, fiduciary, and psychological abuse, including humiliating, threatening, retaliating, neglectful and exploiting actions, including financial, by agency employees. If any Client feels that this right has been

violated, he/she has the right to contact the Office of the Inspector General at 1-800-368-1463.

5. For program eligible Clients, treatment services are based on a sliding fee scale. No program eligible Client shall be denied service because of an inability to pay full fee. Treatment is available to all program eligible Clients regardless of the source(s) of financial support.
6. Each Client is encouraged to participate in the formulation of his/her treatment plan in which individual needs and preferences are taken into account and there is clear communication regarding diagnosis, goals for therapy, treatment contracts and prognosis. Each Client has the right to review his/her treatment plan.
7. Treatment and research activities will be carried out only with informed consent of the Client and/or guardian, as applicable.
8. Clients who are verbally and/or physically threatening to staff, bring weapons or illicit drugs into the building, and/or are noncompliant with treatment recommendations and/or their fee agreements may have restrictions placed on services provided by the agency. (See policies on fee collection).
9. Each Client has the right to review and, on request has access to, his/her individual Client file based on current stipulations of the Mental Health and Developmental Disabilities Act (740ILCS110). Each Client is provided procedures for file review upon request.
10. Family Service is bound, both by law and our own ethical code, to respect a Client's confidentiality. The right of a client to confidentiality shall be governed by the Confidentiality Act and the Health Insurance Portability and Accountability Act of 1996 (HIPAA). No information is disclosed to anyone without the Client's written permission, except in the following circumstances:
 - a. If in the reasonable judgment of Family Service professional staff, a Client is dangerous to himself or others, Family Service may initial involuntary hospitalization. This action is taken only as a last resort and to prevent harm.
 - b. Under the Abused and Neglected Child Reporting Act (P.A. 79-65), staff of Family Service are required to report all instances of suspected child abuse and neglect. This act supersedes the Mental Health Confidentiality Act.
 - c. Family Service may be required to release information by a court of law. Should this occur, the Client involved is notified prior to any release of information. If the Client does not wish the information to be released, Family Service will take all proper legal action to prevent release.
 - d. If Family Service is being reviewed for purposes of funding, accreditation, reimbursement, or audit by a state or federal agency or accrediting body, information may be disclosed provided that the personally identifiable information is necessary to accomplish the purposes of the review.
11. Each Client is assured confidentiality with regard to HIV/AIDS status. Additional security measures are in place to protect such records.
12. Each Client has the right to contact Equip for Equality, Inc., the Guardianship and Advocacy Commission, and the Office of Mental Health. Written procedures for contacting these agencies are available at the time of admission.

13. Each Client has the right to refuse treatment or any specific treatment procedure and to be informed of the consequences of such action.
14. When medications are prescribed, each Client has the right to receive information on the purpose and side effects of each prescribed medication and, to the extent permitted by law, refuse specific medication.
15. Each Client has the right to request a second opinion from a qualified consultant at the Client's expense and right to request an in-house review of the individualized treatment plan in accordance with agency procedures.
16. Each Client should direct questions and grievances to his/her assigned Therapist. Each Client is provided with the agency's Grievance Procedure, which delineates the route of appeal available if the Client disagrees with any decisions, policies, or procedures pertinent to his/her situation. The Client Grievance Procedure is available to Clients at the time of admission.
17. Each Client has the right to request a change in his/her assigned staff. Reasonable requests will be honored when staff schedules and availability allow such reassignment.
18. Emergency/Disaster Plans and Evacuation Diagrams are posted on each office door. Each Client has the right to ask his/her therapist about the proper procedures in an emergency situation and to inform staff of any potential safety hazard or threat.
19. Chapter II of the Mental Health and Developmental Disabilities Code (405ILCS5) lists all rights of all recipients of the mental health services under state law. Each Client has the right to receive a copy of this code upon request.
20. Clients shall not be denied, suspended or terminated from services or have services reduced for exercising any of their rights.

Procedure for Rights Restriction

A Client's rights may be restricted in the event that a Client:

- Is verbally or physically threatening to staff
- Brings weapons or illicit drugs into the building
- Is noncompliant with treatment recommendations and/or fee agreements

If any of these events should occur, the assigned Therapist attempts to come to a verbal agreement regarding the cessation of the behavior that can result in rights restriction.

If there is no change in the offending behavior in a predetermined time limit set by the Therapist and Client, the Therapist and/or treatment team reviews the situation with the Program Coordinator to determine if restricting the Client's access to service at the agency is appropriate.

If the Therapist and Coordinator agree that the Client's services must be restricted, the Clinical Director reviews the decision within 24 hours and either approves the decision or assists in developing an alternative plan.

Restriction to service may include:

- Less frequent care with continual review during contact to reinstate previous frequency if clinically indicated
- Suspension of services for up to 3 months, at the end of which a re-evaluation to reinstate services will take place

- Termination of services if it is determined that the Client continues to be non-compliant and/or presents with a continual threat to the safety of other Clients and staff

A letter explaining the reasons for the restriction of services and the level of restriction is sent to the Client by certified mail within 48 hours of the restriction being instituted. The letter is co-signed by the primary Therapist and the Clinical Director and is placed in the Client's confidential file.

Reinstatement of Rights

At the time the rights restriction is made, the Client is notified that he/she should contact the primary therapist if and when the conditions of reinstatement are met. At this time, the Client, primary therapist, and Clinical Director review the information and if it is determined that conditions are met, the Client's service level is reinstated. If conditions of reinstatement are not met, the plan for reinstatement is reviewed and agreed upon by all parties with specific time limits for completion and follow-up.

In the event that the Client does not notify the primary therapist, the therapist routinely contacts the Client every two weeks after the first three months of the rights restriction. In the event that the Client has not completed the terms of reinstatement or has not returned the phone calls made by the primary Therapist or other staff members, the Client is discharged by sending a letter detailing the failure to meet the terms of reinstatement and providing the Client with the option to contact the agency in the future if additional services are needed.

Confidentiality Policy

Family Service protects Client information and maintains secure Client records in order to ensure confidentiality and safety from theft or loss including fire, water damage and other hazards. Family Service treats all client information in accordance with the Illinois Mental Health and Developmental Disabilities Code and Confidentiality Act, the Health Insurance Portability and Accountability Act (HIPAA) and the Aids Confidentiality Act. All written and verbal Client information is confidential as described under these acts.

Family Service is bound, both by law and our own ethical code, to respect a Client's confidentiality. The right of a client to confidentiality shall be governed by the Confidentiality Act and the Health Insurance Portability and Accountability Act of 1996 (HIPAA). No information is disclosed to anyone without the Client's written permission, except in the following circumstances:

- a. If in the reasonable judgment of Family Service professional staff, a Client is dangerous to himself or others, Family Service may initial involuntary hospitalization. This action is taken only as a last resort and to prevent harm.
- b. Under the Abused and Neglected Child Reporting Act (P.A. 79-65), staff of Family Service are required to report all instances of suspected child abuse and neglect. This act supersedes the Mental Health Confidentiality Act.
- c. Family Service may be required to release information by a court of law. Should this occur, the Client involved is notified prior to any release of information. If the Client does not wish the information to be released, Family Service will take all proper legal action to prevent release.
- d. If Family Service is being reviewed for purposes of funding, accreditation, reimbursement, or audit by a state or federal agency or accrediting body, information may be disclosed provided that the personally identifiable information is necessary to accomplish the purposes of the review.

Privacy Statement

This describes how medical information about you may be used and disclosed (shared) and how you can get access to this information.

Family Service has a legal duty to safeguard your protected health information (PHI). Family Service and all employees, volunteers and other personnel are legally required to follow the policies in this notice. We respect client confidentiality and only release confidential information about you in accordance with Illinois and federal law. This notice describes our policies related to the use of the records of your care generated by this agency.

Use and Disclosure of Protected Health Information

We may use and share your protected information for many different reasons. Under Illinois and federal law, information about you may be disclosed without your consent in the following circumstances:

For Treatment: We may use or disclose treatment information about you to provide, coordinate, or manage your care or related services. Information may be shared with other clinical and medical staff or interns at Family Service, and/ or with others outside our Agency that we are consulting with.

To obtain payment for treatment: We may use and share your PHI in order to bill and collect payment for services provided to you. This will include contacting your health insurance company for prior approval of planned treatment or for billing purposes.

To run our healthcare business: We may share your PHI in order to run our facility according to healthcare regulations. We may use your PHI to review the quality of our services and to measure performance of our staff in serving you.

Health oversight activities: We share your PHI with health oversight agencies as authorized by the law. Activities such as audits, investigations, inspections and licensure are necessary for the government to monitor the health care system, government benefit programs and our compliance with your civil rights.

Emergencies: Sufficient information may be shared to address the immediate emergency you are facing.

Follow-up appointments/care: We will be contacting you to remind you of future appointments or information about treatment alternatives or other health-related benefits and services that may be of interest to you.

As required by law: This would include situations where we have a subpoena, court order, or are mandated to provide public health information, (such as suspected child, elder or institutional abuse, or communicable disease concerns.)

For military and veterans: We may share your information as required by military command authorities. We may also share PHI about foreign military personnel with the appropriate foreign military authority.

National and intelligence activities: We may share your PHI with authorized federal officials for lawful intelligence, counterintelligence and other national security activities authorized by law.

Protective services for the President and others: We may share your PHI with authorized federal officials so they may provide protection to the President, other authorized persons, or foreign heads of state or for the conduct of special investigations.

Coroner: We are required to disclose information about the circumstances of your death to a coroner who is investigating it.

Worker's Compensation: We share your PHI in order to meet worker's compensation laws. If you do not want worker's compensation notified, you must give other insurance or payment information.

Business associates: We may use and disclose protected health information to third party "business associates" that perform various activities on behalf of the Agency. These business associates may include the pharmacy that delivers medication, the lab that performs blood tests, representatives of the agency's independent audit firm, or other persons associated with providing services to the agency or you. The Agency will have in place a written document, signed by a representative of the business associate, that contains terms and conditions that will protect the privacy of your PHI.

Abuse or Neglect: We may use or disclose protected health information to a public health authority that is authorized by law to receive reports of child abuse or neglect.

Court Order: We may disclose protected health information to a court of law upon the receipt of duly executed court order signed by a judge.

Reporting of a crime or threats against agency personnel: We may disclose protected health information to a law enforcement official in the reporting of a crime on the premises or against the agency or the reporting of threats against agency personnel.

Governmental requirements: We may disclose information to a health oversight agency for activities authorized by law, such as audits, investigations, inspections and licensure. We are also required to share information, if requested, with the U.S. Department of Health and Human Services to determine our compliance with federal laws related to health care and to Illinois state agencies that fund our services.

Criminal activity or danger to others: If a crime is committed on our premises or against our personnel, we may share information with law enforcement to apprehend the criminal. We also have the right to involve law enforcement when we believe an immediate danger may occur to someone.

All other situations: Your prior written consent is required in all other situations. In any other situation not described in the section above, we will ask for your specific written consent before using or sharing any of your PHI. If you choose to sign a specific consent to share your PHI, you can later cancel that consent in writing. This will stop any future sharing of your PHI. You should understand that we are unable to take back any disclosures we have already made with your permission and that we are required to retain our records of the care that we provided to you.

Rights You Have Regarding Your PHI

You have the following rights under Illinois and federal law:

Copy of record: You are entitled to review and obtain a copy of your protected health information that is contained in a designated record as long as Family Service maintains the protected health information, with limited exceptions defined by law. A reasonable fee may be charged for making copies of your records which you will be notified of at time of request. The request to review and/or obtain a copy of your protected health information must be made in writing to the agency Clinical Director.

Release of records: You may consent in writing to release your records to others, for any purpose you choose. This could include your attorney, employer, or others who you wish to have knowledge of your care. You may revoke this consent at any time, but only to the extent no action has been taken in reliance on your prior authorization.

Restriction on record: You may ask us not to use or disclose part of the clinical information. This request must be in writing. The Agency is not required to agree to your request if we believe it is in your best interest to permit use and disclosure of the information. The request should be given to the agency's Clinical Director.

Contacting you: You may request that we send information to another address or by alternative means. We will honor such request as long as it is reasonable and we are assured it is correct. We have a right to verify that the payment information you are providing is correct. We also will be glad to provide you information by email if you request it.

Amending record: If you believe that something in your record is incorrect or incomplete, you may request we amend it. To do this, contact the agency's Clinical Director, and ask for the *Request to Amend Health Information* form. In certain cases, we may deny your request. If we deny your request for an amendment, you have a right to file a statement that you disagree with us. We will then file your statement and our response in your record.

Accounting for disclosures: You may request an accounting of any disclosures we have made related to your confidential information, except for information we used for treatment, payment, or health care operation purposes or that we shared with you or your family, or information that you gave us specific consent to release. It also excludes information we were required to release. To receive information regarding disclosure made for a specific time period no longer than six years and after April 14, 2003, please submit your request in writing to the President/CEO. We will notify you of the case involved in preparing this list.

To request restrictions on certain uses and disclosures of your protected health information: This request must be made to us in writing and specify what information you want to limit and what limitations on our disclosure of the information you wish to impose. We reserve the right to accept or reject your request and will notify you of our decision.

How we communicate PHI to you: All of our communications to you are considered confidential. You have the right to ask and we will send information to you at another address or by other means such as e-mail.

Questions and complaints: If you have any questions, or wish a copy of this Policy or have any complaints, you may contact the agency's Clinical Director in writing for further information. You also may submit your complaint to the Secretary of U.S. Department of Health and Human

Services, if you believe your privacy rights have been violated. Family Service will not retaliate against you for filing a complaint.

Changes in policy: The Agency reserves the right to change its Privacy Policy based on the needs of the Agency and changes in state and federal law.

Grievance Procedure

It is the policy of Family Service to provide each Client with an avenue to present questions, complaints or requests regarding any aspect of his/her care from Family Service. Any Client presenting a grievance will not be subject to retaliation or barriers to future service.

In the event that a Client or guardian is unable to resolve an issue with the assigned Therapist, the Client is provided a copy of this procedure and informed of the process for resolving a grievance. If a Client is unable to read the following procedures for any reason, a qualified staff person or interpreter assists the Client in understanding the process.

1. The Client is presented with the Client Grievance Procedure form and corresponding Client Information Sheet for Contacting State Agencies Concerning Grievances. The Client is reminded of his/her right to contact any of these agencies to present his/her grievance in addition to the right for internal review.
2. The assigned Therapist provides the Client with the name and telephone number of the Therapist's immediate supervisor.
3. The assigned Therapist requests that the Client submit his/her grievance in writing or assists the Client in writing the grievance for submission to the supervisor or in obtaining an advocate to assist the Client.
4. The Supervisor reviews the grievance and may contact the Client and/or Therapist for additional information or obtain specialized legal or clinical consultation as needed. The Supervisor provides the Client with a written decision regarding the grievance within five business days following the receipt of the grievance.
5. If the grievance is not satisfactorily resolved by the supervisor, the Client may appeal the decision to the President/CEO, who will render a written decision within five business days following the receipt of the grievance. All decisions made by the President/CEO are final.

Code of Ethics

Personal and Professional Integrity

All staff, board members and volunteers of Family Service will act with honesty, integrity and openness in all their dealings as representatives of Family Service. Family Service promotes a working environment that values respect, fairness and integrity.

Mission

Family Service has a clearly stated mission and purpose, approved by the board of directors, in pursuit of the public good. All of the programs support that mission and all who work for or on behalf of the organization understand and are loyal to that mission and purpose. The mission is responsive to the constituency and communities served by the organization and of value to the communities served.

Governance

The organization has an active governing body that is responsible for setting the mission and strategic direction of the organization and oversight of the finances, operations, and policies of the organization. The governing body:

- Ensures that its board members or trustees have the requisite skills and experience to carry out their duties and that all members understand and fulfill their governance duties acting for the benefit of the organization and its public purpose;
- Has a conflict of interest policy that ensures that any conflicts of interest or the appearance thereof are avoided or appropriately managed through disclosure, recusal or other means;
- Is responsible for the hiring, firing, and regular review of the performance of the chief executive officer, and ensures that the compensation of the chief executive officer is reasonable and appropriate;
- Ensures that the CEO and appropriate staff provide the governing body with timely and comprehensive information so that the governing body can effectively carry out its duties;
- Ensures that the organization conducts all transactions and dealings with integrity and honesty;
- Ensures that the organization promotes working relationships with board members, staff, volunteers and program beneficiaries that are based on mutual respect, fairness and openness;
- Ensures that the organization is fair and inclusive in its hiring and promotion policies and practices for all board, staff and volunteer positions;
- Ensures that policies of the organization are in writing, clearly articulated and officially adopted;
- Ensures that the resources of the organization are responsibly and prudently managed; and
- Ensures that the organization has the capacity to carry out its programs effectively.

Legal Compliance

Family Service is knowledgeable of and complies with all laws and regulations applicable to the organization's status as a non-profit entity and in relation to the programs and services provided. Family Service:

- Makes reasonable efforts to operate in accordance with all applicable legal requirements and to monitor compliance in all areas;
- Submits for payment only claims or services that were rendered; that were medically necessary; that were appropriately documented;
- Uses billing codes that accurately describe the services provided when submitting claims for payment;
- Complies with Medicare and Medicaid Billing Claims Guidelines;
- Takes immediate steps to alert management if inaccuracies are discovered in claims that have been submitted for payment and reimbursement;
- Never makes any false or misleading statements to a government agency or a payer;
- Ensures that all company data, reports, and records are completely, accurately, and truthfully filed with appropriate agencies;
- Never solicits, receives, or offers to give or give anything of value to physicians or any health care provider for the referral of clients or services;
- Abides by all Medicare fraud and abuse laws;
- Never accepts or gives bribes or kickbacks in connection with the referral of clients or acquisition of items for services;
- Never takes actions that are anti-competitive or otherwise contrary to the laws which govern competitive practices in the marketplace (antitrust laws).

Responsible Stewardship

Family Service manages its funds responsibly and prudently. Family Service:

- Spends a reasonable percentage of its annual budget on programs in pursuance of its mission;
- Spends an adequate amount on administrative expenses to ensure effective accounting systems, internal controls, competent staff, and other expenditures critical to professional management;
- Compensates staff, and any others who may receive compensation, reasonably and appropriately;
- Solicits funds that have reasonable fundraising costs, recognizing the variety of factors that affect fundraising costs;
- Does not accumulate operating funds excessively;
- Prudently draws from its endowment funds consistent with donor intent and to support the public purpose of the organization;
- Ensures that all spending practices and policies are fair, reasonable and appropriate to fulfill the mission of the organization; and
- Ensures that all financial reports are factually accurate and complete in all material respects.

Business Ethics and Business Relationships

Family Service manages its funds responsibly and prudently. Family Service:

- Never offers any bribes, kickbacks, or other inducements to any governmental or political official in return for political favors;
- Never offers or accepts any bribes, kickbacks, or inducements in connection with performing duties for the organization;
- Complies with all relevant government requirements regarding record, document, and data retention, including the confidentiality of medical records and other proprietary information;
- Maintains all company business data, records and reports completely, accurately, and truthfully;
- Provides a drug-free, safe and healthy work environment;
- Complies with environmental, health, and safety laws and regulations;
- Reports suspected violations of any law, regulation or policy to management;
- Never permits retaliation against anyone who, in good faith, reports suspected violations;
- Immediately informs a supervisor or the internal legal counsel about any request for information, investigation or lawsuit, even if the contact occurs at home after business hours.
- Never responds to any subpoena or other request for the organizations information without first obtaining approval of the appropriate supervisor or internal counsel;
- Never enters into any business arrangements on behalf of the organization with any family member or any organization with which a family member is associated or has ownership interest without first informing a supervisor of the relationship in writing and receiving approval from the supervisor;
- Never uses any information obtained as an employee or agent of the organization for personal gain;
- Accurately and truthfully present all statements, communication, and representations to prospective partners or suppliers;
- Treats all partners and suppliers uniformly and fairly;
- Objectively and impartially weighs all facts and avoids the appearance of impropriety or favoritism when reviewing competing bids;
- Fully discloses to management the offer of funds in any form or amount or any gift of more than a nominal value (\$50) from individuals, companies, or representatives of companies having or seeking business relationships with the organization;

- Never pursues any business opportunity or relationship which would compromise ethical standards or violate a law or regulation.

Protection of Assets

Family Service protects company assets and does not use such assets for personal gain. Family Service:

- Is accountable for the proper expenditure of organization funds and for the proper use of its property;
- Exercises reasonable judgment in the use of the organization's assets and funds relating to travel and entertainment expenses;
- Uses equipment in a safe manner and in conformance with operating instructions;
- Protects the physical and intellectual property of the organization and any asset entrusted to the agency by others from against loss, theft, destruction, misappropriation, and misuse;
- Disposes of surplus, obsolete, or unusable property only in accordance with established policies and procedures;
- Never permits any unauthorized or inappropriate use of computer systems software, office equipment, telephones, or other organizational property.

Quality of Care and Service Delivery

In order to assure services and programs of the highest quality, Family Service wants its staff to possess the highest personal and professional qualifications, to observe the prescribed ethical standards of their respective professions and to conduct themselves in a manner which is in the best interest of the organization. Family Service:

- Strives to provide high-quality behavioral healthcare services that are appropriate, safe, and in compliance with all applicable laws, regulations, and professional standards;
- Treats clients with consideration and respect, recognizing their dignity and right to privacy;
- Protects and keeps confidential all client medical records and information, except as required by law;
- Meets the healthcare needs of clients regardless of gender, age, disability, race, color, creed, religion, national origin, insurance coverage or ability to pay;
- Employs only personnel with proper credentials, experience and expertise in meeting the needs of clients and the communities served;
- Conducts business in a professional manner while representing the organization at all times both in performing job duties and in personal lives;
- Takes all reasonable precautions to ensure safety as well as the safety of clients, visitors, and co-workers;
- Makes reasonable efforts to maintain a workplace that is free of violence;
- Complies with all regulations governing the use, management, and distribution of drugs.

Communication to Communities

Family Service provides comprehensive and timely information to the public, the media, and all stakeholders and is responsive in a timely manner to reasonable requests for information. All information about Family Service will fully and honestly reflect the policies and practices of the agency. Basic informational data about the organization, such as the Form 990, reviews and compilations, and audited financial statements are posted on the organization's website or are otherwise be available to the public. All solicitation materials accurately represent the organization's policies and practices and reflect the dignity of program beneficiaries. All financial, organizational, and program reports are complete and accurate in all material respects.

Program Evaluation

Family Service regularly reviews program effectiveness and has mechanisms to incorporate lessons learned into future programs. The organization is committed to improving program and organizational effectiveness and develops mechanisms to promote learning from its activities and the field. The organization is responsive to changes in the field or activity and is responsive to the needs of its constituencies.

Inclusiveness and Diversity and Human Resources

Family Service has a policy of promoting inclusiveness and diversity. The agency's staff, board and volunteers reflect diversity of the communities served in order to enrich its programming effectiveness. Family Service:

- Takes meaningful steps to promote inclusiveness in its hiring, retention, promotion, board recruitment and constituencies served;
- Treats all employees fairly and with dignity and respect
- Never tolerates any form of abuse, harassment, or intimidation in the workplace;
- Hires, promotes and compensates employees according to their qualifications, performance, and potential;

Fundraising/Marketing

Family Service is truthful at all times in solicitation materials, respects the privacy concerns of individual donors, expends funds consistent with donor intent and discloses important and relevant information to potential donors.

In raising funds from the public, Family Service respects the following rights of donors:

- To be informed of the mission of the agency, the way the resources will be used and the agency's capacity to use donations effectively for their intended purposes;
- To be informed of the identity of those serving on the agency's governing board and to expect the board to exercise prudent judgment in its stewardship responsibilities;
- To have access to the agency's most recent financial reports;
- To be assured their gifts will be used for the purposes for which they were given;
- To receive appropriate acknowledgement and recognition;
- To be assured that information about their donations is handled with respect and with confidentiality to the extent provided by the law;
- To expect that all relationships with individuals representing organizations of interest to the donor will be professional in nature;
- To be informed whether those seeking donations are volunteers, employees of the organization or hired solicitors;
- To have the opportunity for their full names to be deleted from mailing lists that Family Service may intend to share; and
- To feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.¹

¹These ten points are taken from A Donor Bill of Rights, developed by the American Association of Fund Raising Counsel, the Association for Healthcare Philanthropy, the Council for the Advancement and Support of Education, and the Association of Fundraising Professionals.

Agency Activities

Intake

When you contact the agency to request services, you will first speak to a member of our Access Team. Information will be gathered by our Admissions Team to assess your program eligibility and to ensure that you receive the appropriate services to address your concerns. Our agency offers a variety of services for many different problems. If we do not offer the services you need, we will refer you to another provider within our area.

Orientation

The information provided within this manual and your handbook is intended to provide you with a thorough orientation to our agency. Please read it carefully and discuss it with your Primary Therapist, as needed. Your Primary Therapist will take as much time as necessary to answer your questions and ensure that you understand all of the information that has been provided to you.

Assessment

Once the intake process is complete, you will be scheduled to complete an assessment with a therapist. During the initial assessment, information is gathered by utilizing a “Client Information Sheet”, a “Mental Health Assessment” and for youth a “Youth Addendum” form.

You will be asked to complete The Client Information Sheet. The “Mental Health Assessment” and “Youth Addendum” are completed by the clinician. When applicable and/or with your consent, information is also obtained from the family members and/or collateral service providers. The Assessment process is completed within no more than three (3) treatment sessions.

During the assessment process you will also sign a Consent for Services form. Your consent allows us complete the assessment process, develop an individualized treatment plan and provide recommended services to address your needs. It is very important that you tell your therapist about all that is bothering you; the therapist is there to help you. The information that you provide help the therapist to get a complete picture of your situation and to be as helpful as possible.

Individual Treatment Planning

Your Individual Treatment Plan (ITP) is the document that describes that services you will receive at our agency. Your ITP is developed with your input and collaboration. It describes the overall goals of treatment, the steps or “objectives” that will be taken to reach your goals, the services that will be provided, and the staff members assigned to work with you.

Once the plan is complete, you will be asked to sign the ITP. You will also be given a copy of your plan. Your plan will not be changed without your input and consent. Your service plan will be reviewed on a regular basis as long as you remain active in treatment.

Discharge Planning

Family Service provides support and follow-up to all clients who leave the agency. Discharge/transition planning is started at the earliest possible point in treatment. In addition to you, other stakeholders, as appropriate, are included in the planning process such as family members, guardians, employers, other community service providers, and psychiatrists. Your status will be documented as “discharged” when Family Service closes your case record. A Closing Summary/Follow-up form will be completed upon each your exit from the program and entered into your case record. If you are in need of services or have any questions after your discharge from the agency, you may contact our Admissions Office at 708-383-7500 xt.204.

Obtaining Input

In order to ensure that our programs and services are effective, we conduct regular evaluations. You may be asked to provide information to assess your overall mental health status at the beginning of treatment and periodically for the duration of service. You will also be asked to complete a Client Perception of Care survey on an annual basis to tell us how satisfied you are with our services and where improvements can be made.

Fee Policy

Family Service charges fees for services provided to Clients. Clients are made aware of the agency's fee policies at admission.

The fee may be waived for Clients participating in fully funded programs or subsidized by a third party payer that prohibits charging a Client fee such as Medicaid. Family Services believes the setting and collecting of fees is a clinical issue. A Client's willingness to accept the set fee and to make timely payment reflects his/her understanding and valuation of the therapeutic process.

Insurance

A client with private insurance or Medicare pays the specified co-pay for that insurance. If the specified fee produces a hardship and a barrier to treatment for an Oak Park or River Forest resident, then a Fee Hardship Form is completed and is submitted to the Crisis/Admissions Program Coordinator for review and approval. Clients living outside of the Oak Park and River Forest communities are not eligible for hardship assistance.

If a Client's insurance company fails to pay, the Client is responsible for the shortfall.

A client who has insurance, but chooses not to use it or, whose insurance will not pay for treatment at Family Service, is responsible for paying the full fee for agency services or if eligible for the sliding fee scale, must pay no less than \$36.

Sliding Fee Scale

For Clients who do not have insurance or entitlements, Family Service accepts less than full from those who qualify for the sliding fee scale based on residency, household income and number of dependents.

The Admissions Team assesses the Client's qualification for the sliding fee scale and considers extraordinary expenses such as medical costs, child support, garnishments, etc. when setting the fee. The fee for service is determined during this assessment and the Client is asked to sign a Fee Agreement to confirm his/her willingness to accept the responsibility for payment.

A fee that is set by the Admissions Team, which is outside of the established guidelines, must be supported by a Fee Hardship Form. The Fee Hardship Form is time limited and must be reviewed and approved by the Crisis/Admissions Program Coordinator.

A zero fee must be reviewed and approved by the Finance Director or Clinical Director.

Fee Revision

A Client may, during the course of treatment, appeal for a time limited fee revision. This appeal, if granted, is reviewed and signed by the Therapist, the Admissions staff and the Finance Director or Clinical Director.

Payment of Fees

The front desk staff collects client fees at the time service is provided. The Receptionist enters the payment in the Client's fee maintenance record. A schedule of charges and payments is available to Clients upon request.

Failure to Pay

Failure to pay fees on a timely basis is a therapeutic issue that should be discussed during the session. If there is a balance due by the Client, it is printed on the Client's service sheet for the Therapist's information. The Therapist should remind the client that failure to pay could result in suspension of services. Administrative personnel routinely review outstanding balances and decide a course of action based on the case dynamics.

Safety Information

Evacuation routes are posted throughout the facility and emergency exits are clearly marked. Fire suppression equipment is also available throughout the building. In the event of an emergency that requires building evacuation, please follow the instructions of agency staff.

The agency ensures that at least one staff member trained in first aid/CPR is on site at all times. In the event assistance is needed, please contact the front desk. First aid supplies are available through any staff member.

On a routine basis, the agency conducts emergency drills to ensure that all staff and Clients respond to emergency situations in a safe and timely manner. Please follow all instructions of agency staff during times of emergency and practice drills.