



Your Guide to

Client Rights





Welcome to Child Saving Institute (CSI). We are pleased to have you participate in one of our services.

CSI is a non-profit child welfare organization founded in 1892 by the Rev. A.W. Clark. We have grown from our beginnings as an orphanage to an agency with 16 programs addressing the needs of today's children and adolescents and their families. All CSI programs serve our mission: *Responding to the cry of a child.*

In this booklet, you will find information explaining client rights, agency privacy practices, and steps for filing a grievance. At your initial visit, you will sign consent forms acknowledging your receipt of this information and allowing CSI to provide the needed services. Your CSI worker is available to address any questions or concerns you may have — at your first appointment or at any time during the service delivery process.

We understand our clients come to CSI for many different reasons — perhaps you're seeking education and support, counseling, early childhood education services, or shelter. Please be assured we are committed to partnering with you to provide the most beneficial services possible and to support you or your child in attaining your goals.

Thank you for entrusting your needs to CSI.

Sincerely,

Lisa Blunt
Chief Operating Officer

Frequently Asked Questions

Am I eligible for services?

For most services offered by Child Saving Institute (CSI), the primary eligibility requirement is your need for services. Some services are restricted by age (for example, emergency shelter services and early childhood education programs) and others by service area (the SAFE program serves only students of the Omaha and Millard public schools and their families). All services are provided without regard to race, color, religion, gender, handicap, or national origin.

Where and when are services provided?

CSI staff members provide services in the agency, in client homes, or elsewhere in the community based on the service provided and the needs of our clients. The hours and days services are available is dependent on the specific program. For example, emergency shelter care is provided 24 hours a day, seven days a week and early childhood education centers have specific hours of operation (e.g., 6:30 a.m. to 6 p.m., Monday through Friday).

CSI's primary business hours are from 8 a.m. to 6 p.m., Monday through Thursday, and from 8 a.m. to 5:30 p.m. on Friday; however, there are frequently trainings, groups, and other activities scheduled during evening hours and on weekends. Similarly, home visits and therapy sessions are routinely scheduled during evening and weekend hours to accommodate the needs of the children and families served by the agency.

Please discuss your specific needs and the options available to you with your assigned service provider.

How qualified is the staff?

CSI staff members have a broad base of training. Our professional staff hold master's- and/or bachelor's-level degrees in social work, psychology, or other related human service fields. They are committed to offering high quality services that address the needs of families and children. All staff providing direct care services receive comprehensive initial training and ongoing training, supervision, and support. Volunteers, including practicum students, are also screened, thoroughly trained, and well supervised.

CSI is accredited by the Council on Accreditation of Services for Families and Children, and the Early Childhood Education programs are accredited by the National Association for the Education of Young Children (NAEYC). The agency is affiliated with the United Way of the Midlands and Alliance for Children and Families. These affiliations further guarantee the services you receive at CSI will be of consistent, high-quality.

Client Rights

Child Saving Institute (CSI) recognizes and honors the following rights of our clients.

- Clients will have access to basic information about the agency, its history, legal status, major affiliations, staff qualifications, and eligibility requirements for the various services.
- Clients have the right to be treated with respect at all times and under all circumstances and can expect all efforts will be made to ensure continuity and quality of care.
- Clients have the right to have contact with family, friends and other persons significant to the child.
- Clients are served without regard to race, color, religion, gender, disability, sexual orientation, national origin, and age.
- Clients have the freedom to practice and express religious beliefs. Additionally, clients have the right to have the opportunity to participate in community activities appropriate to age and cultural heritage and interest.
- Clients can expect consistent enforcement of program rules and expectations.
- Clients have the right to reasonable adaptations to accommodate their written and oral communication needs (e.g., bilingual personnel or translators).
- Clients have the right to an individualized plan of service designed to address specific needs, and to be involved in the development on this plan. (In order to receive the most beneficial services possible, CSI clients are responsible for providing relevant and accurate information as a basis for receiving services and participating in service decisions.)
- Clients have the right to have access to educational services.
- Clients have the right to an orientation regarding the services to be received (including service philosophy), staff and client responsibilities, and scheduled fees, and other procedures as applicable.
- Clients have the right to confidentiality of information about themselves and the services received, within the limits of the law and the confidentiality policies and procedures of the agency (see the following section on privacy practices).
- Clients have the right to review their files as outlined within CSI's policies and procedures, and unless otherwise restricted by law, with the right to insert a statement into the file regarding a concern or services received.

- Clients have the right to request an internal review of services received.
- Clients have the right to refuse services, treatment, or medication, with an explanation of the potential consequences of such refusal and the expectation of an appropriate referral to other providers as applicable.
- Clients have the right to be free from chemical and mechanical restraints except as part of a drug or medication ordered as part of the children individual treatment.
- Clients have the right to notification of the reason for the agency's refusal to provide services (when applicable) and the right to request a written explanation of why services were refused.
- Clients have the right to express concerns or complaints regarding treatment or services provided and freedom to request a copy of the agency's grievance procedure to use in filing a formal grievance against a staff person or the agency.



This "Notice of Privacy Practices" describes the commitment of Child Saving Institute (CSI) to protecting your personal and mental health information. A current version of this "Notice" will always be available to you — either as a paper or an electronic copy or as a posting at CSI locations and on our website.

Agency uses and disclosures of client information:

CSI staff may use your personal and mental health information for the following purposes:

- Treatment – providing you with treatment or services, including treatment alternatives and working with individuals involved in your care.
- Payment – collecting payment for our services through billing, filing insurance, and processing payments.
- Operations – running CSI on a day-to-day basis including monitoring quality of our services and planning for future services.

Disclosure:

CSI may disclose information as required by federal, state, or local law or in response to a serious threat to individual or public safety.

What are my privacy rights?

You have the following rights regarding the personal and mental health information that we maintain about you:

- Request to inspect CSI's record of services provided to you;
- Request a copy of CSI information from the record of your service provision;
- Request an amendment to your client information at CSI if it is incorrect or incomplete;
- Request an "accounting of disclosures," a list of the disclosures we made of information about you;
- Restrict or limit the information that CSI uses or discloses about you for treatment, payment, or health care operations;
- Revoke permission to use or disclose medical or mental health information about you;
- Request that CSI communicate with you about medical or mental health matters in a certain way or at a certain location; and
- File a complaint, without risk of any penalty, if you believe your privacy rights have been violated.

To use any of these client rights, you must make your request in writing on the appropriate form, provided by your worker, to the Privacy Officer at CSI. CSI may deny your request in certain very limited circumstances, but you will be notified and provided an explanation.

The staff at CSI believe that it is very important for you, as a CSI client, to know that you have the right to file a formal grievance against either the agency or your worker if you have stated your concern to the worker and supervisor without receiving a satisfactory response.

While it is not always possible for CSI staff members to accommodate the wishes of every client, you are always entitled to a reasonable explanation of any decisions made by your worker. You also have a right to be treated with courtesy and respect and to express your concerns in a way that has the potential to help you.

Within this booklet, you will find an outline of your basic rights as a client of CSI. This additional information simply provides additional detail regarding your right to file a grievance and of the grievance process.

To file a grievance against CSI staff persons or practices, follow these steps outlined in Procedure 11017A:

- 1.) Formal grievances should be submitted in writing to the CSI employee providing the service or to the employee's supervisor. You can obtain the name of the worker's supervisor by calling the front desk.
- 2.) The grievance should be submitted to the staff person or supervisor within sixty (60) days of the incident or situation in question. The CSI staff member will respond to your concern in writing within five (5) working days.
- 3.) If you are not satisfied with the response given by the employee or supervisor, you may request a meeting with the staff person's supervisor, the program director of that division, or the chief operating officer. The supervisor, program director, or chief operating officer will submit a written response to you within five (5) working days following the meeting.
- 4.) If you are not satisfied with the response given by the employee's supervisor, program director, or chief operating officer, you may submit a written grievance to the president and chief executive officer (CEO). The president and CEO will respond back to you within a maximum of five (5) working days, offering to meet with you to discuss the concern. The meeting will be followed up with a written response from the president and CEO to you.
- 5.) The president and CEO is the final authority in the grievance procedure; the process is not subject to further appeal.

Everyone has a responsibility to report child abuse or neglect. Nebraska state law requires any person who has a reason to believe that a child has been abused or neglected to report their concerns to the Child Abuse and Neglect Hotline at: (800) 652-1999.



Our **Vision** is that all children have **homes** where **hope** is kindled and **dreams** can be **achieved**.
This is our **work**, and they are **ALL** our children.

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