**Welcome to All Clients of St. Vincent Family Services**

**Our Mission** St. Vincent Family Services makes good kids better by providing pediatric behavioral healthcare within a learning community to change the lives of children and families.

**We value and believe** in creating a peaceful and nurturing environment where each individual is safe, respected, and celebrated.

**Our approach** **to providing services** is to help you clearly identify problem areas at home, school, with neighbors, and friends so that you can build on your strengths to more successfully manage problem areas.

**Services are available to** all children up to and including age eighteen (18) year of age regardless of race, color, sex, age, religion, handicap, national origin, or their ability to pay.

**Prevention, Consultation, and Educational** services are available to schools and other child-serving organizations.

**After Hours Emergency/On Call** **Services** are available for all open cases at 614-252-9981 for emergencies occurring after 5:00 p.m. on weekdays and on weekends and holidays. Evening and night emergency services are also provided through ACCESS by calling 614-276-2273 or 1-800-276-2773.

###### Title VI of the Civil Rights Act of 1964: This agency abides by the obligations and responsibilities of this act.

**Civil Rights act 1964**: This agency is an equal provider of service and an equal employment opportunity employer.

**St. Vincent Family Services**

**1490 East Main Street**

**Columbus, Ohio 43205**

**Open 8:00 a.m. to 8:00 p.m. Monday - Friday**

**614-252-0731 (Main Line) / 614-252-2069 (TDD) / 614-252-2069 (TTY) / 614-252-8468 (Fax)**

[www.svfsohio.org](http://www.svfsohio.org/)

##### Your Rights

A. While you are receiving services at SVFS, you have the following rights:

1. The right to be informed of your rights and be provided a written copy before consenting to services.
2. The right to receive information in a language and terms that you understand.
3. The right to be fully informed of the costs of services.
4. The right to be treated with consideration, respect for personal dignity, autonomy, and privacy.
5. The right to receive humane services.
6. The right to participate in any appropriate available service consistent with the client’s individual service plan, regardless of refusing another service, unless that service is a necessity for clear treatment reasons.
7. The right to reasonable assistance, in the least restrictive setting.
8. The right to reasonable protection from physical, sexual and emotional abuse, inhumane treatment, assault, or battery by any other person.
9. The right to an individual service plan that addresses the needs and responsibilities of an individual and appropriate services.
10. The right to actively participate in periodic individual service plan reviews with staff, including services necessary upon discharge.
11. The right to give full informed consent to any service including medication prior to commencement and the right to decline services, absent an emergency.
12. The right to be advised of and refuse observation through one-way vision mirrors, tape recorders, televisions, movies, photographs, or other audio and visual technology.
    1. Note: This right does not prohibit SVFS from using closed-circuit monitoring to observe seclusion rooms or common areas.
13. The right to decline any hazardous procedure.
14. The right to be free from restraint or seclusion unless there is imminent risk of physical harm to oneself or others.
15. The right to reasonable privacy and freedom from excessive intrusion by visitors, guests, and non agency surveyors, contractors, and construction crews.
16. The right to confidentiality unless a release or exchange of information is authorized.
17. The right to be informed of circumstances when SVFS is authorized or intends to release confidential information without a written consent for the purposes of continued care.
18. The right to have the grievance procedure explained orally and in writing, the right to file a grievance, with assistance if requested, and the right to have a grievance reviewed through the proper steps.
19. The right to receive services and participate in activities free from discrimination on the basis of race, ethnicity, age, color, religion, gender, national origin, sexual orientation, physical or mental handicap, developmental disability, genetic information, HIV status, or in any manner prohibited by local, state, or federal law.
20. The right to exercise your rights without fear of punishment or loss of services, but does not supersede health and safety considerations.
21. The right to have the opportunity to consult with an independent specialist or legal counsel, at one’s own expense.
22. The right to be assured if a client is receiving services the client’s guardian or representative will not be a SVFS employee.
23. The right to have access to one’s own psychiatric, medical or other treatment records, unless access to particular identified item of information is specifically restricted for clear treatment reasons in the client’s individual treatment plan. “Clear treatment reasons” will be understood to mean only severe emotional damage to the client such that dangerous or self-injurious behavior is an imminent risk. If access is restricted, the individual treatment plan will include a goal to remove the restriction.
24. The right to be informed in advance of the reason(s) for discontinuance of service(s) and to be involved in planning for the consequences of such loss.
25. The right to receive an explanation of the reasons for denial of service(s).

B. If you have a child in our **residential services**, he/she has the following specific rights:

1. The right to receive humane services in a comfortable, welcoming, stable, and supportive environment.
2. The right to retain personal property and possessions, including a reasonable sum of money, consistent with the person’s health, safety, individual service plan, and developmental age.
3. Right to reside in a residential facility appropriate to the type of care and services that the facility is licensed to provide, unless there is specific necessity which precludes resident. The necessity must be documented and explained to the prospective resident.
4. The right to vacate the facility at any time.
5. The rights to participate in the development of individualized service plans and rely that staff follow them within the parameters of the law.
6. The right to not be compelled to perform labor which involves the operation, support, or maintenance of the facility.
7. The right to consent to or refuse the provision of any individual personal care activity and/or mental health services.
8. The right to refuse consent for major aversive interventions.
9. The right to decline medication.
10. The right to enjoy freedom of thought, conscience, and religion.
11. The right to communicate with family, guardians, custodians, friends, and significant others outside of the facility in accordance with the client’s individualized service plan.
12. The right to send or receive mail subject to the facilities rules regarding contraband and directives from the parent, guardian, or custodian so long as there is no conflict with federal postal regulations.
13. The right to communicate freely with and be visited at reasonable times by private counsel, personnel of the legal rights service, physicians, or psychologists.
14. The right to receive visitors at reasonable times pursuant to the client’s individualized treatment plan.
15. The right to have reasonable access to telephones to make/receive confidential calls and receive assistance, if needed, pursuant to the client’s individualized treatment plan.
16. The right to have access to letter writing materials, receive unopened correspondence, and receive assistance in writing, if requested, pursuant to the client’s individualized treatment plan and facilities rules regarding contraband.
17. The right to have a physician, family member, or representative of the resident’s choice notified promptly upon admission to the facility.

C. A copy of the client rights policy is distributed and discussed with each client during intake, subject to the exception below:

1. In a crisis or emergency situation, the client will be verbally advised of pertinent rights, such as the right to consent or refuse the offered treatment and the consequences of that agreement or refusal. A written copy and full verbal explanation of the client’s rights policy may be delayed to a subsequent meeting.
2. SVFS assures it will provide anyone with a copy of the client’s rights policy upon request.

D. Complaint/Grievance

All staff employed at SVFS has a specific, well-defined, continuing responsibility to immediately advise a complainant about the availability of the Client’s Rights Officer and the complainant’s right to file a grievance. The Client’s Rights Officer is:

**Kate Bible**

**St. Vincent Family Services**

**1490 E. Main Street**

## Columbus, OH 43205, Phone: 614-251-6470

[kbible@svfsohio.org](mailto:kbible@svfsohio.org)

**Hours: Monday - Friday, 9:00 a.m. to 5:00 p.m.**

To contact the Client’s Rights Officer, please use the above listed number. Every effort will be made to promptly respond to requests as quickly as possible, or within 24 hours. Personal contact can be arranged during the hours listed above.

It is the Client Rights Officer’s responsibility to oversee the process of any grievance filed. The timeline for resolving the grievance will not exceed 20 working days. Please address any questions or concerns pertaining to client’s rights or the grievance procedure to the Client’s Rights Officer or a SVFS’s staff member.

If the Client’s Rights Officer is the subject of the grievance or fails to respond within 24 hours, please contact the Alternative Client’s Rights Officer listed below.

**Betsy Strong**

**St. Vincent Family Services**

**1490 E. Main Street.**

**Columbus, OH 43205 Phone: 614-358-3213**

[bstrong@svfsohio.org](mailto:bstrong@svfsohio.org)

**Monday - Friday, 9:00 a.m. to 5:00 p.m.**