

## **The Client Grievance Procedure**

You have the right to file a grievance at any time as long as you have made application to receive services or received services from one of The Baby Fold's programs. We have established a process that ensures a fair and timely response to concerns that cannot be resolved through communication with the direct service provider, supervisor, or Program Director.

If you have concerns with the services you have received that are not resolved in a satisfactory manner, you may request a copy of the Client Grievance Procedure by contacting the Program Director or Quality Improvement staff.

*Clients who have been served under contract with the Department of Children and Family Services or public school districts have additional procedures through which to file an appeal or grievance. Contact Quality Improvement staff or the Program Director for further information.*

### **Service Provider Rights:**

- Right to be treated with respect
- Right to be safe from harm, threat or exploitation

### **Service Provider Responsibilities:**

- To deliver high quality professional services within the limits of the agency's resources, capacity and mission
- To provide appropriate services based on an assessment of client's needs
- To maintain confidentiality of all clients
- To inform clients of circumstances that would legally require disclosure of information
- To provide a safe environment for children and families to receive services
- To ensure that clients and others are protected, involving law enforcement when necessary
- To report suspected child abuse or neglect

**Access to The Baby Fold's Services  
are available at these locations**

**Monday – Friday  
8:30 A.M. to 5:00 P.M**

### **ADOPTION SUPPORT AND PRESERVATION, RESPIRE**

#### **Main Office**

614 Oglesby Avenue, Normal, IL 61761  
(309) 454-1770  
FAX: (309) 454-9257

#### **Satellite Offices**

5220 S. 6<sup>th</sup> Street Road, Suite B  
Hope Pavilion  
Springfield, IL 62703

154C Lincoln Square  
Lincoln Square Mall  
Urbana, IL 61801

### **HEALTHY START (McLean Co.)**

318 Susan Drive, Normal, IL 61761  
(309) 454-1770  
FAX: (309) 451-8650

### **FOSTER CARE, INTACT FAMILY and INTENSIVE FAMILY SUPPORT SERVICES**

1500 Ft. Jesse Road, Suite A, Normal, IL 61761  
(309) 454-1770  
FAX: (309) 451-9388

Web Site:

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

The Baby Fold is a not for profit private agency, licensed by the Illinois Department of Children & Family Services and approved by the Illinois State Board of Education. The Baby Fold is accredited by the Council on Accreditation, Cognia, Healthy Families America, and the United Methodist EAGLE Program. The Baby Fold is affiliated with the Illinois Great Rivers Annual Conference of The United Methodist Church.

## **Client Rights and Responsibilities**



### Our Mission

*The Baby Fold builds positive futures with children and families while reflecting the Christian principles of love, hope and healing.*

### Our Vision

*Transforming children's lives through strong family and community partnerships*

### Our Equity, Diversity & Inclusion Statement

*The Baby Fold is committed to fostering a culture of respect and inclusion where each individual feels empowered and where our differences are celebrated. We encourage each other to engage in meaningful conversations, seek out different perspectives and continually work to cultivate an environment where all ideas are valued.*



This brochure is available upon request, in large print.  
To receive a large print copy, please call  
(309) 452-1770.



The Baby Fold's Christian heritage and the professional standards for the services that we provide form the foundation for The Baby Fold's beliefs.

### ***The Baby Fold believes:***

- Each individual is a unique child of God and as such we value and respect each individual;
- A healthy family unit is the best environment in which children can learn and develop and in the best interest of each child, we will foster the development of such environments to the greatest extent possible;
- People are capable of positive change and growth and we assist children and families in more fully realizing their potential;
- People must develop responsibility and control within their own lives and we support individuals in these efforts;
- Preventive services and the earliest intervention possible provide the best opportunity for successful outcomes.

*Specific programs may have an expanded description of client rights, responsibilities and grievance procedures due to legal, licensing, and contractual agreements with funding sources.*

## ***Client Rights and Responsibilities***

The Baby Fold is committed to acting in the best interest of the children and families we serve. Priority is given to the needs and rights of each individual.

Persons served and The Baby Fold staff delivering services share the responsibility to ensure that services are directed towards meeting the needs and accomplishing the goals for each client. It is important that you, the client, and the staff serving you understand and agree to the following rights and responsibilities:

### ***Client Rights:***

- *To be treated fairly with respect and courtesy*
- *To be safe from harm or threat*
- *To be provided with adequate, humane care and services in the most appropriate and least restrictive or intrusive service manner to meet your needs*
- *To be free from abuse, neglect and exploitation*
- *To receive an explanation of available services, hours and fees for services, if any*
- *To receive services in a manner that is harassment free, non-coercive and protects your right to self-determination*
- *To know the qualifications of staff who provide your services*
- *To have an individual service/treatment plan, and regular periodic reviews of that plan*
- *To participate in the development and review of your service/treatment plan and the right to participate in service decisions*
- *To receive a timely response to your needs along with reasonable continuity and coordination of services*
- *To be informed prior to any transfer or discharge from services*
- *To express opinions on issues concerning your services, care or treatment, including requesting a review*

- *To consent to or refuse services unless mandated by law or court order and be informed of any consequences for refusing services which can include termination of services*
- *To present grievances or appeal adverse decisions related to your services*
- *To receive services without regard to race, ethnicity, national origin, age, gender, gender orientation, sexual orientation, developmental level, disability, religious affiliation/beliefs, military status or marital status*
- *To receive inclusive services that are respectful of and responsive to your culture, values and linguistic diversity*
- *To receive services in a confidential manner and authorize any disclosure of confidential information in writing*
- *To be informed of circumstances when your confidentiality may be broken due to a legal requirement including suspected child abuse or neglect or intent to harm yourself or others*
- *To be informed about the agency grievance procedure*

### ***Client Responsibilities:***

- *To provide accurate information about personal and family issues as well as other circumstances which might impact services provided*
- *To provide current information about how we may contact you*
- *To keep scheduled appointments or give reasonable notice to cancel*
- *To participate actively in your treatment program or in the services being provided*
- *To pay fees, when applicable*
- *To maintain the confidences of other Baby Fold clients*
- *To recognize that any voluntary disclosure by you of your protected health information is at your own risk*