

CLIENT AND AGENCY RIGHTS AND RESPONSIBILITIES



CLIENT RIGHTS

CONFIDENTIALITY: Information obtained by the agency about you and your family will not be disclosed without your written permission except, when in the judgment of the agency, the disclosure is necessary to protect you or someone else from serious physical harm; by court order; or as required by law.

RESPECT: You have the right to be respected by Youth Services' staff as a human being. Youth Services' staff conveys respect by keeping appointments or by contacting you immediately when a change in appointments becomes necessary, by giving you complete attention during appointments; and by providing you the most effective services possible.

NEGOTIATION: The frequency, duration and goals of your services will be negotiated between you and your service provider during the first appointment. You are encouraged to discuss your progress and goals at any time during the process.

QUESTIONS: If you have any questions about methods used by the Youth Services' staff you should discuss them with your service provider. If you should still have questions after the discussion you may request to see the Program Director to discuss your concerns. If you still feel that these methods are not appropriate, you may refuse to accept them.

TERMINATION: Termination is usually a mutual agreement between you and your service provider. However, if you feel that you are not making progress towards the goals you have set and wish to terminate, you may ask the Youth Services' staff to refer you to another service provider or agency. We would like to talk with you about your concerns so we may continue to improve our services.

GRIEVANCE PROCEDURES: In the event that you desire to file a complaint against a Youth Services' employee and/or program in response to services received, you may state the nature of your complaint in writing on a form which will be made available upon request. Upon completing a written account of your complaint, a response will be made, based upon the nature of the complaint, by the employee's supervisor, or the Youth Services' Grievance Officer by phone or in writing within a period not to exceed 10 working days. If these rights are denied, contact either: 1) Grievance Coordinator, Office of the Advocate Defender, Oklahoma Department of Human Services, P.O. Box 25352, Oklahoma City, OK, 73125, (405) 521-3491; or, 2) Grievance Coordinator, Office of the Advocate General, Office of Juvenile Affairs, P.O. Box 268812, Oklahoma City, OK, 73126-8812, (405) 530-2821.

CLIENT RESPONSIBILITIES

PARTICIPATION: In order for your services to be effective, it is necessary for you to take an active role in the process. Active participation usually consists of listening, being honest, discussing concerns with Youth Services' staff, completing outside assignments and providing feedback to Youth Services' staff about the process. Clients are expected to conduct themselves in a non hostile manner at all times. Any behavior that is deemed lewd, hostile or otherwise verbally and behaviorally threatening to Youth Services' staff or other will result in termination of services.

Clients or the parent/guardian thereof may refuse any service and/or method of intervention that would be deemed psychologically or physically threatening by the client. If you have been court to receive services from Youth Services and you refuse to fulfill your obligation(s) you will be informed of the consequences of such refusal. Additionally, your refusal to comply with the stated expectations will be reported to the referring agent and or agency.

As a client of Youth Services you and your parent/guardian are encouraged to assume an active role in the development and implementation of the service plan and to retain individual responsibility whenever possible.

CLIENT CONTACT: Youth Services' staff may see a youth one time without parental consent. Subsequent appointments can occur only when the parental consent form is signed.

APPOINTMENTS: Youth Services' policy is to avoid waiting lists and provide services as quickly as possible. Therefore our staff has very full schedules. It is unfair to the staff and other clients if you arrive late for an appointment or do not cancel the appointments by calling your service provider as soon as possible, preferably 24 hours in advance when you cannot keep it. Appointments are usually excused absences from school, depending upon the school system. No-shows or repeated cancellations of appointments are subject to clients losing their options in selecting their preferred time and day slot. No-shows and cancellations could also result in a discontinuation of service.

OFFICE HOURS: The YST Main Office is open Monday through Thursday from 8:00am to 7:30pm, and is open Friday from 8:00am to 4:30pm. Satellite office hours vary based on client appointments.

TERMINATION: Termination is part of the process and should be discussed with your service provider just as any other mutually arrived at decision. Clients are requested to complete a program evaluation and submit them to the receptionist.

TAPING & OBSERVATION: Youth Services is dedicated to the training of counselors. We may request your permission to audio or video tape a counseling session or bring in another counselor or the Director of Counseling Services to observe the session. (Counseling only)

FEES FOR SERVICES: Youth Services uses a sliding-scale co-pay system for counseling services. Services will not be denied for lack of payment. (Counseling only)

FOLLOW-UP EVALUATION: An effort will be made to contact you after six months to evaluate the effectiveness of our services.

AGENCY RIGHTS

Although we are here for the purpose of serving you and your family, there are certain rights which we may exercise during the course of services:

CONSULTATION: As part of the training process and an effort to improve our services, Youth Services' staff may seek consultation with other professionals within this agency and consultants used by this agency as part of the training program. There will be no consultation outside the agency without your written consent.

TERMINATION AND REFERRAL: Youth Services' staff make every effort to provide you with the best services available. If we determine that our services are not or will not be appropriate we may, after discussing our concerns with you, decide to terminate services with you as our client or refer you to a more appropriate agency.

SERVICE DELIVERY RIGHTS: As a service provider, Youth Services retains the right to determine among our applicants who we can adequately service within our resources. A service provider will inform you if we cannot provide a screening, assessment or other service within a reasonable time and will assist you with basic referral information if you can be better served elsewhere.