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## Client Bill of Rights

### About JFCS of Minneapolis

Since 1910, Jewish Family and Children's Service has been helping individuals and families in our community. We take great pride in the competence of our staff and are committed to providing you with quality service. Our professional staff are licensed as mandated by State law and adhere to the ethics and standards of their particular disciplines. It is our privilege to serve you.

We recognize the trust you have placed in us to provide you with professional, confidential services. To safeguard the care you receive from our agency we would like you to be aware of your rights as a client of JFCS. **You have the right...**

- To be told, at the time of intake, what services are available to you through our agency and the fees charges for those services.
- To expect that your counselor, case manager or worker meets the standards of training and experience required by our agency and state law.
- To receive considerate and respectful service, free from mental and physical abuse and/or discrimination on the basis of race, religion, gender or other protected category.
- To obtain complete, current and easily understood information from your counselor, case manager or worker, including your diagnosis, treatment options and prognosis. If, due to your circumstances or condition, it is not advisable for you to receive this information, it may be made available to an appropriate person on your behalf.
- To participate in the planning of services you will receive.
- To have reasonable choice of services, staff and appointment times whenever possible.
- To be informed of how the agency may use information it learns about you.
- To be afforded the utmost privacy regarding your personal records and services received. Except where required by law or third party payment contract, your records will not be shared with anyone outside the agency without your written permission. Personal records may be shared, on a limited basis, within the agency to facilitate clinical supervision and for administrative purposes. Case discussion and consultation are confidential and are conducted discreetly.
- To consent to or refuse any service, treatment, or therapy.
- To obtain information on the relationship of JFCS to other agencies insofar as your care is concerned.
- To voice complaints about agency policies and services and recommend changes to agency staff and outside representatives of your choice, free from any discrimination, interference or reprisal.
- To be told of your rights and be assisted to exercise them.

### Please contact us

Nothing is more important to us than providing you with the highest quality, professional care. If you have any questions, problems or complaints regarding services received from our agency, please contact us. Upon your request, you have the right to a prompt, written response to your concerns.

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### Jewish Family and Children's Service of Minneapolis

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