



10950 Schuetz Road, St. Louis, MO 63146
Phone (314) 993-1000 / Fax (314) 812-9398

Client Rights and Responsibilities

This document is available in additional languages upon request.

If you need any help reading or understanding, please contact Celeste Souza at 314-812-9354 or 314-993-1000.

Accommodations are made for special needs.

Client Rights:

1. You have the right to be treated with courtesy and respect.
2. You do not have to give up any of your legal rights, benefits, or privileges to receive services from JFS.
3. You have the right to receive information regarding fee assessment, when fees are due, if there is a change in fees, and the consequences of non-payment.
4. You have the right to be informed about the services offered at JFS.
5. You have the right to collaboratively participate in your service planning and decision making.
6. You have the right to know JFS's hours of operation. Regular service hours are Monday, Tuesday, and Friday 8:30 a.m.-5:00 p.m. and Wednesday and Thursday 8:30 a.m.-7:00 p.m.
7. You have the right to be informed of and given a copy of the relevant professional Code of Ethics.
8. You have the right to know the name and credentials of the professional providing service.
9. You have the right to involve family members or significant others in your care, when appropriate.
10. You have the right to be informed of the benefits, risks, side effects, and alternatives to planned services.
11. You have the right to be offered the most appropriate and least restrictive or intrusive service alternative to meet your needs.
12. You have the right to receive services in a manner that is free from harassment or coercion and that protects your self-determination.
13. You have the right to refuse services, treatment, and/or medication, unless your rights have been limited by law.
14. You have the right to be informed of the consequences of refusing services, which could include discharge.
15. You have the right to be informed about factors that could result in discharge, such as violence or threats of violence, threatening behavior or speech, risk of harm to self or others, and non-compliance with aspects of your service plan.
16. You have the right to review your record. Upon written request, a JFS staff person will arrange to review your record with you. You may add an addendum to your record and may review the response to the addendum if JFS does offer a written response.
17. You have the right to request a change of service provider.
18. You have the right to be referred to another service provider if, in the judgment of JFS, an appropriate service plan cannot be developed or implemented.
19. You have the right to be safe at JFS.
As part of the JFS behavior support and management plan, JFS's policy is that staff will not use restrictive behavior management or physical restraint with clients.
 - JFS staff will work to develop a positive and supportive relationship with you and your family.
 - JFS practices from a trauma-informed perspective to meet the unique needs of you and your family.
 - In the event of aggressive/emotionally dysregulated clients, staff follow the "Emergency Protocol for Agitated Clients," which may involve calling the Creve Coeur Crisis Intervention Team (CIT) or 911 for trained paramedics or police to manage a situation that cannot be managed with verbal interventions of the JFS staff.
20. You have the right to confidentiality. All information concerning clients is held confidential and released only through procedures consistent with the law and professional ethics.
21. You have the right to consent to the release of your confidential information in writing.



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22. You have the right to thoughtful delivery and review of services. To provide you and your family with the best services available, aspects of your case may be reviewed by designated professional JFS staff members to formulate an appropriate service plan and ensure quality of care.
23. You have the right to receive services in a non-discriminatory manner.
24. You will not be refused services because of limited financial resources. Fees are based upon a sliding fee scale, and clients are expected to pay the fee agreed upon. Fees can and will be reassessed as needed.
25. You will have access to services in a physical environment that does not create physical barriers or safety issues for you.
26. You have the right to file a grievance without interference or retaliation.
27. You can request information about the grievance procedure at any time.

Client Responsibilities:

1. You are responsible for participating in services by following service guidelines.
2. You are responsible for participating in services in a cooperative and respectful manner.
3. You are responsible for providing complete and accurate information to the service provider to receive the best services.
4. You are responsible for attending appointments and notifying JFS if your appointment needs to be cancelled or rescheduled.
5. You are responsible for paying fees as determined by and with JFS.

JFS Responsibilities:

1. JFS will assign a staff member to provide appropriate service.
2. JFS will provide information and services that are respectful and cater to your individual needs and those of your family.
3. JFS will maintain an accurate and complete client record.
4. JFS will keep regular service hours: Monday, Tuesday, and Friday 8:30 a.m.-5:00 p.m. and Wednesday and Thursday 8:30 a.m.-7:00 p.m.
5. JFS will protect the confidentiality of your information and assume a protective role regarding the disclosure of confidential information.
6. JFS will provide a safe and trauma-informed environment which prohibits restrictive behavior management and physical restraint of clients.
7. JFS will consistently enforce program rules and expectations.
8. JFS will provide inclusive services that are respectful of, and responsive to, cultural and linguistic diversity.
9. JFS will make referrals to other service agencies, if needed.
10. JFS will charge an appropriate fee for service.
11. JFS will communicate, as needed, with the organization or person who referred the client, with the client's written consent.
12. JFS will determine the appropriateness or benefit of JFS services for the client, including the decision to refer the client to other service providers.
13. JFS reserves the right to determine the need for services and/or the need for discharge or termination of services.