


POLICY AND PROCEDURE MANUAL

 FAMILY RESOURCES INC. <small>SERVING FAMILIES SINCE 1849</small>	Program: Adoption/Foster Home Licensing Program
Subject: Client Rights	Reference:
Developed By: Keri Tompkins, Program Director	Development Date: July 22, 2005
Revised by:	Revision Date:

The Client Rights Statement is to be utilized with every client utilizing the services of the Adoption/Foster Home Licensing Program. The Client Rights Statement should be read with the client within thirty days of the opening of the case. The client is asked if they have any questions or comments about the form. They are then asked to sign the form. Once the form is signed, the client is given a copy of the form and the original is placed into the client's file. There is very little information within the form that could be viewed as oppositional, thus it is anticipated that most clients will not be opposed to signing the form. However, if they are, this is noted on the form and the continuation of services is questioned on a case-by-case basis.

If a grievance arises, the Family Resources, Inc. Grievance Procedure will be followed. The FRI procedure is as follows:

"Client/consumers need to be fully and effectively advised of their rights and responsibilities with regard to services. In connection with that, they must be made aware of the following grievance procedure:

- 1) A client/consumer may, at any time, request a conference with the supervisor of the individual providing the service. Such a request will be granted at the earliest practicable opportunity, but no less than five business days after the request.
- 2) If the concern is not resolved at the supervisory level, a written grievance may be presented to the President/CEO. Personnel assigned to the case will facilitate delivery of the document and will inform the client of this responsibility. The President/CEO will undertake or direct such investigation as may be necessary and will make a written decision within five business days. A copy of the determination will be provided to the client."