

Participant Rights & Responsibilities

Iris Family Support Center hours of operation:

Day	Opens	Closes
Monday	8 AM	8 PM
Tuesday	8 AM	8 PM
Wednesday	8 AM	8 PM
Thursday	8 AM	8 PM
Friday	8 AM	8 PM
Saturday	10 AM	2 PM
Sunday	Closed	Closed

We are closed for major holidays.

An after-hours emergency On-Call system is in place

Participant Rights

1. Participants have the right to be treated with dignity and respect without discrimination of race, color, gender, sexual orientation, religion, nation origin, veteran status, and/or handicap.
2. Participants have the right to receive services respectful of and responsive to learning, cultural and linguistic difference; Iris Family Support Center will accommodate in writing and oral communication the needs of participants in major service populations. Iris Family Support Center will attempt to do the same for other populations served. Iris Family Support Center will provide or arrange for, bilingual personnel or translators or arranging for the use of communication technology, as needed; providing telephonic amplification, sign language services, or other communication methods for deaf or hearing-impaired persons; providing, or arranging for, communication assistance for person with special needs who have difficulty making their service needs known; and considering the person's literacy level.
3. Participants have the right to services that respect their personal values and choices
4. Participants have the right to choose to refuse services at any time
5. Participants have the right to participate in all service decisions, receive service in a manner that is non-coercive, and that protect their right to self-determination
6. Participants have the right to see their own records with a written request, a 24-hour notice, and a Iris Family Support Center staff person present. Participants may choose to be accompanied by a person of their choice, comment on the accuracy of the records, and insert their own statement(s) regarding the items in the records
7. Participants have the right to a referral for other services at any time; such a referral will contribute to services of the highest quality
8. Participants are entitled to have their rights explained to them using a language or method of communication they understand upon commencement of services
9. Participants have the right to choose to consent in writing prior to being recorded, photographed, or filmed

Agency Responsibilities

1. Iris Family Support Center promotes a culture of respect, healing and positive behavior for all our staff, children, parent/guardians, and visitors in home or within the agency. Iris Family Support Center will provide support to any individual that displays or identifies that the individual needs support to manage their own emotions and behaviors to prevent the need for crisis intervention in a respectful, healing and positive manner
2. Iris Family Support Center personnel are here to develop positive relationships with all service participants, our staff practice trauma-informed care, our staff build on your strengths of an individual and family unit and reinforce the positive attributes of individuals and family systems and will be responsive to all incidents to create a safe, respectful, healing and positive environment
3. Iris Family Support Center will consistently enforce all program rules and expectation for service recipients, including the video surveillance of its facilities. Video monitoring is used to protect property, maintain quality control, detect theft and misconduct, and discourage or prevent acts of harassment and violence
4. Visits will occur at a time agreed upon between participant and staff
5. Iris Family Support Center will ensure records are kept in a confidential manner according to all Mental Health and Developmental Disabilities Confidentiality Act, Chapter 2 of the Mental Health and Development Disabilities Code, and the Health Insurance Portability and Accountability Act (HIPAA); refer to Notice of Privacy Practices

Participant's Responsibilities to Iris Family Support Center

1. Participant and/or parent/guardian agree to behave in a respectful, healing and positive manner to staff, children, other participants in the building. Participant agrees to notify staff or any individual need or needs of any individual family member with respect to the need for support to manage their own behaviors to prevent the need for crisis intervention
2. **In Office:** If I engage in threatening, aggressive (verbally or physically) behavior, I understand that I will be escorted out of the building by staff or police. If this occurs, a conference will be held with my referral source and a safety plan will be created to prevent any future need for crisis intervention
3. **In Home/Community:** If I engage in threatening, aggressive (verbally or physically) behavior in the home/community setting, I understand that the Iris Family Support Center worker will end the visit and call 911 if applicable. If this occurs, services will be discontinued until a conference is held with the program leadership and the referral source if applicable, and a safety plan will be created to support my emotional/behavioral needs
4. I agree to provide all relevant information as a basis for receiving services and participating in service decisions
5. I agree, that for quality of services and/or training purposes, there may be occasions when additional Iris Family Support Center staff may be present in my visit or other activity with Iris Family Support Center
6. I agree to call 24 hours in advance if I am unable to keep an appointment and give a reason for the cancellation
7. I agree to notify my Iris Family Support Center staff of changes to my contact information

Financial and Legal Obligations

1. Iris Family Support Center will not serve a minor without consent from a parent or legal guardian and provide this information upon request
2. Iris Family Support Center staff are mandated professional reporters and as such, are legally obligate to report alleged child abuse or neglect; per Indiana State Statute IC: 31-33 and Iris Family Support Center Policy
3. Iris Family Support Center staff are required to report any emergency situations involving a serious and/or imminent threat to the health and safety of the participant/others according to the Duty to Warn statute

Signatures

- I have received a copy of my rights, and I have had these rights explained to me in a language or method of communication that I understand
- I understand programs of Iris Family Support Center are provided without a direct cost to the participant and family served, other than those participating in Family Connections. Family Connections participants will receive a schedule of any applicable fees and estimated or actual expense prior to service delivery

_____ Participant Printed Name	X _____ Participant Signature	_____ Date
_____ Participant Printed Name	X _____ Participant Signature	_____ Date
_____ Witness Printed Name	X _____ Witness Signature	_____ Date