Catholic Charities of the Diocese of Fort Wayne-South Bend, Inc.

Client Handbook

Catholic Charities serves those in need

as Christ would have us do.

**WEST REGION OFFICE/FOOD PANTRY**

1817 Miami St.

South Bend, IN 46613

Phone: (574) 234-3111

Fax: (574) 289-1034

OFFICE HOURS:

Monday-Thursday 8:00AM-5:00 PM

*(Wednesday open later by appointment)*

Friday 8:00AM-12:00 PM

**FOOD PANTRY HOURS:**

FOOD PANTRY SOUTH BEND HOURS:

Wednesday 10:00AM-12:00 PM

 5:00 PM-7:00 PM

FOOD PANTRY AUBURN HOURS:

Tuesday 9:30AM-11:30AM

Wednesday 1:30 PM-3:30 PM

**EAST REGION OFFICE**

915 S. Clinton St.

Fort Wayne, IN 46802

Mailing:

PO Box 10630

Fort Wayne, IN 46853

Phone: (260) 422-5625

Fax: (260) 420-7382

OFFICE HOURS:

Monday-Thursday 8:00AM-5:00 PM

*(Tuesday & Wednesday open later by appointment)*

Friday 8:00AM-12:00 PM

**NORTH REGION OFFICE/ FOOD PANTRY**

107 W 5th St. (113 W 5th St. / Food Pantry)

Auburn, IN 46706

Phone: (260) 925-0917

Fax: (260) 925-1732

OFFICE HOURS:

Monday-Thursday 8:00AM-5:00 PM

Friday 8:00AM-12:00 PM

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Catholic Charities is the domestic social service arm of the Catholic Church.

**STATEMENT ON PROFESSIONAL CONDUCT**

Catholic Charities employees conduct services in a professional and ethical manner upholding the highest level of integrity.  The agency complies with all applicable laws, agency policies and procedures, and funding, licensing, and accrediting requirements.  Consistent with Catholic moral and social teaching, Catholic Charities does not discriminate based on race, color, national origin, creed, socio-economic status, veteran status, genetic information, sexual orientation status, age, gender, religion, and/or disability; however, a funding source, contract, or program may define a specified population eligible to be served.  All activities of Catholic Charities are provided to families with honesty, transparency, and compassion.

**QUALITY ASSURANCE AND IMPROVEMENT**

Catholic Charities is committed to providing the highest quality services to children and to families in the communities it serves. We have a tradition of listening to client and community needs and providing programs that are responsive to those needs. This effort is the agency’s approach to maintaining Quality Assurance (QA). Our approach to QA requires involvement and participation at each and every level of the agency. The agency encourages staff members to continually ask themselves, “What can we do better?” If you would like to provide feedback and/or make suggestions to our improvement process, please feel free to contact us through our agency email which is ccoffice@ccfwsb.org or contact us at one of the office locations listed in this handbook.

**CLIENT RIGHTS AND RESPONSIBILITIES**

Client Rights include but are not limited to:

1. Expecting consistent implementation of program services.
2. Being treated in a professional and respectful manner at all times.
3. Not being denied services based on religious or spiritual beliefs.
4. Knowing the names and credentials of their service providers.
5. Requesting an appointment to review their case plan/service plan.
6. Having confidentiality of records and communications to the extent provided by law, except when to do so could cause injury to themselves or others.
7. Being able to communicate in writing and orally in the client’s primary language if the client is not able to understand or read the language used in the setting of the agency. Methods of communication provided to a client may include as applicable: an interpreter; telephone amplification or other communication methods for deaf or hearing impaired persons; communication assistance for persons with special needs who have difficulty making their service needs known; and consideration of the client’s literacy level.
8. Reviewing a client’s record, by appointment, to the extent allowed by law (minors with parent or guardian consent).
9. Having privacy during appointments.

*CLIENT RIGHTS AND RESPONSIBILITIES (continued)*

1. Receiving a schedule of applicable fees prior to service delivery, including what may be charged, changed, the manner and timing of payment, and the consequences of non-payment.
2. Being able to file a grievance according to the agency grievance procedure without retaliation or interference.

**RESPONSIBILITIES AS A CLIENT**

Clients of Catholic Charities have responsibilities that include:

1. Providing truthful and accurate information as a basis of receiving services.
2. Actively participating in the development of their case plan/service plan and on-going service decisions.
3. Advising staff of changes in contact information or situations that might affect their case plan/service plan.
4. Keeping scheduled appointments.
5. Paying for services that charge fees at the time of service and understanding that clients may be sent to collection for non-payment of fees for certain services.
6. Observing and respecting the privacy of other clients in any Catholic Charities’ facility.
7. Demonstrating mutual respect for staff providing services.

**Client’s Right to Refuse Service**

Services of Catholic Charities are offered on a voluntary basis, except those that may be court-ordered. Any voluntary client of the agency shall have the right to refuse any or all services that may be offered. Employees of Catholic Charities are prohibited from using coercive or threatening means to force a client to comply with therapy or their service plan. Clients are informed of the consequences of the refusal of services which can result in discharge. Clients who refuse services will have the reason(s) for refusal documented in the case record.

**Catholic Charities’ Right to Refuse Services**

Catholic Charities has the right to refuse or discontinue services to current, past, or non-clients. Should circumstances arise that lead to the discontinuation or refusal of services, clients will be informed of the reason for discontinuation or refusal of services.

**Discharge of Services**

Reasons for discharge of services:

1. The client no longer meets eligibility criteria specified by each program or has needs beyond the capacity of the program to adequately address.
2. Non-payment of fees for services rendered.
3. The client has reached stated goals and believes that services are no longer needed, the assessment is completed, or the client has been referred to another source, or refuses to comply with and/or accept treatment/services presented by staff.

**Service to Minors without Parental Consent**

Catholic Charities will not serve minors without the consent of the parent(s) or legal guardian(s) with the exception of the following situations: a one-time emergency assessment interview for the child’s protection; Food Pantry clients; emancipated minors; refugee minors; refugee unaccompanied minors; minor victims of trafficking; one time assessments; adoption planning; and Resource & Referral clients needing material goods.

**Complaints, Grievances and Appeals**

Catholic Charities of the Diocese of Fort Wayne-South Bend, Inc. makes every attempt to provide services of a professional quality without undue delay, while respecting the client’s rights as a person. If you are dissatisfied for any reason with the services you have received or the decisions made by the agency in the course of providing services for you or your family, you may follow this process to help you find a resolution to your concerns.

1. Request a meeting with the staff person who was or is providing service to your family to discuss your concerns. Please request the meeting within five business days after the incident or concern. The staff person will schedule a meeting within five business days of receiving the request.
2. If you are not satisfied with the results of the discussion, you may document your concerns in a written statement to the Program Supervisor whose contact information is attached, or who may be reached by contacting the appropriate office location. This statement should include the date or dates of the incident(s) of concern, the individuals involved, a description of the event(s), location where it took place, your statement of how the matter was handled, and what action might be taken to address your concerns. The Program Supervisor will respond within five business days of receipt of your written statement.
3. If you are not satisfied with the response of the Program Supervisor, you may submit your written statement to the Senior Administrative Officer within five business days of having received a response from the Program Supervisor. The SAO will provide a written response within five business days of receipt of written statement.

 **Senior Administrative Officer (SAO)**

 **Catholic Charities**

 **P.O. Box 10630**

 **Fort Wayne, IN 46853**

1. If you are not satisfied with the response of the SAO, you may submit your statement to the Chief Executive Officer (CEO) of the agency at the above listed address. Your statement should be sent within five business days after you have received the SAO’s response. The CEO will provide you with a written response detailing the final decision regarding your appeal within five business days of receiving your statement.

**Mandatory Child Abuse Reporting**

Catholic Charities follows the law regarding mandatory report of suspected child abuse or neglect. Pursuant to Indiana Code (IC 31-33-5), all cases of suspected child abuse or neglect **must** be reported to the Department of Child Services (DCS) or a local law enforcement agency. The hotline for DCS is 1-800-800-5556.

**Adult Protective Service Reporting**

Catholic Charities will report any suspected abuse of seniors and vulnerable adults to Adult Protective Services or local law enforcement agency. Catholic Charities will work with Adult Protective Services (APS) and/or law enforcement as necessary to ensure the safety of the abused adult. The hotline for APS is 1-800-992-6978.

**Duty to Warn**

There are some circumstances when Catholic Charities may be legally and/or ethically permitted or required to release confidential or private information disclosed by the client without the client’s consent. If such a disclosure is made, staff must consult with their supervisor; and the appropriate authorities may be contacted.

**Behavior Support and Management Policy/Practice**

Catholic Charities does not use physical intervention methods on clients. The organization prohibits the use of restrictive behavior management interventions by service recipients, peers, and staff. When necessary, verbal de-escalation techniques are practiced. If a person becomes a danger to him/herself, or to another person, the appropriate authorities will be contacted.

**Weapons Policy Applicable To All Clients, Visitors, Guests And Other, Non-Employees Of Catholic Charities**

Catholic Charities prohibits all types of firearms (handgun or rifle), knives (switchblade, pocket or sheath type), explosives and other weapons from being brought onto or possessed on any Catholic Charities' premises. For purposes of this Policy, Catholic Charities' premises include but are not limited to any of its offices, rented spaces and related parking areas.

This policy also prohibits such items from being placed or possessed within any vehicle owned or leased by Catholic Charities. Any client or prospective client of Catholic Charities' who violates this Policy will be denied further service(s) or consideration for service(s) as the case may be.  Further, violators may be reported to local law enforcement. The only exception to the prohibitions expressed in this Policy is for law enforcement personnel acting in an official capacity.

**Smoking Policy**

All offices, program sites, parking lots and agency owned/leased vehicles shall be maintained as smoke-free environments. The agency abides by county, city, and state smoking ordinances.

**Handling of Medication**

Catholic Charities does not prescribe, dispense, administer or store any forms of medication for clients.

**Consent to Release Information**

***Privacy Act Notice***

**In compliance with the Privacy Act of 1974 and the Health Insurance Portability and Accountability Act (HIPAA) of 1996, this notice describes how information about you may be used and disclosed and how you may obtain access to this information. Please review it carefully.**

**Our commitment to your privacy**

Catholic Charities is dedicated to maintaining the privacy of your personal information (i.e. health, education, etc.) as part of providing professional care. We are required by law to keep your information private. We will use the information that we obtain from you or from others in relation to you, mainly to provide you withnecessary services, to arrange payment, and/or for other business activities which are called, in the law, health care operations**.**

If we or you want to use or disclose (send, share, release) your information for any other purpose, we will discuss this with you and ask you to sign a Release to Obtain and Disclose form prior to obtaining, disclosing, or releasing information. This may require a parent or legal guardian’s authorization. Catholic Charities will determine if the reason to release information is valid. In some cases, Catholic Charities may be required by law to release information. Also, you may have other rights which are granted to you by the laws of our State and these may be the same or different from the rights described above. Someone will be happy to discuss this with you either now or as they arise.

**Resources for Healthy Living**

\*To contact Division of Family Resources to apply for Medicaid, SNAP and/or TANF please call

 1-800-403-0864.

\*To identify community resources to meet a variety of needs, clients should contact the Indiana 211 Partnership call center by dialing 2-1-1 or by visiting the website at <https://www.in211.org/>

**Acceptance of Catholic Charities Handbook**

I have been informed of my rights and responsibilities as a client of Catholic Charities. Furthermore, I acknowledge by signing this form that I have received a copy of Catholic Charities Client Handbook which includes:

* Mission
* Locations & Hours of Operation
* Client Rights and Responsibilities
* Responsibilities as a Client
* Client Right to Refuse Services
* Discharge and Termination of Services
* Service to Minors without Parental Consent
* Grievance Procedures
* Mandatory Child Abuse Reporting
* Report to Adult Protective Services
* Duty to Warn
* Behavior Support and Management Policy/Practice
* Weapons Policy
* Smoking Policy
* Handling of Medication
* Release of Information/Privacy Act Notice
* Resources for Healthy Living

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Signature of client or personal representative/guardian Date

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Printed name of client or personal representative/guardian Date

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Signature of client if under the age of 18 Date

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Printed name of client if under the age of 18 Date

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Signature of Catholic Charities employee Date