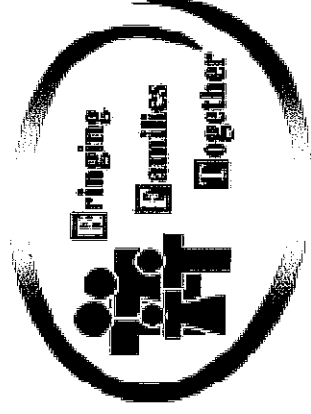


Bringing Families Together

A Brief History of the
Staff who've tirelessly contributed to
eligible and low-income
health care
in the state of Wisconsin

Client Rights and Responsibilities



**BRINGING FAMILIES
TOGETHER**

7151 N. Lindbergh Blvd
Bristol, WI 53005

Phone: 314-731-3969
Fax: 314-731-3906
Website: BringingFamiliesTogether.com

Client's Rights

As a client of Bringing Families Together (BFT) you are entitled to be treated with dignity and respect. Many of our clients are mandated to receive services from our agency. Even mandated clients have the same rights as voluntary clients. You have the right to:

- Know the services provided to you will not be affected by your race, religion, national origin, sexual orientation, age or disability.
- Expect that all communications and records pertaining to your services will be treated as confidential and protected to the best of our legal ability.
- Request to review your record and request copies of documents not prohibited by Children's Division policy. There may be a fee assessed for copies requested.
- Request an amendment or correction to your record. BFT may deny this request with due cause and explanation.
- Receive communication in the format you prefer—including verbal and written, interpreted in a variety of formats if requested.

Client's Responsibilities

As a client of BFT you have a responsibility to:

- Be actively, openly and honestly involved in the services you are receiving.
- Be an integral member of the team, including making decisions about the services you participate in.
- Inform the agency 24 hours in advance if you are unable to keep a scheduled appointment.
- Treat all staff and service providers with dignity and respect.
- Report any concern you have regarding the services you are receiving or have received.

Request a restriction on the information we disclose about your services, within legal requirements.

Know that the staff at BFT will report situations where there is reasonable cause to suspect abuse or neglect, or a situation when physical harm to a young child may occur.

File a complaint or grievance regarding any service provided or denied to you.

Receive a notice of BFT's privacy practices and have them explained to you.

BRINGING FAMILIES TOGETHER

7151 N. Lindbergh Blvd
Hazelwood, MO 63042

Phone: 314-731-3969
Fax: 314-731-3906

Website: BringingFamiliesTogether.com