

BRINGING FAMILIES TOGETHER

A progressive
social services
agency striving to
eliminate abuse
and neglect for
Missouri's children.



BRINGING FAMILIES TOGETHER

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IT'S YOUR JOURNEY

CLIENT RIGHTS AND RESPONSIBILITIES

CLIENTS' 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. Mandated clients have the same rights as voluntary clients. All clients have the right to:

1. Know the services provided to you will not be affected by your race, religion, sex, national origin, sexual orientation, age or disability status
2. Expect that all communications and records pertaining to our services will be treated as confidential and protected to the best of our legal ability.
3. Request to review your record and request copies of documents not prohibited by Children's Division policy. There may be fee assessed for copies requested.
4. Request an amendment or correction to your record. BFT may deny this request with due cause and explanation.

4. Receive communication in the format you prefer--including verbal and written, interpreted in a variety of formats if requested.

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

6. 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 self or another may occur.

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

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

CLIENTS' RESPONSIBILITIES

All clients of BFT have a responsibility to:

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



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