

Client Rights & Grievance Procedure

All clients of Bethany for Children & Families are entitled to the rights outlined in the Mental Health and Developmental Disabilities Confidentiality Act and Chapter 2 of the Mental Health and Developmental Disabilities Code. These rights include, but are not limited to, the following:

- You have the right to be provided with adequate and humane care and services in the least restrictive environment.
- You have the right to be free from abuse and neglect. You have the right to report incidences of child abuse and neglect in Illinois at 1.800.252.2873, and in Iowa at 1.800.326.2178.
- You have the right to have services provided to you following the development of an individual treatment plan.
- You have the right to have your treatment plan reviewed periodically, but at least once every six months.
- You have the right to participate in the development and review of your treatment plan, when appropriate.
- You have the right to be notified in writing of the side-effects of medication, if your service includes the administration of psychotropic medication(s).
- You have the right to voluntary participation in treatment, but there may be exceptions if counseling is court ordered for you, if you are under the age of 18 and permission to receive counseling has been obtained by your parent or guardian, or if you could be physically harmful to yourself or others.
- You have the right to privacy. The confidentiality of your records will be maintained. Your therapist/case manager may give information about you, without your permission, to his/her supervisor, a consulting mental health professional, or other Bethany staff members who are involved in care. Please note that rules of confidentiality do not apply if we receive information about child abuse or neglect, which must be reported to the proper authorities; if you are in danger of hurting yourself or another person, which must be reported to the proper authorities; or if emergency medical care must be given to you.
- You have the right to be free from physical restraint or seclusion, unless such restraint or seclusion is being used as a therapeutic measure to prevent you from causing physical harm to yourself or others.
- You have the right to contact the Guardianship and Advocacy Commission (421 East Capital Avenue, #205, Springfield, Illinois 62701 – 217.785.1540), Equip for Equality, Inc. (1612 2nd Avenue, Rock Island, Illinois 61201 – 309.786.6868), the Illinois Department of Children and Family Services, the Illinois Department of Corrections, the Illinois Department of Human Services, and/or the Iowa Department of Human Services regarding your case. You have the right to be offered staff assistance in contacting these organizations.
- You have the right to present grievances or to appeal adverse decisions related to your services. When filing a grievance, first talk with the staff member with whom there is a concern, and with the staff member's supervisor. If your concern is not satisfactorily addressed, write a statement of your concern to the Division Director, who will provide a written reply to your grievance within seven working days. If your concern is not satisfactorily addressed, request that it be brought to the attention of the President of Bethany for Children & Families. The Division Director will notify the President of your grievance. The President will review the concern and provide a written response within five working days. The decision made by the President of Bethany for Children & Families is the final Bethany decision and shall be subject to review in accordance with Administrative Review Law (735 ILCS 5/ARTIII). The Bethany Board of Directors will be notified of all grievances. A record of such grievances or adverse decision appeal response thereto shall be maintained by the agency.
- You are entitled to have your rights explained to you using a language or method of communication you understand upon commencement of services.
- You have the right not to have services denied, reduced, suspended, or terminated for exercising your rights.
- You have the right not to be denied mental health services because of age, sex, race, religious belief, ethnic origin, marital status, physical or mental disability, or criminal record that is unrelated to present dangerousness.