

## CLIENT'S RIGHTS NOTIFICATION

*As a Client of Twin Oaks Forensic Outpatient Services (TOFOS), we would like to inform you of your rights. The information contained in this brochure explains your rights and the process of grievance if you believe your rights have been violated.*

### **MY RIGHTS:**

#### **1. Grievance:**

We will fully investigate your complaint and provide a finding to you in writing as well as a verbal overview of the findings. If you have a complaint:

- First, speak with the person with whom you have a complaint.
- If this doesn't resolve your complaint, contact verbally or in writing that individual's immediate supervisor.
- If this still does not resolve the issue, contact the Program's Director, Venisha Buchanon, toll-free @ 1-877-338-1881 to discuss the nature of the complaint.

#### **2. Client Input:**

You are invited to participate in the planning process for services.

#### **3. Civil Rights:**

Your civil rights are protected by federal and state laws.

#### **4. Cultural/spiritual/gender Issues:**

You may request services from someone with training or experiences from a specific cultural, spiritual, or gender orientation. If these services are not available, we will provide services with the utmost respect for your rights.

#### **5. Treatment:**

You and your legal guardian have the right to take part in formulating your Service Plan.

#### **6. Denial of services:**

This is a Court ordered program, therefore you would address any denial of service issues directly to the court.

#### **7. Record restrictions:**

All records maintained by this program are available for review by court representatives after which any request for restrictions may be considered.

#### **8. Availability of records:**

Client records are available for inspection with the exception of the client's clinical competency evaluation which must be requested from the Doctor who performed the evaluation. You have the right to obtain a copy and/or inspect your case file with noted aforementioned exception.

#### **9. Medical/Legal Advice:**

Services provided by this program are specific to competency restoration training which includes competency training/education, psychological evaluation, and Case Management Service. In the event that additional services are needed, Twin Oaks will make referrals to appropriate providers to include medical, psychiatric, psychological, and legal advice.

TWIN OAKS FORENSIC OUTPATIENT SERVICES (TOFOS)

10. **Disclosures:**

Client information may only be released with a signed consent by the Parent or Legal Guardian.

11. **Costs of services:**

There is no cost of services provided by Twin Oaks Forensic Outpatient Services.

12. **Termination of services:**

Services shall **not** be terminated unless so ordered by the Court.

13. **Policy changes:**

If there is a change in provision of services by Twin Oaks Forensic Outpatient Services which affects the client, you will be notified immediately.

**OUR ETHICAL OBLIGATIONS**

1. We dedicate ourselves to serving the best interest of each client.
2. We will not discriminate between clients based on age, race, creed, disabilities, handicaps, preferences, or other personal concerns.
3. We maintain an objective and professional relationship with each client.
4. We respect the rights and views of other professionals providing services to our clients.
5. We will refer clients to other services providers when appropriate.
6. We will maintain the highest standards of integrity when providing services to our clients.

**CLIENT'S RESPONSIBILITIES**

1. You are responsible to meet monthly with the Regional Case Manager.
2. You are responsible to perform tasks as identified in your Service Plan.
2. You are responsible to attend and cooperate with training 20 hours per month.
3. You are responsible to meet with an evaluator at a minimum of once annually or sooner by court order to provide accurate information as to the client status.
4. You are responsible to provide accurate updated information about the client's current address and phone number, change in parent/staff responsible for client's care, changes in legal or school status.

**What to do if you believe your rights have been violated**

If you believe that your client rights have been violated in any way and the steps above were not available you, please contact:

**Venisha Buchanon, Director**

**Call: toll-free at 1-877 338-1881**

**Mail to: 804A N.W. 16<sup>th</sup> Avenue, Gainesville, FL 32601**

**Email to: [vbuchanon@twinoaksfl.org](mailto:vbuchanon@twinoaksfl.org)**

**Program sponsored by**  
**“Twin Oaks Juvenile Development, Inc. and**  
**State of Florida, Department of Children and Families”**