Thank you for the opportunity to work with you and your family. Since 1993 we have been privileged to be a part of the community. This handbook is your orientation to Jewish Family Services. The information will assist you in receiving the most from your experience with us. Please review this handbook in order to fully understand our services, commitment to quality and your rights as a client of the agency. Additional brochures further explaining services and other information that may be helpful to you are available in our lobbies, or from a staff member. Our staff is always available to answer questions and provide you with more information.

**Table of Contents:**

Agency Mission and Core Values…………………………………page 3
Ethical Philosophy………………………………………………….page 4
Our Staff……………………………………………………………page 5
Additional Agency Information…………………………………page 6
Agency Policies………………………………………………….….page 7
Agency Funding and Fee Information…………………………….page 8
Your Rights as a Client of JFS………………………………………..page 9-10
JFS’ Non-Discrimination Policy…………………………………page 10
Your Responsibilities as a Client of JFS…………………………page 11
Violation of Rights, and Complaint Procedures………………….page 12-13
Contacting Jewish Family Services………………………………page 14
Receipt and Understanding Declaration…………………………….page 15

Revised March, 2018
OUR MISSION

As an agency in Washtenaw County that serves a diverse, international population, the mission of JFS is to create solutions, promote dignity and inspire humanity.

“Lives Transformed. Hopes Realized.”

In order to provide the community with the best possible service we adhere to the following core values:

- That we, as a community, are each responsible for one another.
- That each individual has a role to play in repairing the world.
- That JFS plays a vital role in the empowerment of our clients to be active participants in the decisions that impact their lives.
- That individuals and families are deserving of quality services.
- That JFS plays an important role in both the Jewish and the secular communities and often acts as a link between these two groups.
- That diversity within the community and JFS helps to strengthen the ability of JFS to serve clients and allows JFS to maintain a broad scope of services and programs vital to the community.
- That professional standards are imperative to the work of JFS and that the high standards JFS sets for staff directly benefits clients.
- That JFS serves as an entry point for many individuals and families to access a wide variety of social services available within the community.
- That while JFS is dedicated to serving the entire community, it is in a special position to assist those who are most vulnerable to shifts in society, including children, refugees, the elderly and those in financial distress.
OUR ETHICAL PHILOSOPHY

Jewish Family Services has a public responsibility to provide high quality services to the community. Our organization is based on the premise of promoting the dignity and individual rights of every person served. In conjunction with our Mission Statement and Core Values, we have the following ethical standards, which establish the foundation upon which our work is based.

- **Marketing Code of Ethics**: Marketing practices are in accordance with Agency business standards. They reflect the core values of honesty and integrity. All printed material and advertisements are representative of services offered and include no false statements or misleading information.
- **Service Delivery and Business Code of Ethics**: JFS employees are expected at all times to reflect the highest business and professional standards in their conduct. JFS staff members abide by the National Association of Social Workers Code of Ethics. These principles include service to clients, social justice, dignity and worth of the person, importance of human relationships, integrity and competence. The complete NASW Code of Ethics is always available to employees for further detail.
- **Human Resource Code of Ethics**: The Human Resources department of the agency adheres to the highest standard of ethical and professional behavior. A JFS employee must fulfill all the requirements of their job classification in accordance with Federal, State and local laws, licensing or registration regulations, professional standards, as well as Agency policy and guidelines. Standards of conduct for employees and services provided by employees shall be in accordance with accepted professional ethics and standards as practiced in this community. The agency staff members strive to achieve the highest levels of service, performance and social responsibility. Staff are the most valued resource, recognize the importance of representing the Agency in a positive manner and conduct themselves accordingly in all interactions.
- **Professional Code of Ethics**: Professional ethics require, among other things, the observance of confidentiality regarding any and all client information, the avoidance of sexual misconduct, substance abuse, or client mistreatment of any kind.

For additional information, see the JFS Client Rights Policy section of this handbook and the Corporate Compliance Handbook, located on our website (https://jfsannarbor.org/policies-plans-statements/).
ABOUT OUR STAFF

We are pleased to offer multi-disciplinary teams among nearly all of our programs, which increases the knowledge and expertise in all areas. Our staff members are educated, credentialed and experienced. Additionally, we have established educational relationships with higher learning universities in the state, who send interns to us for advanced training.

HOW CAN I EXPECT TO WORK WITH THE STAFF?
Consistent contact with our staff will allow support and assistance to be provided as needed. For certain programs, you will work with a JFS staff to build an assessment of your past history and current needs. The assessment helps you, along with your staff, create a Person-Centered Service Plan to help meet your needs. Progress toward your goals will be evaluated periodically and Transition Planning will take place to help you access additional local and natural supports within the community as needed. For programs and services where no formal plan is documented, open communication and feedback is essential between you and our staff. It is the goal of our staff to help you determine how to best utilize our services, and community resources to meet your needs. JFS provides no monetary, or other, incentives for participating/completing services but hopes that achievement allows you to flourish. At any point during this process you are encouraged to include outside professionals, natural or social supports.

WHEN I COME TO THE OFFICE LOCATIONS WHAT SHOULD I EXPECT?
To provide the most comfortable atmosphere possible it is expected that appropriate behavior will be maintained. Depending on the service(s) that you are receiving there may be paperwork that needs to be completed. In some cases this paperwork is mailed to you prior to your appointment. If you have any questions concerning the documentation requested please contact us and we will be happy to review the items. In the cases where paperwork is not mailed to you beforehand, there may be items to complete once you arrive for your first appointment. If you have any questions about these forms, please let a staff member know.

It is JFS’ policy that children can not be left unsupervised in the lobby; this is for their own safety. JFS cannot be held responsible for any child left in the lobby unattended.

How does JFS conduct transitions and discharges?
JFS begins preparing you for discharge at the start of your services. You and your JFS staff will begin working on a Transition Plan along with your Individual Service Plan to outline what you may need should your participation end. Transition/Discharge can occur if one of the following criteria is met: achievement of your stated goals, requiring a different level of care, removing oneself from services, not following JFS guidelines, or transitioning to another agency. You are encouraged to participate in your discharge plan and will receive a copy once services end.
ADDITIONAL INFORMATION

IS THE AGENCY ACCREDITED?
Jewish Family Services is a CARF-Accredited service provider. CARF International is an independent nonprofit organization whose focus is to ensure services meet client needs for quality and the best possible outcomes. When a provider you choose is CARF-accredited, you are assured of the highest quality services.

DOES THE AGENCY HAVE SAFETY PROCEDURES?
We want you to know that your safety and the safety of our staff and visitors to the agency are very important. The agency has many policies and procedures in place to ensure safety. Our staff members go through an extensive safety training program and the agency regularly conducts safety drills. In the event of a safety drill, or a real emergency, the staff member that you are working with will direct and guide you to the appropriate location (if applicable) and/or the appropriate procedure. In addition, if safety concerns are identified in your personalized plan of care, information and training relative to these concerns will be offered to you as a means to reduce risk and promote safety.

WHAT INFORMATION WILL BE NEEDED IF I HAVE A GUARDIAN?
In the event that there is a personal representative, conservator, guardian, or representative payee, legal documentation supporting this relationship will be required. In addition, demographic information about the personal representative, conservator, guardian, or representative payee will be required, such as name, address, phone number, etc. In the event that the person requesting service is a minor, the agency follows State of Michigan and Federal laws addressing the rights of minors. If needed, our staff will assist you and/or your family members to access resources, such as attorneys with expertise in this area, who can assist with facilitating changes, if appropriate, in legal autonomy status.

HOW CAN YOU HELP US?
We appreciate your feedback. The agency conducts various surveys to help us improve our services. You may be asked to complete a survey during or after your episode of service. Rules of confidentiality are observed. Your decision about participation will in no way affect the service you receive from us.
AGENCY POLICIES

WHAT IS THE AGENCY’S POLICY ON CONFIDENTIALITY?
In order to protect your privacy, our staff cannot share privileged communication with anyone outside the agency without your informed and written consent, except in some emergency situations described by the laws of the State of Michigan and the Federal government. We have many policies and procedures in place to protect your confidential information. We are required to give you notice of our privacy practices, which is given to you at your first appointment, and available to you at anytime. Only people who have both the need and the legal right may see your information. Unless you give us permission in writing, we will only disclose your information for purposes of treatment, payment, business operations or when we are required by law to do so.

WHAT IS THE AGENCY’S POLICY ON ABUSE AND NEGLECT?
JFS is a mandated reporting agency and adheres to the requirements of state and federal law. Mandatory reporting includes child abuse, elder abuse, and the duty to warn/protect or the presence of legally designated infectious/contagious diseases. Our legal responsibility continues even if a client is discharged.

WHAT IS THE POLICY ON USING DRUGS (LEGAL, ILLEGAL AND PRESCRIPTION DRUGS, ALCOHOL AND TOBACCO)?
The sale or use of alcohol, tobacco and illegal drugs on our premises, including agency vehicles, is prohibited. Legal drugs such as vitamins, herbs and over-the-counter drugs, and prescription medication must be kept in your possession at all times. Cigarette smoking is allowed outside of the building.

In order to get the most out of our work together, those who arrive at an appointment and appear to be under the influence of drugs or alcohol, our staff may ask to reschedule the appointment and assist with arranging safe transportation home.

WHAT IS THE POLICY ON BRINGING WEAPONS INTO THE BUILDING?
For safety and well-being weapons of any nature are prohibited on our premises. We may be forced to exclude or discharge persons who bring weapons. Additionally, in order to maintain a safe environment for all, those who engage in disruptive behavior or demonstrate actions that present a physical danger may be discharged from services.

WHAT IS THE AGENCY POLICY ON SECLUSION OR RESTRAINT?
We DO NOT authorize the use of manual restraint, locked seclusion, chemical restraint, mechanical restraint or other restrictive behavior management interventions.
AGENCY FUNDING

Jewish Family Services is supported by various sources of funding, including federal, state, and county grants and contracts, individual client fees insurance reimbursement, private grants and endowments. Please see our annual report for further information.

Jewish Family Service is a registered 501c(3) nonprofit, which allows individual donors to contribute financial gifts and in-kind goods and services that are tax-deductible.

CLIENT FEES

IS THERE A FEE FOR SERVICE?
JFS services are delivered using sliding scale and an inability to pay will not result in denial of service. When appropriate other sources such as grants and donor gifts may contribute to the provision of services. JFS accepts many private insurance plans as well as Medicare and Medicaid (please see case workers for full list of accept third party insurances).
YOUR RIGHTS AS A CLIENT AND OUR NON-DISCRIMINATION POLICY

JFS is dedicated to providing you with quality services. We believe that as someone who is receiving services from our agency, you should know your rights. You should also know how to file a complaint if you believe any of your rights have been violated.

WHAT ARE MY RIGHTS AS A CLIENT OF THE AGENCY?
Your rights include, but are not necessarily limited to, the right:
 To privacy, confidentiality and protection of your private health care information. You also have the right to know:
  ♦ That we may release information without your prior consent for medical professional treatment in a situation where your well-being would be harmed with a delay, such as a medical emergency.
  ♦ That it is our obligation to report suspected cases of child abuse or neglect and our duty to warn a potential victim of a violent act, without prior consent.
 Privacy (including your consent or refusal regarding the use of your photograph in informational or promotional materials).
  ♦ You must give prior consent, consistent with federal confidentiality regulations, to television, movies, or photographs, and also consent to how we will dispose of those materials in the future.
 To freedom from:
  ♦ Abuse
  ♦ Exploitation (including financial)
  ♦ Retaliation
  ♦ Humiliation
  ♦ Neglect
 To access timely and pertinent information to facilitate your decision-making regarding services.
 To access or referrals to legal entities for appropriate representation, self-help and advocacy services.

Reference: JFS Policy #1-4-1
To be given adequate information so that you can consent, refuse or express your choice about the type of service you receive, information we release, other services we offer, research involvement (if any), and the members of our staff that are involved in your treatment. You have the right to:

- Suggest changes in our services.
- Help make your own treatment plan.
- Be told what will happen if you refuse our services.
- Talk with your own doctor or lawyer.

To the investigation and resolution process if you feel that your rights have been violated (including access to other systems of complaint resolution including, but not necessarily limited to, the U.S. Health and Human Services, Office of Civil Rights; Michigan Department of Civil Rights; Area Agency on Aging 1-B). All civil rights are guaranteed by state and federal law.

To other legal rights, including to review your JFS client file. Request a copy of your client record (requests must be made in writing and given to staff member).

To know:

- The JFS Campus, relevant service providing staff, and contact information.
- That we have specific grievance procedures you can follow if you have a complaint.
- The cost of service you are receiving from us regardless of the payment source.
- That violation of agency and/or program rules could lead to your discharge.
- The consequence of behaviors such as the selling or using drugs, alcohol, and/or tobacco on our premises may be that we are unable to continue providing service to you.
- That JFS does not use any crisis intervention procedures, including seclusion or restraint or special treatment interventions.
- That we do not place restrictions on the rights and privileges of our clients.
- The potential course of your recommended services.

To be informed of the purpose and process of our assessment.

**NON-DISCRIMINATION POLICY:**

Jewish Family Services does not discriminate in regard to race, color, gender/gender identity, sexual orientation, religion, age, socioeconomic status, marital status, national origin, height, weight, arrest record, genetic information, or disability. All JFS services, employment practices and policies comply with all applicable federal, state and local laws.

*Reference: JFS Policy #1-4-1*
YOUR RESPONSIBILITIES AS A CLIENT

At the initial interview, you will be informed of agency criteria and expectations, as well as any program specific guidelines connected to the services you are being provided. It is important that you understand your responsibilities as they relate to your services.

WHAT ARE MY RESPONSIBILITIES AS A CLIENT OF THE AGENCY?

Your responsibilities include, but are not necessarily limited to:

- Cooperating in the maintenance of a safe and confidential environment.
- Providing clear and accurate information about yourself.
- Being considerate of the rights of others, who are recipients of services, and staff.
- Treating JFS staff members, volunteers, and clients with courtesy and respect.
- Helping to maintain an environment free of drugs, alcohol, tobacco, and weapons.
- Payment of applicable fees or co-pay if applicable, including knowing if your insurance company will pay for part or all of your bill
- Attending scheduled appointments on time and cancelling them in advance if necessary (understand that repeated violations of this responsibility may result in termination of services).
- Responding promptly to all communications from JFS and JFS staff.
- Completing all required paperwork promptly and thoroughly.
- Following through with all items identified on the Individual/Employment Service Plan (ISP/ESP).
- Cooperating in the maintenance of a safe and confidential environment.

Our goal is to provide you with the highest quality services. To ensure the environment at JFS is safe and so that the staff can be as effective and efficient as possible – we ask that you agree to follow these responsibilities, as stated above. If you are not meeting these responsibilities, we may have to take action to temporarily suspend or terminate your services.

Reference: JFS Policy #1-4-2
WHAT SHOULD I DO IF I FEEL MY RIGHTS HAVE BEEN VIOLATED?
If you feel that your rights have been violated, you can make a complaint of a rights violation. There is a special form that you can use to make any complaint of a rights violation. All guidelines for this process are indicated in the grievance procedure. Program Administrators are interested in listening to your complaint(s) and helping to find a solution. Your Rights Advisor’s name and contact information are listed in the contacting JFS section of this handbook. Please contact your Rights Advisor if you believe your rights have been violated, as this person is interested in listening to your complaint and helping you find a solution. Contact information for the Rights Advisor is listed on page three.

WHAT IS THE COMPLAINT PROCEDURE?
If you feel like an action or situation was unacceptable or unsatisfactory, you may present complaints or suggested changes in program policies and services to staff, to a government official, or to another person within or outside the agency. The act of filing a complaint will not result in retaliation or barriers to service.

Step 1: You may discuss your complaint with the social worker or the staff member you are working with. You may also put your complaint in writing and you will be helped to do so if you have difficulty.

Step 2: If the discussion with your social worker or staff member does not solve the complaint, you may discuss your complaint with the JFS Recipient Rights Advisor. The Rights Advisor will investigate your complaint and respond to you within thirty (30) days. If you are served through the Area Agency on Aging 1-B grant, you also have the right to bring a complaint to the Area Agency on Aging 1-B for resolution. If you are a PATH participant, you will use the PATH Participant Grievances Procedures which have been given to you.

Step 3: If the Rights Advisor does not resolve your complaint within thirty (30) days, the Rights Advisor will forward the complaint, investigation, findings and recommendation (if any) to the JFS Executive Director.

Step 4: (on the following page)
Step 4: The Executive Director will review your complaint and associated information (and may order further inquiry if appropriate), decide whether or not your rights have been violated and will recommend appropriate action to correct the violation, if one exists. You will receive a written summary of the Executive Director’s decision and recommendation within thirty (30) business days of their receipt of your complaint.

Appeal Process: If the complaint cannot be resolved in a manner satisfactory to both the complainant and the JFS Executive Director, the JFS Executive Director will inform the complainant of the right to appeal to the JFS Board of Directors where the appeal will be reviewed and a decision made within 30 business days by an ad hoc committee of three (3) Board members appointed by the President of the Board.

If the complainant disagrees with the appeal decision, the Executive Director will discuss this with the complainant and will IF APPROPRIATE TO THE SPECIFIC SITUATION: 1. inform recipients of services delivered under AAA1-B contracts of the AAA1-B Service Recipients Grievance Procedure and provide them with a copy of that procedure; and 2. offer the complainant a referral to another agency whose services meet the complainant’s specified needs.

If your complaint cannot be resolved in a manner satisfactory to both you and the JFS Executive Director, the JFS Executive Director will discuss this with you and offer you a referral to another agency whose services meet your specified needs.

Reference: JFS Policy 1-4-1
CONTACTING JEWISH FAMILY SERVICES
2245 S. State Street Suite 200
Ann Arbor, MI 48104

HOURS OF OPERATION:
Our offices are open Monday through Thursday 9am to 5pm and Friday 9am to 3pm. Most of our services operate within standard business hours of 9am to 5pm, however in order to best meet the needs of our clients, JFS offers counseling appointments and transportation to accommodate client’s needs; however, please note that JFS is not a 24 hour service. To inquire about specific times for your appointment, please discuss your availability with a staff member. If you are in immediate danger, dial: Emergency: 911 or proceed to your nearest Emergency Room.

Additional Resources:
National Domestic Violence Hotline: 1-800-799-7233;
National Suicide Prevention Lifeline: 1-800-273-TALK (8255);
Washtenaw County Crisis line: 734-544-3050;
Crisis text number (Text HOME to 741741);
Michigan Medicine Crisis phone service: 734-936-5900 or 734-996-4747

WEBSITE: www.jfsannarbor.org

IMPORTANT TELEPHONE NUMBERS:
JFS Main Number…………………………………………………………………… 734.769.0209
Fax Number…………………………………………………………………………… 734.769.0224
Corporate Compliance Officer
    Elina Zilberberg……………………………………………………..734.769.0209 ext. 352
Privacy Officer
    Sarah Hong………………………………………………………………………734.769.0209 ext. 355
Recipient Rights Advisor
    Caroline Butler………………………………………………………………..734.769.0209 ext. 365

My contact at the agency:
    Name: ____________________________________

    Direct Phone Number: ______________________

Other Notes:
RECEIPT AND UNDERSTANDING OF INFORMATION CONTAINED IN CLIENT HANDBOOK:
I acknowledge that I have received, read, and understand all of the information in the JFS Client Handbook, or that a JFS staff person has read and explained the information to me. I also acknowledge that I have received an orientation to JFS services that allowed me to understand the purpose of JFS services and my responsibility in abiding by the JFS Client Handbook. I understand my rights and responsibilities as a client of JFS and how to seek out help or file a compliant if I feel my rights have been violated.

Client (or representative) Name (please print)  Witness/Staff Name (please print)

Client (or representative) Signature  Witness/Staff Signature

Date  Date

Interpreter Name (please print)

Interpreter Signature  Date

For Staff Only: Please remove this signature page and keep in client’s file.