

**Catholic Charities
Client Handbook**

Mission Statement

“Guided by the teachings of the Catholic Church, we serve all people in need with compassion and competence, advocate for justice, and encourage all people of good will to share in these efforts.”

Program Locations & Hours of Operation

Main Office:
Catholic Charities
601 Grand Ave.
Des Moines, IA 50309
Monday through Friday 8:30 a.m. – 4:30 p.m.
Phone: 515-244-3761

Migration and Refugee Services
Catholic Charities
601 Grand Ave.
Des Moines, IA 50309
Monday through Friday 8:30 a.m. – 4:30 p.m.
Phone: 515-237-5045

St Mary Family Center *Food Pantry, Clothing Closet*
1815 Hubbell Ave
Des Moines, IA 50316
Monday through Friday 10:30 a.m. to 3:30 p.m.
Phone: 515-262-7290

Council Bluffs Counseling Office
300 West Broadway, Suite 223
Monday through Friday 9:00 a.m. to 5:00 p.m.
Evening Counseling Appointments Available
Phone: 712-328-3086

Center for Life Counseling
Catholic Charities
601 Grand Ave.
Des Moines, IA 50309
Monday through Friday 8:30 a.m. – 4:30 p.m.
Evening Counseling Appointments Available
Phone: 515-237-5045

New Beginning Program
Adoption and Pregnancy Counseling
Catholic Charities
601 Grand Ave.
Des Moines, IA 50309
Monday through Friday 8:30 a.m. – 4:30 p.m.
Phone: 515-244-3761

St. Joseph Emergency Family Shelter
1535 11th Street
Des Moines, IA 50314
24 hour emergency housing for homeless families
Phone: 515-282-1235

Phoenix House
Domestic Violence Shelter
& Sexual Abuse Program
Phone: 712-256-2059

Client Rights and Responsibilities

Client Rights include but are not limited to:

1. Services are provided in a professional and respectful manner at all times in a non-discriminatory manner.
2. Services will not be denied based on religious or spiritual beliefs.
3. Names and credentials of service providers are available to clients.
4. Records and communications will be confidential to the extent provided by law, except when this practice could cause injury to the client or to others.
5. Information about costs, and length of services will be provided, when applicable to program.
6. Service will be provided in the clients primary language, through use of interpreter, or other appropriate communication methods when a client has difficulty understanding or reading the primary language used in the practice setting, with consideration of the client's literacy level.
7. Record review, can be arranged, by appointment, to the extent allowed by law (minors with parent or guardian consent).
8. Privacy during treatment.

Responsibilities as a Client

Clients of Catholic Charities have responsibilities that include:

1. Clients are expected to provide truthful and accurate information as a basis of receiving services.
2. Clients are expected to actively participate in the development of their care, treatment, service plan and decisions.
3. Clients need to advise program staff of changes in their situation that might affect their service plan (i.e. change of address/phone).
4. Clients need to keep scheduled appointments.
5. Clients are expected to pay for services that charge fees.
6. Clients are expected to observe and respect the privacy of other clients in any Catholic Charities' facility.
7. Clients are expected to respect the staff in any Catholic Charities facility.

Catholic Charities Right to Refuse Services

Catholic Charities will not tolerate offensive, threatening, or hostile behavior towards staff or other individuals. Therefore, Catholic Charities reserves the right to refuse services or to terminate services based on physical and/or verbal abuse, or the use of threats towards staff or others.

Client's Right to Refuse Service

1. Services of Catholic Charities are offered on a voluntary basis, except those that may be mandated by court order. Any voluntary client of the agency shall have the right to refuse any or all services that may be offered. Any non-voluntary client of the agency shall be informed in writing of the requirements for participation in agency services. Clients are informed of the consequences of the refusal of services.
2. Employees of Catholic Charities are prohibited from using coercive or threatening means to force a client to comply with therapy. Clients who refuse treatment will have the issue(s), the suggested therapy, and reason(s) for refusal documented in the case record.

Discharge and Termination of Services

Reasons for discharge of termination of services:

1. Involuntarily Discharged Clients - The client is unavailable for services due to a move, change in location, no contact from client, and/or no response to staff phone calls and/or letters. If the client refuses to meet program requirements such as refusing to schedule further sessions, has a history of not showing, late cancellations, or the client has not responded to indicate continued interest in services, services may be terminated.
2. The client no longer meets eligibility criteria specified by each program or has problems beyond the capacity of the program to adequately address the client's needs.
3. The client has engaged in verbal and/or physical abuse or the use of threats towards staff or others.
4. The client has not paid for rendered services.
5. The client has reached stated goals and believes that services are no longer needed, the assessment is completed, or the client has been referred to another source, or refuses to comply with and/or accept treatment/services presented by staff. Clients have a right to be informed of the consequences of refusal of treatment. Cases may be closed when treatment/services have been completed as described in the specific program manual. The client no longer wants or needs program services or may have decided to self-refer to another agency.
6. The client is no longer considered appropriate for the program, when possible, they will be provided with a written reason within five working days of the date service was terminated.

Service to Minors without Parental Consent

Catholic Charities will not serve minors without the consent of the parent(s) or legal guardian(s) with the exception of one-time emergency assessment interviews for the child's protection. (note: *there is a legal exception to this policy within the adoption/pregnancy counseling program*)

Complaints and Appeals

Catholic Charities makes every attempt to provide services of a professional quality without undue delay, while respecting the client's rights as a person.

If you are dissatisfied for any reason with the services you have received or the decisions made by the agency in the course of providing services for you or your family, we have developed this process to help you find a resolution to your concerns.

1. Request a meeting with the staff person who was or is providing service to your family to discuss your concerns. Please request the meeting within five working days after the incident. The staff person will schedule a meeting within five working days of receiving the request.
2. If you are not satisfied with the results of the discussion, you may document your concerns in a written statement. This statement should include the date or dates of the incident(s) or concern, the individuals involved, a description of the event(s), where it took place, your statement of how the matter was handled, and what action might be taken to address your concerns.

Please send your request to: Executive Director
Catholic Charities
601 Grand Ave.
Des Moines, IA 50309

This document must be sent within five working days of your meeting with the staff member. The Executive Director will provide you with a written response within five working days after receiving your statement.

Mandatory Child Abuse Reporting

Catholic Charities follows policy regarding child abuse reporting, which is as follows: Pursuant to Iowa law, all cases of suspected child abuse or neglect **must** be reported to the Child Protective Services office of the Iowa Department of Human Services.

Behavior Support and Management Policy/Practice

Catholic Charities does not believe in using physical intervention on clients. The organization prohibits the use of restrictive behavior management interventions by service recipients, peers, and staff. If a person becomes a danger to him/herself, or to another person, the appropriate authorities will be contacted.

Duty to Warn

Clients should be informed that any disclosures regarding future criminal acts are subject to reporting. If such a disclosure is made, staff must consult with their supervisor; and the appropriate authorities may be contacted.

Privacy Act Notice

In compliance with the Privacy Act of 1974 and the Health Insurance Portability and Accountability Act (HIPAA) of 1996. This notice describes how information about you may be used and disclosed and how you may obtain access to this information. Please review it carefully.

Our commitment to your privacy

- Catholic Charities is dedicated to maintaining the privacy of your personal information (i.e. health, education, etc.) as part of providing professional care. We are required by law to keep your information private. We will use the information that we obtain from you or from others in relation to you, mainly to provide you with necessary services, to arrange payment, and/or for other business activities which are called, in the law, health care operations. Psychotherapy/therapy notes will not be disclosed to others.
- It is our goal to always keep your information private but there are times when the law requires us to use or share it. This may be done without your authorization. For example:
 1. When there is a serious threat to your health and safety or the health and safety of another individual or the public. We will only share information with a person or organization that is able to help prevent or reduce the threat.
 2. If required by a lawsuit, legal or court proceedings, or worker's compensation and similar benefit programs.
 3. If a law enforcement official or the law (as in mandatory reporting) requires us to do so.
- If Catholic Charities or you want to use or disclose (send, share, release) your information for any other purpose, we will discuss this with you and ask you to sign a "Release to Obtain and Disclose" form prior to obtaining, disclosing, or releasing information. This may require a parent or legal guardian's authorization. You have the right to receive a list of disclosures made by the agency.

Your rights regarding your personal information

1. We may contact you at the phone numbers and addresses that you give us, and to contact you about treatment and services. You may ask us to communicate with you about your health and related issues in a particular way or at a certain place which is considered more private by you.
2. You have the right to ask us to limit what we tell people involved in your care, such as family members and friends.
3. You have the right to review your file upon request, with a staff member present; however, some records are protected by law and are not available. Some documents may not be reviewed if it could be psychologically harmful for you.
4. If you believe the information in your records is incorrect or important information is missing, you may ask us to make changes (called amendments) to your records. You must make this request in writing and explain the reason for the changes.
5. You have the right to file a complaint if you believe your privacy rights have been violated. You may file a complaint with the agency Executive Director and/or with the Secretary of the Department of Health and Human Services.

If you have any questions regarding this notice or our privacy policies, please contact the Associate Director, who can be reached by phone at the Des Moines Catholic Charities Office at 515-244-3761

Also, you may have other rights which are granted to you by the laws of our State and these may be the same or different from the rights described above. Someone will be happy to discuss these situations with you either now or as they arise.

This notice has been revised as of November 2010.