



# Champions For Children

## Welcome

### Participant Rights and Responsibilities

Champions for Children (Champions) and its staff are dedicated to providing you the highest quality of care and services. This description is provided to you to help explain your rights as a participant with services provided by Champions. If you have any questions concerning this information, please feel free to ask a program staff member, call our main office number at 813-673-4646, or communicate via email to [quality@cfctb.org](mailto:quality@cfctb.org).

**Our Mission:** Champions for Children builds stronger families in the Tampa Bay region through its child abuse prevention and family education programs.

**Confidentiality:** In accordance with professional standards, all information is held confidential and released only through procedures consistent with the law and professional ethics. With a court order, records can be released without a client's permission. Other exclusions to confidentiality may include reports or evidence of child/elder abuse or neglect, specific threats against people, or threats of suicide. Champions provides aggregate information to its funders for reporting purposes.

#### You can expect

- Recognition, respect and dignity as an individual.
- Competent, quality and timely services.
- To be served in a clean, safe and secure environment.
- To receive complete explanation of the purpose of all aspects of the services to be provided, alternative service modes and the approximate length of services in a language you can understand.
- To be provided reasonable accommodations to participants with disabilities to ensure their access to the same quality of care and opportunities for care as other participants without disability.
- To receive impartial services, without regard to race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, military status, or financial support.
- To retain legal rights provided by state and federal law.
- To have access to participant record.
- To make an informed decision to accept, refuse or discontinue services.
- To be informed of the program's hours of services and facility rules.

#### You have the responsibility

- To provide complete and accurate information.
- To read and understand any forms that you need to sign.
- To participate actively and earnestly.
- To ask questions and discuss any program aspect which is unclear.
- To respect other clients and employees and their right to privacy and dignity.
- To voice any concern through the process described below "Satisfaction with Services".
- To be aware that disruptive, aggressive or other inappropriate conduct or lack of cooperation could result in discharge from services.
- To keep scheduled appointments, cancel only when absolutely necessary, and give at least 24 hours' notice of cancellations.
- To fulfill payment for service agreement and freely discuss fee and payment schedule when necessary. (Note: Fees not applicable to all programs).

Champions holds itself to the highest level of standards in providing quality, competent, and ethical service to the families in our community. To that end, Champions employees are prohibited from

- Buying or selling of goods or services with Participants.
- Accepting personal gifts from Participants. All contributions (material and monetary) must be made to the agency as a donation.
- Accepting personal "Friend" requests on social media (Facebook, LinkedIn, Instagram, Twitter, etc.) from Participants.
- Participating in social events with participants, e.g. children's birthday parties.

**Satisfaction with Services:** Champions for Children works very hard to make sure that you are satisfied with the services you receive. However, we know that on occasion, there may be something that does not meet your expectations. We encourage you to discuss problems promptly with program staff who can help you. If you are not satisfied, you may request to have your complaint reviewed by a program supervisor or the agency Associate Director through the "Request for Problem Resolution" form. All Participants have a right to file a formal complaint as a notice of dissatisfaction with services or staff. This may be done either via phone call to the Associate Director at 813-673-4646 or via email to [quality@cfctb.org](mailto:quality@cfctb.org). There will no penalty for asserting your rights to voice dissatisfaction.