

Rights for you and your children:

Please ask your Family Counselor to explain these rights to you if you have any questions. It is important that you understand them and are satisfied with how your family is being treated. Please be aware you have the right to refuse any treatment, medication or services, unless those rights have been limited by law or court order. If you refuse to participate in the agency programs, your Family Counselor will inform you of potential consequences of such a refusal.

- ∞ To be heard.
- ∞ To attend meetings.
- ∞ To have a say in what happens to you and your family.
- ∞ To invite others to participate in your Family Team.
- ∞ To have a safe and secure environment.
- ∞ To receive services regardless of religion, ethnic or cultural background, race or sexual preference.
- ∞ To receive services in your community.
- ∞ To receive services that are the least restrictive to meet your needs.
- ∞ To be treated with respect and to have your family's culture considered in all decision making.
- ∞ To have your information treated in a confidential manner.
- ∞ To receive copies of team minutes, Family Plans, and court documents.
- ∞ To visit with one another unless otherwise ordered by the court.
- ∞ To help in making decisions for you and your family regarding types of services and the person/agency who will provide the service.
- ∞ To submit a complaint/concern to the Partnership if you are unhappy with services and expect an answer back in a reasonable amount of time.
- ∞ To have legal representation.
- ∞ Children and Families are never restricted from calling their Family Counselor,
- ∞ Guardian ad Litem, or the Florida Abuse Hotline to report allegations of neglect or abuse.

Responsibilities of you and your family:

We want you to understand what is expected of you while working with Family Support Services, so please ask your Family Counselor to answer any questions you may have about your responsibilities.

- ∞ To be honest and share information with us.
- ∞ To participate in the Family Team Conference process.
- ∞ To work on Plan tasks and goals.
- ∞ To keep appointments.
- ∞ To identify other people and services that will help you in being successful.
- ∞ To treat others with respect.
- ∞ To remain in contact with your Team and the Family Counselor.
- ∞ To protect the safety of yourself and your children.
- ∞ To remain in contact with your family through mail, visitation and phone calls
unless restricted by the court.

Hours of Operation:

You have the rights to contact your Family Counselor between the regular hours of 8:00 to 5:00 Monday through Friday at the number they have provided to you. After hours access is also available and contact information will be given to you from your Family Counselor and/or your individual programs.