



2608 Government Center Dr. | Manistee, MI 49660
1101 W. Hackley Ave | Muskegon, MI 49441

Client Rights

You have the right to obtain services. All services are free.

No person shall be excluded from receiving services based on actual or perceived race, creed, color, religion, national origin, age, gender, gender identity and/or expression, sexual orientation, marital status, parental status, pregnancy, veteran's status, height, weight, disability, or any other legally protected status as required by law.

You are not required to provide any demographic information to receive services. If at any time you feel uncomfortable, you have the right to stop or choose not to answer any or all questions.

You have the right to receive services as many times as you need them.

You have the right to request your client file.

You have the right to confidentiality. We will not disclose anything about you unless a legal exception exists. Exceptions are any suspicion or evidence of child abuse/neglect or plans to hurt oneself or others.

You have the right to appeal any changes or denials of service. You have the right to file a grievance.

Our goal is to provide the best service to you as we possibly can. Our service delivery is based on an Empowerment Philosophy. In other words, we feel you should be in control of your own destiny and decision making. Our job is to give you as much information as we can so you may make your own individual and informed decisions. We have guidelines that help us all live together safely and harmoniously as possible in a communal setting.

RIGHT TO CONFIDENTIALITY:

Safety is a priority of our program. To respect your privacy and help support your safety and right to make your own decisions, our staff will keep what you tell VSP confidential. Confidential information includes: 1.) Any written or spoke communication between a person seeking/receiving services and staff, volunteer, or board member. 2.) Any records or written information identifying a person to whom services are provided; and 3.) Any services provided to an individual.

We are required by law to contact Child Protective Services (CPS) if VSP staff suspect your child has been abused or neglected. VSP staff is also required to contact law enforcement when there is potential suicidal behavior or threat of harm to others that is likely to result in a clear, imminent risk of serious physical injury or death to you or another person. It is your choice to decide what information you share about yourself through signing a written limited release of confidential information and you may change your mind and withdraw the release at any time. You do not have to give permission or sign a release of information to receive services. You may find it helpful to us to share specific and limited information as you describe in the client limited release of confidential information form with other agencies or programs, however, we will still protect your privacy and confidentiality.



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ANTI-DISCRIMINATION NOTICE:

VSP appreciates the diversity of all individuals. Discrimination and harassment against anyone will not be tolerated. It is the policy of VSP to ensure that no person shall be excluded from any program, service, activity, employment, or benefits based on actual or perceived race, creed, color, religion, national origin, age, gender, gender identity and/or expression, sexual orientation, marital status, parental status, pregnancy, veteran's status, height, weight, disability, or any other legally protected status as required by law. VSP also has a strict posted policy prohibiting illegal harassment of its employees and persons using program services.

GRIEVANCE PROCEDURE:

If you feel services have been delayed, denied, or terminated unfairly then you have a right to grieve the issue. This means you may try and change the way your case was/is handled. Any person receiving services from VSP has a right to file a grievance. No person shall be discriminated against because they have filed a grievance. Upon request, a staff member can assist you in filing a grievance. The first step in settling any problem is to talk to the person(s) with whom you have an issue. Any staff can help with that if needed. If you want staff present while you speak to someone, please ask. If the discussion does not result in satisfactory conclusions, please talk with your advocate. If you have issues, including discrimination, then please follow the directions listed below:

1. Talk to the Advocate. If this does not result in a satisfactory conclusion, you may request another Advocate to help resolve the situation.
2. If you believe that you have been discriminated against, please contact the VSP supervisor immediately at scanales@lrboi-nsn.gov. VSP does not tolerate any harassment or discrimination.
3. If you are still unsatisfied, file a complaint in writing to the supervisor. You can email the director at scanales@lrboi-nsn.gov or ask that your letter be dropped off in the supervisor's office mailbox.
4. A response will be given in seven business days after the receipt of your complaint.
5. If a meeting is required to resolve your issue, then the individual you spoke or wrote to, yourself, and any person you want to be with you, and the person/staff involved with the issue may be asked to join the meeting. A decision will be made immediately following the meeting, or within 24 hours. If additional information is needed to resolve the issue, it will be done within 3 business days. Some issue may not need a meeting and can be resolved with no further information. Those issues will be taken care of within 24 hours to 7 business days from receiving your complaint.

VSP welcomes comments and suggestions for improvement and empowerment of our services. Please feel free to share your thoughts with us.

If you believe that you have been discriminated against and have contacted the supervisor and are still unsatisfied, please contact the Office of Civil Rights: OCRMail@hhs.gov or 1-800-368-1019.