OUR PROMISES

We promise these things to every child:

- We will make sure you are safe.
- We will give you choices.
- We will tell you the truth.
- We will listen to you.
- We will have fun together!
- We will be nice.

(We’ll even pinky-swear!)
Rights
YOU SHOULD KNOW…
Rights can be limited only with your permission or the permission of a legal representative. Limitation of rights must be based on an identified need and documented in your care plan. Limitations will be reviewed on a periodic basis to determine if each limitation should continue. Any violation of rights will be investigated for resolution.

Participation in Care Planning
YOU HAVE THE RIGHT TO:
• Be involved in the development of the care plan from admission to discharge.
• Know in advance the services to be received and about any changes in those services.
• Receive reasonable continuity of care.
• Be informed of the nature and purpose of any procedure to be performed.
• Be referred to other organizations and agencies upon your request.
• Be informed in a reasonable time of anticipated termination of services.

Self Determination
YOU HAVE THE RIGHT TO:
• Know the choices that are available.
• Make independent personal decisions.
• Enter into contracts as needed for care.
• Refuse all or part of our services to the extent permitted by law, and to be informed of the expected consequences of your actions.
• Refuse to participate in research or experimental treatment.
• Participate in the discussion of ethical issues.
• Have input regarding the staff on your service delivery team.

Concerns
YOU HAVE THE RIGHT TO:
• Provide feedback and share concerns about the care provided or denied to your child.
• Appeal any care decisions made by ChildServe.
• Due process.
• Freedom from barriers to services or retaliation for making complaints.
• Have referral to legal assistance and advocacy.

Information
YOU HAVE THE RIGHT TO BE FULLY INFORMED OF:
• Your health condition.
• The services and supports appropriate for your needs including self-help, advocacy and legal.
• Our policies regarding care and communication.
• How payment for services may be covered.
• Changes in coverage within 30 days of the date we are made aware of those changes.

Respect, Freedom and Dignity
YOU HAVE THE RIGHT TO:
• Be treated with consideration, respect and the fullest measure of dignity.
• Have our staff communicate in a manner that is understandable to you.
• Be free from emotional, mental and physical abuse or neglect, humiliation and financial or other exploitation.
• Be free from any physical or chemical restraints not authorized by the plan of care.

Privacy and Confidentiality
YOU HAVE THE RIGHT TO:
• Privacy during the time you are in our care.
• Confidentiality of your records in accordance with legal and regulatory requirements.
• Determine who we share care information with.

Partnership and Responsibilities
PARTNERING WITH CHILDSERVE…
ChildServe’s mission is to partner with families to help children with special healthcare needs live a great life.

TOGETHER WE ARE RESPONSIBLE TO:
• Treat each other with dignity and respect.
• Resolve concerns in ways that build a positive relationship.
• Share essential information to understand needs.
• Develop a plan of care that will meet the priority needs.
• Keep each other informed of any changes in health or any circumstances that would affect the services received from us.
• Notify each other in advance of any scheduling changes.
• Utilize available resources in a responsible way.