



**Child and Family Service of Saginaw County**  
**2806 Davenport, Saginaw MI**  
**www.childandfamilysaginaw.org**

*Child and Family Services welcomes the opportunity to serve you. Before beginning your work with us, we want to orient you to the services we provide, and outline our policies and procedures that enable us to serve you better. Please let our staff know if you have any questions. Thank you for choosing Child & Family Services. We look to helping you achieve your goals.*

*Margaret M. Bach*  
*President/CEO*

**CLIENT ORIENTATION TO SERVICES**

**Agency Contact Numbers:**

Counseling Center ..... 989-790-7500  
Employee Wellness Center ..... 989-790-8766  
Employee Wellness Center (toll free).... 1-877-657-0650  
Sexual Assault Center ..... 989-790-7500  
Sexual Assault Center (crisis line) ..... 989-790-9118  
FAX Number ..... 989-790-8037

**Hours of Operation**

Monday ..... 9 am – 6 pm  
Tuesday – Thursday ..... 9 am – 8 pm  
Friday..... 9 am – 1 pm

**Non Discrimination Policy:**

It is the policy of Child and Family Service of Saginaw County to provide employment and service opportunities to all eligible persons without regard to race, color, religion, sex, national origin, age, height, weight, marital or familial status, disability, service in the uniformed services, or any other characteristic protected by law and without regard to sexual orientation. Excluded from our services are perpetrators of sexual violence, as our Sexual Assault Center only provides services to victims and their family members.

**About Your Counseling Experience:**

At screening, each individual, couple or family is assigned to a therapist who has responsibility for the delivery and coordination of your service here. Following a thorough assessment of your referral concerns, a treatment plan addressing goals, objectives, interventions and time lines will be completed with you. These plans are reviewed quarterly during your service. Agency services offer you an opportunity to seek satisfactory solutions to personal and/or family problems. Interventions may include talk, play or activity therapy, "home work" assignments, medications, and trauma recovery techniques.

Counseling services are usually provided weekly or bi-weekly for 8-15 sessions. Service does not promise any particular results or outcomes, but seeks some resolution of your present problem or distress. Assessment of your circumstances and of our recommendations and interventions are ongoing. We will work with and support you and/or your family as you work toward your own answers and decisions. In brief, our role is to help people help themselves.

Counseling sessions may involve the risk of remembering painful events and may arouse intense emotions of fear, anger, anxiety or other feelings. The benefits of counseling may be enhanced coping skills, improved functioning or mood, better self-understanding, changed behavior, a greater sense of well being and/or personal growth.

Your therapist or the Consulting Psychiatrist will discuss with you any individualized risks involved in treatment and in alternatives to treatment, as they may apply.

### **Client Centered Planning:**

All services and treatment options are planned and delivered with your personal active participation and/or the participation of your parent(s)/legal guardians, if you are a minor. You may give your welcomed input and feedback to our staff verbally or in writing, and you may choose who will participate with you in your treatment.

### **Drug Free & Safe Environment:**

The agency is a drug-free facility (smoking and illicit drugs are NOT allowed in the building). Weapons are also disallowed.

### **Cancellations:**

Appointments are set for your exclusive use. Early cancellation (24 hours if possible) is greatly appreciated and **expected** if you are unable to attend. The agency may bill you for failure to provide notice. We appreciate your cancellation in situations of contagious disease.

### **Severe Weather:**

Sometimes severe weather results in the agency's closure. If the Saginaw Public Schools and the local colleges/universities are closed, we may be closed also. Therefore, please call the office prior to your appointment to learn of our status.

### **Confidentiality/Duty to Warn:**

This agency and its personnel comply with strict rules of confidentiality in keeping with the guidelines and regulations of federal and state government, accrediting bodies, HIPAA and professional affiliations. We will NOT release your protected health information without your written and informed consent unless legally required under the Child Protection Act, the Duty to Warn Act, or medical emergencies. Please read the agency's *Notice of Privacy Practices* for specific information.

### **Emergency Needs:**

We will make every effort to assist you with your needs during office hours. If you consider yourself in an emergency after normal agency hours, you may call the Saginaw County Community Mental Health Crisis Line at **(989)797-9732** or present yourself at the Covenant Hospital Emergency Room.

### **Barrier Free Access:**

The Davenport facility is accessible for the mobility impaired. If you should require or desire any additional assistance or accommodations, please notify the receptionist. We will do our best to accommodate you. Interpreters are available with advance notice at no charge.

**Supervision of Minor Children:**

We **expect** a responsible adult to accompany all minor children to the agency and to remain available to us during their child's appointment, if the child is under the age of 16 years. On occasion, a parent/guardian's signature is needed at the appointment time. Children are **not** to be left in the waiting room unattended.

**Payment for Services:**

Most health insurances cover some of our charges. Deductibles and co-pays are **your** responsibility. Fees are due and payable at the time of service. Some services are subsidized by sources such as federal grants and the United Way of Saginaw County. It is **your** responsibility to inform your therapist or the billing department about any changes affecting your amount or method of payment, address and/or phone number(s). Any changes made are effective as of the date of the agency's notification.

**Grievance Policy:**

If you are dissatisfied with a procedure or decision made relative to your service, you may file a complaint by contacting the agencies Recipient Rights Officer at 989-790-7500. The agency cannot treat clients who file complaints differently than other clients and the agency cannot ask clients to waive their right to complain.

**Termination of Services:**

You may terminate services with this agency at any time by contacting your therapist or your therapist's supervisor.

The agency may terminate services with you for the following reasons:

- any act or threat of physical and/or verbal violence, including violence of weapons ban;
- a pattern of failure to comply with our clinical recommendations that seriously impairs our ability to assist your recovery/growth;
- more than two unkept appointments without acceptable notice;
- more than two unpaid sessions without an approved payment agreement;
- 60 days without contact from you regarding continued services.

You may be readmitted to service, once terminated for any of the above reasons, with the permission of the Program Supervisor only.

**Non-Profit Status:**

Child and Family Service is a private, not-for-profit 501 (c)3 tax exempt corporation, and, as such, is not subject to the Freedom of Information Act.

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