

Mission

Lakeside Community Committee is on a Mission to enhance the quality of life for children and families by inspiring hope, empowerment, and growth within all whom we serve.

Summary of Client Rights

- 1. The right to be treated with respect and dignity and to receive services that are free from harassment and coercion.
- 2. The right to receive all services regardless of your sex, race, ethnic background, culture, disability, religion, national origin, age, lifestyle or financial standing, unless specifically restricted by the funding regulations of the program, or specifications of the program plan.
- 3. The right to adequate and humane care and services.
- 4. The right to receive services in a non-discriminatory manner and the right to receive services that are respectful of and responsive to cultural and linguistic differences.
- 5. The right to communicate with other people in private, without obstruction or censorship by agency staff in the language of your choice. These rights include mail, telephone calls, and visitors.
- 6. The right to give accurate information about your mental health, substance use, military service, and/or domestic violence issues as well as other circumstances which might have impact upon the services received.
- 7. The right to be informed of any treatment or therapy, including physical and medical consequences and the right to refuse a component of treatment or therapy program, with the right to be informed of all alternatives.
- 8. The right to access and review your record, as governed by Lakeside Community Committee, Inc.
- 9. The right for you and your guardian to participate in the development of your own individualized service plan; treatment plan and services.

- 10. The right to client confidentiality, as governed by Lakeside’s Disclosure of Information Policy and the Confidentiality Act. All information concerning you is held confidential and released only by your written consent or by court order. You will be advised on such rights by the staff and/or program in which you’re involved.
- 11. The right to trauma informed services. This includes a physically and emotionally safe space; supportive adult relationships; assistance in identifying and building strengths and learning and using appropriate coping skills.
- 12. The right to services that are sensitive to past trauma exposure and committed to reducing risk factors for trauma exposure in the future.
- 13. The right to participate in any treatment team meeting regarding yourself.
- 14. The right to refuse any treatment including medication, unless said treatment or medication has been mandated by law or court order and be informed about the consequences of refusal which can include discharge.
- 15. The right to receive services provided your behavior does not disrupt, threaten, or harm other clients or staff. Non-compliance could result in discharge from services.
- 16. If terminated, the right to referral to another agency who can meet your needs.
- 17. The right for justification of any restriction of your individual rights documented in your individual record.
- 18. The right or the guardian’s right to present grievances up to and including Lakeside’s Chief Executive Officer. The client or guardian will be informed on how their grievances will be handled at the Agency level. A record of such grievances and the response to those grievances shall be maintained by the provider. The Chief Executive Officer’s decision on grievance shall constitute a final administrative decision (except when such decisions are reviewable by the Agency’s governing board, in which case the governing board’s decision is the final authority at the provider level).

- 19. The right to have the opportunity to consult with independent specialists and counselors and to seek an outside psychiatric or psychological evaluation.
- 20. The right to be free from abuse, neglect, harm, and exploitation.
- 21. The right to be provided services in the most appropriate and least restrictive or intrusive setting/service.
- 22. The right to report any infringements of your rights to your Agency’s human rights committees. The right to **request agency staff assistance** in contacting the above agencies.

[Illinois Guardianship & Advocacy Commission](#)
160 N. LaSalle St., Suite S500 Chicago, IL 60601
[800.232.3798](#) or [312.793.5900](#)

[Equip for Equality, Inc.](#)
20 N. Michigan Avenue, Suite 300
Chicago, IL 60602
[312.341.0022](#)
[800.610.2779](#) (TTY)

[DCFS Service Appeal](#)
Bureau of Quality Assurance
State of Illinois Center
100 West Randolph, Suite 6-200
Chicago, IL 60601
[312.814.6800](#)

- 23. The right not to be denied, suspended or terminated from services or have services reduced for exercising any rights.

Client Responsibilities

In addition to the rights that are afforded to you as a participant of Lakeside Community Committee services, there are certain responsibilities you have to ensure appropriate delivery of services. Your responsibilities include but are not limited to the following:

- 1. Consistently abide by all rules and regulations of Lakeside Community Committee including our concealed carry weapon prohibition and our non-smoking policy.
- 2. Provide relevant information, to the fullest extent possible, which is accurate and complete when it impacts the services you are receiving.

- 3. Actively participate in the services and work on the goals outlined in your treatment and/or service plan.
- 4. Consistently comply with program specific rules and expectations as outlined in your program’s handbook or rules. Please ask questions if you are unsure of what is expected of you within a specific program.
- 5. Be considerate of your peers, agency personnel and property.

Agency Expectations

In-person services are available from 9:00am-5:00pm, Monday through Friday, depending upon the program in which a client is enrolled. Since COVID-19 professional staff have a hybrid work schedule, however agency staff is always available for in-person or telephonic contact during that timeframe. A 24-hour emergency number is specific to some programs as outlined in the program brochure.

- 1. All clients are expected to regularly attend and fully participate in, the program for which they are enrolled.
- 2. All clients are expected to promote a safe environment for themselves and others.
- 3. All clients are expected to refrain from the use of all drugs, including alcohol, immediately before or during visits to the Agency.
- 4. All clients are expected to behave politely and to refrain from rude or belligerent behavior, including fighting, spitting, arguing, and the use of foul language. Clients are expected to refrain from verbally and physically aggressive behaviors and property destruction. Such behaviors if exhibited on a consistent basis may result in discharge from the program.
- 5. All clients are expected to adhere to the Agency’s communicable diseases guidelines which change periodically.

Grievance Procedures

It is the policy of Lakeside Community Committee, Inc. (LCC) to ensure that clients, families, foster parents, other stakeholders and funding source complaints concerning the quality of service provided by LCC are addressed and resolved. The Quality Improvement Department provides a formal communication mechanism for clients, families, foster parents, and funders to obtain solutions to unresolved problems and to receive timely, substantive responses to their inquiries and complaints.

The purpose of this policy is to provide clients, families, foster parents, stakeholders and funders with a mechanism whereby complaints regarding the quality of service provided by LCC are addressed and resolved, with corrective action taken when appropriate. It ensures that the client’s future access to care is not compromised. This mechanism provides for institutional complaint analysis, problem trending and recommendations for resolution.

All complaints concerning the service, location, environment, or treatment of any client which has been unacceptable by a client, is grounds for submission of grievance. This shall include, but is not limited to the following:

- 1. Rude or harassing treatment of a client on the part of any Lakeside Community Committee staff member.
- 2. Failure of staff members to include client input in the development of a service plan.
- 3. Perceived racial, sexual or religious discrimination on the part of any Lakeside Community Committee staff member.
- 4. Any other perceived unprofessional behavior on the part of any Lakeside Community Committee staff member.
- 5. Failure of staff members to help identify and address your needs in regards to trauma exposure.

Complaints may be submitted by a client, family member, foster parent, legal guardian, or funder to the Quality Improvement Department by calling (773) 224-9217 during office hours (9:00 a.m. to 5:00 p.m.). Any Agency staff may refer a complaint to the Quality Improvement Department for further action. Complaints may be submitted orally or in writing. A request for anonymity will be respected. All complaints will be investigated with the employees or department(s) involved for immediate action. Final resolution or disposition of significant complaints will be completed within ten working days of submission to the Quality Improvement Department. Notification of the resolution and an explanation of any further appeal rights or recourse are provided with the grievance disposition.

Presentation of a complaint will not jeopardize current or future services at Lakeside Community Committee. Confidentiality and clients’ rights to privacy will be honored and access to individual complaint information will be protected as appropriate.

Lakeside Community Committee



HANDBOOK OF CLIENT RIGHTS, RESPONSIBILITIES

AGENCY EXPECTATIONS,

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GRIEVANCE PROCEDURES FOR CLIENTS

www.lakesideecc.org	
Josephine Glover	Jackie Sharp Akins
Chair, Board of Directors	Chief Executive Officer
Tiffany Johnson, Ed.D.	Addie McCaskill
Chief Operating Officer	Chief Financial Officer
7418 South Cottage Grove Ave., Chicago, IL 60619 773.224.9217	