



YOUR RIGHTS

At Catholic Charities West Michigan (CCWM) we are dedicated to providing you with quality services. We also believe that you should know your rights while participating in one of our programs. You should know how to make a complaint if you believe any of your rights have been violated.

YOUR RESPONSIBILITIES

- You are responsible for payment of your bill.
- You are responsible for knowing if your insurance company will pay for part or all of your bill.
- You are responsible for providing clear and accurate information about yourself.
- You are responsible for following the program rules.
- You are responsible for being considerate of the rights of others you encounter in our facilities.



YOU HAVE THE RIGHT TO KNOW

- How much our services cost and how much you must pay.
- When a violation of program rules could lead to your discharge.
- If you, or information about you, will be used in any research or experiments.

YOU HAVE THE RIGHT TO

- All civil rights guaranteed by state and federal law.
- Suggest changes in our services.
- Expect us to look into your complaints.
- Help make up your own treatment or service plan.
- Refuse our services and be told what will happen if you do.
- Talk with your own doctor or lawyer.

YOU ALSO HAVE THE RIGHT TO

- Review and obtain a copy or summary of your record. Exceptions include when the agency's leadership recommends otherwise, if the information was compiled for use in a civil, criminal or administrative proceeding, or other limited circumstances.
- If your record is stored in an electronic format, CCWM will provide access in a readable format agreed to by you and CCWM.
- In certain circumstances you have the right to request and receive a list of disclosures of your health information made by CCWM.
- You have the right to receive notification of breaches of your unsecured protected health information.

YOU HAVE THE RIGHT TO EXPECT THAT PROGRAM STAFF WILL NOT

- Abuse or neglect you.
- Give out information about you without your permission (unless otherwise permitted by federal law).
- Require you to be part of any research if you don't want to.

If you want to know more about your rights, please read the recipient rights poster in the lobby or contact the CCWM Rights Advisor for a more complete list of your rights.



RESOLVING YOUR RIGHTS CONCERNS

If you think your rights have been violated or have a complaint about services provided through CCWM, please talk to the CCWM staff member or therapist working with you. If the situation is not resolved, you should then talk with the supervisor or Program Director. CCWM staff are interested in listening to your concern and helping you find a solution.

CCWM RIGHTS ADVISOR

If talking to the Program Director doesn't resolve your concern, then we welcome you to contact the CCWM Rights Advisor. Maybe together we can find a simple solution to your complaint.

Susan Kornoelje
616.246.0589
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If that doesn't work, you can fill out a Formal Complaint/Grievance form which you can get from any CCWM staff member. After you submit the Formal Complaint/Grievance form to the CCWM Rights Advisor, you will be notified within 10 business days and your concern will be investigated.

If you are funded by the community mental health system and don't accept the written response from CCWM, you may appeal to the regional rights consultant in that system. The CCWM Rights Advisor can assist you with this process.

If you are working with our child welfare services, contact information is provided on the back of this brochure to report your unresolved concerns to the Division of Child Welfare Licensing.



YOU MAY ALSO CONTACT

Michigan Division of Child Welfare Licensing
235 S. Grand Ave, Suite 1305
PO BOX 30650
Lansing, MI 48909
(844)313-3447
www.michigan.gov/mdhhslicensing



ADMINISTRATION
40 Jefferson Ave SE
Grand Rapids, MI 49503



In the spirit of our Catholic tradition, we lead our diverse communities with hope and compassion by offering innovative, collaborative programs. Through our team of highly trained employees, dedicated volunteers and generous community, we deliver the highest quality social services.

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KNOW YOUR RIGHTS



Providing Help. Creating Hope.

ccwestmi.org