

Participant Rights & Grievances

Participant Rights

1. Participants have the right to expect their concerns will be heard in a timely and objective manner.
2. Participants have a right to inquire and receive referrals to situational and culturally responsive services that will support their overall well-being.
3. Participants have the right to receive copies of the documents they have signed and have the documents provided in the participant's preferred language.
4. Participants have the right to request restrictions on the use or disclosure of the Participant's health form, and an accounting of certain disclosures of individually identifiable health information. This information is only shared with medical personnel as needed.
5. Participants have the right to file a privacy complaint directly with us or with the federal government.
6. The participant and their guardian have the right to present grievances up to and including the President/CEO. The participant or guardian will be informed of how his or her grievance will be handled at the provider level. A record of such grievances and the response to those grievances are maintained by 360 Youth Services. The President/CEO's decision on the grievance shall constitute a final administrative decision.
7. The participant shall not be deprived of any legally or constitutionally guaranteed rights, benefits or privileges.
8. Participants have the right to be informed of the consequences of non-payment for services rendered (as applicable); participants shall be informed before such consequences being applied.
9. Participants have the right to be informed of the rules, expectations, and other factors that can result in discharge or termination of services.
10. Participants shall not be denied attendance because of age, sex, race, religious belief, ethnic origin, marital status, physical or mental disability, sexual orientation, gender identity, gender expression or criminal record unrelated to the present situation.
11. Participants shall be free from abuse, neglect and exploitation. Participants shall be free of sexual harassment, including threats, flirtations, sexually degrading words and comments about the participant's body. Participants shall be served with respect in a courteous and professional manner.
12. Participants have the right to receive a copy of our "Notice of Privacy Practices" which details how individually identifiable health information may be used or disclosed by our organization.
13. Participants shall not be denied, suspended or terminated from services or have services reduced for exercising any of their rights.



Participant Responsibilities

1. The Agency expects those participants who voluntarily attend a Snowball Retreat to be motivated to participate in the experience.
2. The Agency expects participants to be honest in revealing personal information.
3. The Agency expects participants to be free from the influence of drugs or alcohol when coming to use Agency services.
4. The Agency expects participants to act in a respectful, non-threatening manner with staff.
5. The Agency expects participants to pay agreed upon fees promptly.
6. The Agency expects participants to respect Agency and personal property.
7. The Agency expects participants to follow rules and procedures.

Grievances:

As part of our commitment to excellence, all persons served by 360 Youth Services have the right to file a grievance at any time without fear of their services being denied, reduced, suspended, or terminated.

360 Youth Services uses a two-tier grievance procedure. The first tier is a complaint. We encourage you to work out any complaints with the Snowball Manager, or, if necessary, their supervisor. The second tier is a grievance. For the grievance procedure, along with a full list of client rights and responsibilities, as an individual served by 360 Youth Services, and LCFS click [here](#).