



Your Guide to

Client Rights





Welcome to Child Saving Institute

We're really glad you're here.

Whether you're looking for support, guidance or just someone to walk alongside you, you've come to a place that's built for exactly that. At Child Saving Institute (CSI), we've been helping children and families grow, heal and thrive for more than 130 years. And while a lot has changed since we first opened our doors, one thing hasn't: our belief that every child, and every family, deserves to feel safe, supported and seen.

You might be here for therapy, early childhood education, parenting support or something else entirely. Whatever brought you through our doors, we want you to know this: we're here to listen, to help and to work with you toward your goals.

This guide will walk you through your rights as our client, how we protect your privacy, and what to do if you ever have a concern. If anything feels unclear or you just want to talk something through, your CSI worker is always here to help—at your first visit or any time after.

Thank you for trusting us to be part of your journey.

With Heart & Humanity,

A handwritten signature in white ink that reads "Lisa Blunt".

Lisa Blunt
Chief Operating Officer

FREQUENTLY ASKED QUESTIONS

Am I eligible for services?

Eligibility for services depends on specific program requirements. Some programs have age restrictions, such as emergency shelter and early childhood education, while others are limited by service area. No matter the program, **services at CSI are offered to everyone**, regardless of race, color, religion, gender, disability or national origin.

To help us determine your eligibility and provide the best support, we ask that you share **accurate and up-to-date information**. We also ask that all clients **follow program rules and behavioral expectations**. If those expectations aren't met, **services may be paused or ended**.

If you have questions about eligibility or what's required for a specific program, our team is here to help.

Where and when are services provided?

CSI staff members provide services **in the agency, in client homes** and elsewhere **in the community** based on the service provided and the needs of our clients. Please discuss your specific needs and the options available to you with your assigned service provider.

CSI's primary business hours are from **8 a.m. to 6 p.m., Monday through Thursday**, and from **8 a.m. to 5:30 p.m. on Friday**; however, there are often trainings, groups and other activities scheduled during evening hours and on weekends. Similarly, home visits and therapy sessions may be scheduled during evening and weekend hours to accommodate client needs.

How qualified is the staff?

Our team brings a wide range of experience and training to the work we do. Many of our staff hold bachelor's or **master's degrees** in social work, psychology or other human service fields. Everyone who provides direct care receives **thorough training** when they start—and **ongoing support and supervision** to keep growing in their role.

We also work with volunteers and practicum students, who are **carefully screened, trained and supervised** to ensure high-quality care.

CSI is **accredited by the Council on Accreditation**, which guarantees the services you receive at CSI are of **consistent, high-quality**.

CLIENT RIGHTS

Before receiving services at Child Saving Institute, adult clients—or the parent or guardian of a minor—will be asked to sign a consent form. This helps ensure you understand and agree to the services being provided.

At CSI, we believe everyone deserves ethical, respectful and fair treatment. That means you have the right to receive services in a way that is inclusive, non-discriminatory and sensitive to your cultural and language needs. You also have the right to clear communication and consistent expectations.

As a client, you have the right to:

1. **Be involved** in decisions about your services.
2. **Understand** the benefits, risks, side effects and alternatives to any planned services.
3. Be offered the **most appropriate and least restrictive** option to meet your needs.
4. Receive services in a way that is **free from harassment or pressure**, and that respects your right to make your own choices.
5. **Refuse** any service, treatment, or medication.
6. **Be informed** about what might happen if you choose to refuse, including the possibility of being discharged.

You and your family or legal guardian (if applicable) have the right to **participate in decisions** about your care every step of the way.



At Child Saving Institute, **your privacy matters**. We take great care to protect your personal information and **only share it when necessary**. If someone requests information about you—or if sharing it is needed to support your care—we'll make sure there's a **valid reason** first. Then, we'll ask for your written permission (or your parent's or guardian's, if needed) before moving forward.

You'll always get a **copy of any consent form** we use, and we'll keep a record of it in your file.

There are a few situations where we may be required by law to share information without your permission. This includes things like **reporting suspected abuse, neglect or responding to a court order** or a **serious safety concern**. In those cases, we follow all federal, state and local laws to make sure we're doing the right thing.

At Child Saving Institute, we want you to know that you have the right to speak up if something doesn't feel right. You can file a formal grievance at any time, without fear of being treated unfairly or facing any kind of retaliation. We'll make sure you receive a timely written response, along with information about any next steps or options you may have.

While we may not always be able to meet every request, you deserve a clear and respectful explanation for the decisions made about your care. Most importantly, you have the right to be treated with dignity, kindness and respect—always.

To file a grievance, follow these steps:

1. If you have a concern or complaint, it's best to **share it in writing** (email is fine) with the CSI staff member involved or their supervisor. If you're not sure who to contact, you can reach out to the Chief Operating Officer or Human Resources. Please try to submit your concern within **60 days of the issue**. You'll receive a **written response within five business days**. Copies of the concern and response will be shared with the appropriate supervisor, program director, and the Chief Operating Officer. If writing is difficult for any reason, you can share your concern verbally. In that case, a third party—like a Program Director, HR or the COO—may be brought in to help.
2. If you're not satisfied with the response, you can **request a meeting** with the staff member's supervisor, the program director or the Chief Operating Officer. After the meeting, you'll receive a written response within five business days. Copies will also be shared with the appropriate staff and leadership.
3. If the issue still isn't resolved, you may **submit a written grievance directly to the Chief Operating Officer**. The COO will contact you within **five business days** to discuss the concern and will follow up with a written response. Copies will be shared with relevant staff and leadership.
4. If the Chief Operating Officer is directly involved in the concern, the **President and CEO** will handle the review and response.
5. The decision of the Chief Operating Officer or, if applicable, the President and CEO is final. CSI leadership reviews all grievances to help **improve services and prevent future issues**.



**Our Purpose is to
Champion What's Best for Each Child & Family**

Our team is committed to finding the right path and combination of services to meet each child and every family where they are.

Everyone has a responsibility to report child abuse or neglect. Nebraska state law requires any person who has a reason to believe that a child has been abused or neglected to report their concerns to the Child Abuse and Neglect Hotline at: (800) 652-1999.

