



# SPRING LEAF SOLUTIONS



**OFFICE:** 202-525-3954  
**FAX:** 202-525-2580

**WEBSITE:**

<https://www.springleafsolutions.com/>

**EMAIL:**

[info@springleafsolutions.com](mailto:info@springleafsolutions.com)



Mon-Fri: 9:00 am - 5:00 pm  
Saturday & Sunday: By Appointment Only

# YOUR RIGHTS

The clients being served at Spring Leaf Solutions have the right to:

Confidentiality of information.  
Privacy.  
Freedom from:  
Abuse.  
Financial or other exploitation.  
Retaliation.  
Humiliation.  
Neglect.

## ACCESS TO:

Information pertinent to the person served in sufficient time to facilitate the person's decision making.

Their own records.  
Informed consent or refusal or expression of choice regarding:  
Service delivery.  
Release of information.  
Concurrent services.  
Composition of the service delivery team.  
Involvement in research projects, if applicable.

## ACCESS OR REFERRAL TO:

Legal entities for appropriate representation.  
Self-help support services.  
Advocacy support services.

Adherence to research guidelines and ethics when persons served are involved, if applicable.  
Investigation and resolution of alleged infringement of rights.  
Other legal rights.



### Report abuse and fraud

You can report this to the Corporate Compliance Officer, Kim Roundtree by calling the office. You do not have to give your name when you call.



### Mission

To re-energize our community by restoring individuals to wellness.



### Drug Free & Safe Environment

Smoking and illicit drugs are not allowed in the building. Weapons are also not allowed. Medications that are prescribed may not be bought into the building.



### Alternatives to restrictive interventions

We refrain from using any kind of seclusion or restraint as a behavioral intervention in the course of treatment for any client.



### Opportunities for Involvement and Input

As a client or family member of a client, your contribution is especially important and welcomed. There are a number of ways you can be involved:

***Participate in focus groups***  
***Submittal of surveys***



### To Request Special Accommodations

If you need accommodations to participate in services, you may request Accessibility and Accommodations on behalf of yourself or a family member.



### Alleged or Suspected Abuse or Neglect

We report all instances of suspected abuse and neglect to the appropriate protective services department.



### Treatment Plan

The process used to design your individual treatment plan:

***Time and place that is convenient for you.  
You can invite the people you want.  
You are satisfied with the final plan.  
The plan will be in a language that you understand***



### Fee for Service

We charge fees for services provided to Clients. Clients are made aware of the agency's fee policies at admission. We accept Medicaid.



### Code of Ethics

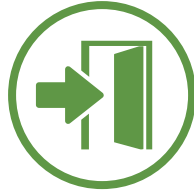
All persons employed by the company are expected to perform in a manner that reflects the highest standards of ethical behavior. We expect the same of our clients.





### Discharge/Transition Planning

We initiate the process of transition/discharge planning early in an individual's entry into programming.



### Regaining Entrance Once Discharged

Client shall regain entry into program on a conditional basis (if they were discharged due to non-compliance with agency rules) on a 30 day trial basis.



### Infection Control

We minimize occupational exposure to communicable disease or infection that spread by using universal procedures.



### Concerns & Grievances

If you have a problem or concern regarding services, feel free to file a grievance with our Corporate Compliance Officer, Kim Roundtree.





### Assessment

To start services, all clients must have an assessment performed by a licensed clinician.



### Case Manager

Once you get assessed, you will be assigned a CSW



### Program Expectations

We expect clients to be a part of service delivery and keep appointments made with their workers. Both client and staff person will be respectful toward each other.



### Safety

#### **First Aid Kits:**

Located near the front desk

#### **Fire Extinguisher**

Please ensure that you take a look at the fire escape routes throughout the building.



