



Kids In The Middle® Client Rights and Responsibilities

Kids In The Middle (KITM) cares about and respects the rights of all our clients. KITM has a no violence policy and uses non-violent conflict resolution to de-escalate conflict. All agency services are offered in a non-coercive manner. Your participation in services is voluntary. You have the right to refuse service or treatment unless your rights have been limited by a court order.

1. We respect your right to privacy. All information concerning you is held confidential. Additional information about confidentiality policies is outlined in the Confidentiality Agreement in an Information Packet which you will receive.
2. Services will be provided to you and/or your family without discrimination based upon national origin, race, gender, sexual orientation, religion or age.
3. You will not be refused services because of limited financial resources. Fees are based upon a sliding scale. Your fee agreement will provide more information on fee policies.
4. Services will be accessible to clients with physical disabilities.
5. Kids In The Middle makes every effort to make its services convenient for all clients in terms of scheduling appointments. The Agency's office hours are:

Monday-Thursday: 8:30 am – 9 pm

Friday: 8:30 am – 5 pm

6. Kids In The Middle will work with you to develop a service plan to meet your needs at the beginning of treatment and throughout the time you are receiving services. This includes determining the types of services to be provided, how long and how often service is necessary. In some cases, however, details regarding service plans may be specified by court order. All clients are expected to provide Kids In The Middle with information they deem relevant to treatment and up-to-date throughout their time of receiving services.
7. Kids In The Middle will provide you with the name and professional credentials of anyone working with you and your family. Please see your Parent Handbook in your Information Packet for a list of agency staff.
8. We hope our services meet your needs. If an issue arises that causes you concern, please bring it to the attention of your therapist or the Chief Program Officer so we can try to resolve it. In the event an issue arises that is not resolved you have the right to file a grievance which will be brought to the attention of the Chief Executive Officer. Information about how to file a grievance can be obtained from the receptionist.

Kids In The Middle
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