

Duman Center Informed Consent

Thank you for seeking business development services at JVS Chicago. We are excited to help you move toward your small business goals. Please read through this document for important information about the policies and practices of the Duman Center at JVS Chicago. If you agree to the following, please sign and date the document. If you have questions, please ask your advisor.

What to Expect

As you may have already spoken with JVS Chicago Access, you may have provided some information about your business history and your current situation related to seeking services at the Duman Entrepreneurship Center, which has been shared with your advisor.

Although each advisor has a unique style, you can generally expect some consistent themes while engaged in business advising services. These may include assessing your current needs, exploring business options, and discussing a plan for next steps.

Based on your needs, you and your advisor may agree to action steps to be completed between visits. It is important for you to take an active role in this process. The purpose of these activities is to help you in your business development and move toward your business goals.

Confidentiality

Information you share with the Duman Center and your advisor is confidential. In some cases, advisors may discuss information about your project with other JVS Chicago staff in professional consultation. This information will not be shared outside the agency without your express, written permission. Some demographic information is collected by JVS Chicago for statistical reporting. No identifying information about you will be published, and demographic and statistical data is reported aggregately.

In consideration of the Duman Center furnishing you with management and technical assistance, you agree to waive all claims against JVS and its constituent institutions, its staff, or any other resources employed by or used in connection with these services. The Duman Center may ask all clients who receive business assistance to complete an evaluation or survey for the services provided.

I agree to cooperate should I be selected to participate in surveys designed to evaluate JVS services. I permit the Duman Center the use of my name and email address only for surveys, newsletters and information mailings regarding relevant Entrepreneurship information.

(Yes No). I understand that any information disclosed will be held in strict confidence.

I, , acknowledge I have read and agree to the policies outlined in this document. I understand I will have the opportunity to speak with an advisor about any questions I may have.

Client Signature

Advisor Signature

Date

Date



JVS Chicago is administered through an alliance agreement by Jewish Child & Family Services, a partner with the Jewish United Fund in serving our community.



HUMAN RIGHTS STATEMENT INDIVIDUAL RIGHTS

The Jewish Vocational Service (JVS) is committed to offering its programs with full regard for the human dignity and individual rights of persons seeking or receiving service. This Human Rights Statement, which follows current laws and regulations and the philosophy of JVS, is posted on a central bulletin board in each JVS facility. These rights and procedures are reviewed regularly by management and staff so that your rights will be protected and preserved. A JVS Human Rights Committee is accessible and active, as needed, to ensure that any problems or questions about your rights are received in a consistent, fair and respectful manner.

YOU HAVE THE FOLLOWING RIGHTS: The right:

1. To all civil rights as defined by law.
2. To be treated fairly with dignity and respect.
3. To accept, refuse, receive and discontinue professional JVS services, as you desire.
4. To authorize medical treatment, unless, in the case of an emergency, you are unable to give an informed consent.
5. Not to be abused physically, verbally, psychologically, or sexually nor neglected or exploited (taken advantage of) under any circumstances.
6. To be free from financial or other exploitation, humiliation and retaliation.
7. To confidentiality. Personal information about you will not be released without a written request and your written permission.
8. To access information in sufficient time to make informed decisions; the right to give informed consent or refusal and expression of your choice regarding service delivery; the right to concurrent services; the right to have input into who is on your service staff team; the right to access or be referred to lawyers and legal representation; the right to access self-help and advocacy support services; and the right to an investigation and resolution of any alleged infringement of your rights.
9. To participate or refuse to participate in research projects. If you choose to, all research guidelines and ethics will be followed.
10. To read and, if you so choose, copy your agency file. Once you give a written request to your counselor, your file will be made available to you.
11. To choose a job goal and to achieve that goal through an Individual Vocational Plan developed with the assistance of JVS staff.
12. To participate in your case staffings.
13. To use JVS follow-up services for a minimum of one year following the date of your discharge from the program. If you leave, staff will make every effort possible to connect you with other community services to meet your needs.
14. To an ongoing system of program evaluation.
15. To a formal complaint/grievance procedure. You (or your parent/guardian) have the right to present your complaints/grievances up to and including JVS's Executive Director. A record of your complaints/grievances and JVS's response to your complaints/grievances will be kept by JVS. The Executive Director's decision will serve as a final administrative decision. If you are not satisfied with this decision, you may contact the agencies listed in #16.
16. To contact the JVS Human Rights Committee at 312 673-3400 and the agencies listed below:
Guardianship and Advocacy Commission,
1200 First Avenue, Pavilion 9, P.O.Box 7009, Hines, IL 60141-7009, 866-274-8023 Toll-free 160
N. LaSalle St., Suite S500, Chicago, IL 60601, 800-232-3798 or 312-793-5900
Equip for Equality, 20 N. Michigan Ave. #300, Chicago, IL 60602, 312-341-0022
17. Not to be denied, suspended or terminated from JVS services or to have your services reduced for exercising any of your rights.

JVS POLICIES AND PRACTICES IN ASSURING CLIENT RIGHTS

- Availability of a Complaint/Grievance Procedure and a Human Rights Committee
- Ongoing individual program monitoring and your participation and consent in the development and implementation of your Individual Vocational Plan
- Your participation in all staffings reviews
- Quarterly review by staff of case records and quality of service
- Follow-up services once you have left JVS
- Regular staff training on your Human Rights
- Accessibility to program supervisors to discuss issues and concerns
- Staff trained in emergency medical procedures
- Physical accessibility of all rehabilitation to all participants
- Accessible display of JVS' HUMAN RIGHTS STATEMENT/INDIVIDUAL RIGHTS & CONFIDENTIALITY

Jewish Vocational Services
CLIENT GRIEVANCE PROCEDURE
AGENCY COPY

The following is a statement of the Agency's Client Grievance Procedure, and officially notifies

_____ of this procedure.
Client(s) Name

In the event that you have a complaint about the Agency's services, the following procedure will need to be utilized to have your grievance heard.

The following is a statement of the Agency's Client Grievance Procedure:

- 1) The client shares a complaint with an Agency staff member. The agency staff initiates an investigation within 2 business days of receipt of the complaint, insures client confidentiality is protected and attempts to resolve the complaint. If the complaint is not resolved, a *Client Grievance Form* is given to the client to complete. After completion, the worker forwards the form to the supervisor. The name and phone number of the supervisor will be given to the client. The Chief Operating Officer is designated to accept client complaints: a copy of all grievances is forwarded to the Chief Operating Officer.
- 2) If the grievance is resolved, the staff member indicates this on the *Client Grievance Form*.
- 3) If the complaint is not resolved, the staff member indicates this on the *Client Grievance Form* and provides the name and phone number of the supervisor to the client.
- 4) The supervisor speaks with the client in an attempt to resolve the difficulty, offering to meet with the client if indicated. The supervisor ensures client confidentiality is protected.
- 5) If the grievance is resolved, this is indicated on the *Client Grievance Form* and placed in the client's file.
- 6) If there is no resolution, the name and phone number of the Chief Operating Officer is given to the client. The Chief Operating Officer will speak with the client in an attempt to resolve the difficulty, offering to meet with the client if indicated. The Chief Operating Officer ensures client confidentiality is protected.
- 7) If the grievance is resolved, this is indicated on the *Client Grievance Form* and placed in the client's file.
- 8) If there is no resolution, the *Client Grievance Form* will be forwarded to the Executive Director and the name and phone number of the Executive Director is given to the client.
- 9) The Executive Director will respond to the client's complaint by telephone, letter or in a personal interview. The Executive Director ensures client confidentiality is protected. The Executive Director will notify the client of the decision within five working days. The decision of the Executive Director shall be final.

I read the information above and had my rights explained to me so that I now understand my rights as an individual receiving services at JVS. I have also read, understand and received the above Client Grievance Procedure. I was also been given a copy of this statement.

client signature

date

staff signature

date