



*Therapeutic Support Services LLC*

227 Colfax Ave N Ste 15  
Minneapolis MN 55405

## **MISSION STATEMENT**

**To empower individuals and families to successfully transition through various phases in life through nurturing independence and personal growth while maintaining the ability to function as effectively as possible. Empower Therapeutic Support Services strives to create a supportive environment in which clients are taught skills to navigate through life's transitions while empowering individuals to take a proactive role in their lives.**

### **Client Rights and Responsibilities**

In the course of participating in treatment and services, clients have both rights and responsibilities. The following are noteworthy.

When you receive services at ETSS, you have the right to:

- Be treated with respect and recognition of your dignity and right to privacy.
- Be emotionally and physically safe.
- Receive care that is sensitive to your personal values and belief system.
- Have personal privacy and confidentiality of information.
- Participate in the development of an individualized treatment plan.
- Participate in routine review of the individualized treatment plan and make plan updates.
- Have access to information about the credentials of the professional staff working with you.
- Reasonable access to care, regardless of your race, religion, gender, sexual orientation, ethnicity, age or disability.
- Have family members participate in treatment planning.
- To know the status of your insurance, Medical Assistance, PMAP benefits and authorization for services.
- To communicate feedback about your experience with our services and service providers to the staff you work with at ETSS or contact a partner at 612.990.6153.
- You have the right to refuse treatment.
- To communicate feedback about your experience with our services to your managed care company, insurance company or county Social Worker involved in your case.
- Receive information about expectations for you in participating in services and utilizing the facility
- Request access to my Protected Health Information (PHI) or other records that are in the file relevant to your care and treatment

When receiving services at ETSS, you are responsible for: