

Informed Consent Example

Pinnacle Community Services: Important Consumer Information

This sheet is to inform new or returning clients about our services, records, fees, and limitations that may affect you as a consumer of our services. If you do not understand a statement your worker will help you - just ask.

1. Services: Pinnacle Community Services provides short-term services for up to 90 days to individuals who have become homeless or have unstable housing. Please refer to our brochure for details of our services.
2. Limits: Our services are limited to 90 days per year. We do not provide services during nights or weekends. In the event emergency services are needed please call 911 for assistance. You can also call 211 for non-emergency assistance.
3. Fees: We do not charge fees for the services provide at Pinnacle. However, you will have to pay for such items as birth certificates, identification cards, etc.
4. Records: We will maintain records of the services you receive as well as notes concerning your progress or other pertinent information about your work with us. You have the right to access and view your records by making a request to your caseworker.
5. Confidentiality: We respect your right to receive our services without others knowing. However, certain laws or situations could cause us to break your confidentiality such as child abuse or neglect, threats to harm yourself or someone else, court subpoenas, or certain severe mental health issues.
6. Refusal of Services: You have the right to refuse services without any penalty or loss. However, your are limited to 90 days per year and days used will be deducted from the 90 day total each time you end services.
7. Rules: You will be provided with a list of our agency rules today. If rules are broken, services may be altered or terminated.
8. Sharing of Information: Sometimes we will need to contact other agencies or we may need to share information, including your records, with others. We will do this only if you sign a form that gives us permission except for limited reasons; please see # 5 above for examples of such situations.
9. Other: You have the right to be treated with respect by our staff and we expect the same from you in return. You are encouraged to always ask questions if something is not clear. You are also encouraged to express your thoughts and to advocate for yourself as we work with you.

By signing below you acknowledge that the caseworker reviewed the above with you, answered any questions, and gave you a copy of both our brochure and the rules list.

Client

Date

Caseworker

Date