



While it was founded within the Jewish community, and is based on the Jewish values of tzedakah (giving to help others) and tikkun olam (repairing the world), JFS Emergency Services offers assistance to individuals of all backgrounds. We do not discriminate on the basis of race, color, religion, sex, national origin, ancestry, age, marital or veteran status, disability, sexual orientation (including gender identity), or any protected status.

Services Provided:

- ❖ Financial assistance for housing stability related events such as, rental assistance, eviction prevention, move-in costs, utilities and other assistance needs as determined by case-manager.
- ❖ Case management services
- ❖ Jewish Related and Holiday Assistance
- ❖ Food Bank

Your Rights As A Participant:

- ❖ To be treated with respect and dignity and to treat JFS staff with respect and dignity in return.
- ❖ To participate in establishing your goals for services.
- ❖ To receive resources and referrals outside Jewish Family Service when needed or desired.
- ❖ To make your own decisions about your situation.
- ❖ To be free from abuse and discrimination.

Information For A Participant:

Appointments:

JFS is a secure facility. Please make sure you have called and scheduled an appointment before you come in. We cannot accommodate visits without an appointment.

External Sharing of Information:

Any information we disclose to providers outside of Jewish Family Services will need your written permission with the exception of disclosures that are required or permitted by State of Washington or Federal law. For example:

- ❖ We may disclose personal information to appropriate authorities if we reasonably believe that you or someone else is a possible victim of abuse, neglect, or domestic violence or the possible victim of other crimes.
- ❖ We may disclose information to the extent necessary to avert a serious threat to your health or safety or the health or safety of others.
- ❖ We may make disclosures for public health activities; to judicial and law enforcement officials in response to a court order or other lawful process; to emergency personnel or service providers in the event of a medical emergency; in the event you reveal the contemplation or commission of a crime or harmful act; for auditing purposes or state licensing review; or as otherwise authorized by law.
- ❖ These examples are not meant to be exhaustive, but instead are meant to describe the types of uses and disclosures that are permissible under federal and state law.

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Internal Sharing of Information:

In order to provide comprehensive services, we regularly collaborate within JFS to coordinate care, provide access to resources and for safety purposes.

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Grievance/Complaint Process:

We care about your experience in Emergency Services and want to hear from you if you have a grievance or concern. We support an open communication policy and encourage using various problem-solving methods. You can report concerns or problems without fear of services being denied or reduced as a result of your concerns and without fear of mistreatment.

If you have any concerns or complaints about the services that you have received please do the following:

- ❖ Discuss the issue with your case manager directly.
- ❖ If you are not satisfied with the solution/outcome, discuss the issue with the Emergency Services Director.
- ❖ If you are still not satisfied, put your concerns in writing and send it to the COO of JFS.

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Participation Expectations:

Full participation includes the expectation that you will:

- ❖ Be respectful and courteous and in all your written and verbal communications.
- ❖ Provide accurate and complete information on your documentation and paperwork. Provide additional paperwork if requested.
- ❖ Return all necessary documents in the time frame outlined by your case manager.
- ❖ Because we are a secure building, we do not allow weapons or intoxication. While we want our building to a welcoming place for all, we will not be able to meet with you if you are intoxicated or have a weapon. This also includes off site visits.
- ❖ If you are submitting documents electronically, they must be either faxed or scanned and emailed. No photos or images made with cell phones will be accepted.

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Timelines/Unable To Serve:

Your request for emergency services may not be met for one or more of the following reasons:

- ❖ Information provided on your paperwork has been proven to be inaccurate.
- ❖ You did not provide the necessary documentation/paperwork to the case manager.
- ❖ You have not returned all necessary documents in the time frame outlined by your case manager. We will then move on to other candidates.
- ❖ You do not maintain contact with your case manager.
- ❖ You are violent, threaten or use other forms of intimidation to a JFS staff person, other JFS client or visitor.
- ❖ You engage in any kind of illegal activity.
- ❖ Emergency Services has reached capacity and/or is out of funds.

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Note: We will not begin work on your assistance request until your completed application forms are returned.

By signing below, I acknowledge that I have read and understand my participation expectations in the JFS Emergency Services Program and have received a copy of this form.

PRINT NAME

SIGNATURE

DATE

PRINT NAME

SIGNATURE

DATE