

Online Privacy Statement

Capital City Youth Services Inc. (CCYS) is committed to the confidentiality and privacy of your personal information. We do not sell, distribute or otherwise disclose your personal information to third parties of any kind.

CONFIDENTIALITY

We maintain a policy of strict compliance with State and Federal confidentiality laws and State Administrative Rules. No confidential information will be released to or requested from other persons, organizations, agencies or other third parties without your informed written consent, except in response to a court order or as otherwise required by law, and/or to protect you and others from injury, abuse or neglect as provided below.

YOUR SERVICE INFORMATION RIGHTS

To Review Your Records - You have the right to review your records with sufficient notice for as long as we maintain your record. You may request that your information be released to anyone of your choosing. You may request that information be sent to alternative addresses and in alternative formats.

To Obtain an Accounting of the Information Released From Your Record - You have the right to request a list of the disclosures of your protected information that we have made outside of CCYS. Your request must be made in writing. The request must state the time period of the disclosures.

To Request Amendments to Your Record - If you believe something in your record is incorrect or incomplete, you may request that it be amended. This request must be made in writing to the CCYS. Your request must state exactly what information is incomplete or inaccurate and your reasoning that supports your request. We will provide you with a timely response. We are allowed to deny your request if it is not in writing or does not include a reason to support the request. We may also deny your request under the following conditions: 1) If the information was not created by CCYS, 2) If the person who created the information is no longer available to make the amendment, 3) If the information is not a part of the information maintained by or for CCYS, or 4) We believe the existing information is accurate and complete.

In cases where we deny a request, you may write a statement that you disagree with us. We will then add our response and your statement to the record. With your written permission, we will also make reasonable efforts to inform those people that have received the challenged information that an amendment has been made.

To Request Confidential Communications - You have the right to request how we communicate with you to preserve your privacy. For example, you may request that we only call you at work or by mail at a special address or post office box instead of your home address. Your request must be in writing and must specify how or where we are to contact you. We will accommodate all reasonable requests.

HOW WE MAY USE YOUR INFORMATION

For Service Delivery - We will use your information to provide, coordinate, or manage the services we will provide to you. The minimum amount of information necessary to accomplish treatment goals may be disclosed to supervisors, other treatment team members, consultants and administrators.

For Business Operations - We may use your information to support our business activities and to improve the quality of our services. For example: we may use your records when evaluating the services you received. We may also disclose your information to oversight and accrediting agencies and for activities authorized by law such as audits, investigations, inspections, and licensure.

Governmental Entities - We are required to share information with State and Federal governmental entities to determine our compliance with federal and state laws.

Appointments and Communication - We may contact you at the phone number you provided with regard to appointments, treatment and/or other issues that relate to the services you are receiving.

Training and Fundraising - Information that does not contain your personal identifiers may be disclosed for training and fundraising purposes.

For Reporting Child Abuse - Staff with reasonable cause to believe that a child may be subjected to abuse or neglect are required by law to report this to the Florida Department of Children and Families.

For Reporting Risk of Harm to Clients and Others - Staff with reasonable cause to believe that a risk exists of serious, immediate, physical or emotional injury, or death may inform law enforcement agencies and persons who may be affected by threatened action. Staff may also take steps to facilitate or secure the client's hospitalization, if warranted. Suspected criminal gang involvement and/or criminal activity on our premises may require the sharing of information with law enforcement agencies.

For Performance Quality Improvement - Performance Quality Improvement (PQI) or Peer Review is another valuable process that CCYS uses to improve services. PQI activities may include the review of client records. Some of the findings may be published for use within and outside of CCYS but your name and other information that would identify you will not be used in any publications and reports.

Confidentiality and Privacy Complaints - If you want to file a privacy or confidentiality complaint with CCYS or have any questions regarding your privacy rights or the information in this notice, please contact the CCYS by mail or phone:

Capital City Youth Services
Attn: Chief Operating Officer
2407 Roberts Ave.
Tallahassee, FL 32310
850-576-6000

Additional Rights Information for CCYS clients:

- Clients have the right to be free from abuse, neglect, and exploitation.
- Clients will have mental health services provided in the least restrictive setting.
- Clients have the right to present grievances up to and including the Chief Executive Officer of CCYS, Inc.
- Clients have the right not to be denied, suspended or terminated from services or have services reduced by exercising any rights.
- Clients have the right to contact the public payer of their services.

You may print this privacy policy by clicking the link below or you may obtain a printed copy by contacting our Chief Operating Officer. CCYS reserves the right to change this notice based on changes in policy and applicable laws.