

Legal Disclaimer

The information contained in this website is for general information purposes only. The information is provided by Wellness Within of Fox Valley, LLC and while we endeavor to keep the information up to date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the website or the information, products, services, or related graphics contained on the website for any purpose. Any reliance you place on such information is therefore strictly at your own risk.

In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of this website.

Through this website you are able to link to other websites which are not under the control of Wellness Within of Fox Valley, LLC. We have no control over the nature, content and availability of those sites. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them.

Every effort is made to keep the website up and running smoothly. However, Wellness Within of Fox Valley, LLC takes no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.

Website privacy policy

This privacy policy sets out how Wellness Within of Fox Valley, LLC uses and protects any information that you give Wellness Within of Fox Valley, LLC when you use this website.

Wellness Within of Fox Valley, LLC is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Wellness Within of Fox Valley, LLC may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from January 1, 2018.

What we collect

We may collect the following information:

- name and job title
- contact information including email address
- demographic information such as postcode, preferences and interests
- other information relevant to customer surveys and/or offers

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new services, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customize the website according to your interests.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorized access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyze web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyze data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes

- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at kristen@wellnesswithinfoxvalley.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to Wellness Within of Fox Valley, LLC, 115 Campbell Street Ste 201A, Geneva, IL 60134.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at the above address. We will promptly correct any information found to be incorrect.

Privacy Notice

At Wellness Within of Fox Valley, LLC we are committed to treating and using protected health information responsibly. This Notice describes the procedures we use to protect your information, and the circumstances under which your personal health information may be disclosed. It also describes your rights as they related to this information. The rules for confidentiality of mental health records are records in the *Illinois Mental Health and Developmental Disabilities Confidentiality Act* and in the privacy rules of the *Health Insurance Portability and Accountability Act*.

We strive to protect your personal health information.

At Wellness Within of Fox Valley, LLC, every effort is made to keep your personal health information private. Some of our procedures will be evident to you. For example, when you call to discuss an issue with office staff, we may ask you for some piece of identifying information to confirm your identity. Others happen behind the scenes. Computer data is password protected at the work stations and encrypted if it is transferred electronically. Files are secured in locked cabinets at night, and every effort is made to prevent others from viewing your personal health information when it is being worked on by staff members during the day. If you have any concerns about your privacy, please bring them to our attention.

You are entitled to a copy and review of your mental health records.

You have the right to inspect and/or copy your health record. If, after reviewing your record, you believe that any statement is in error, you have the right to request that the person who made the entry make a correction. Anytime you request a revision, your request and the action taken must be noted in the record. If a professional chooses to stand by a statement with which you disagree, you have the right to add a written amendment stating why you believe the entry is in error. Any time that section of the record is released, your amendment must be included.

The following individuals can access a mental health record without written authorization.

1) an adult recipient of services; 2) the parent or guardian of a child who is under the age of 12 years of age; 3) the recipient if he is 12 years of age or older; 4) the parent or guardian of a recipient who is at least 12 but under 18, if the recipient does not object or if the therapist does not find that there is a compelling reason for denying access, *but*

nothing in this statement is intended to prevent a parent or guardian of a child who is at least 12 but under 18 from requesting and receiving the following information: current physical and mental condition, diagnosis, treatment needs, services provided, and services needed; 5) a legal guardian of a recipient who is 18 or over; 6) an attorney, guardian ad litem, or power of attorney or other person who is legally authorized to access the records. We are happy to provide you with assistance in understanding the record.

In the following circumstances, we may release your records without your permission.

There are circumstances that impose limitations on a client's right or ability to maintain privileged communication. A therapist may disclose a record without consent: 1) to a supervisor, consulting therapist, or member of the staff team participating in the provision of services, a record custodian, or a person acting under the supervision of the therapist; 2) when a therapist believes a clear and immediate danger exists to one or more persons; 3) when disclosure is necessary to provide the recipient with emergency medical care or access to needed benefits when the recipient is not in a condition to waive or assert his or her rights; 4) when abuse or neglect of a child is suspected; 5) when a therapist is consulting with an employer, attorney, professional liability company, or other relevant business associate concerning the care or treatment he or she has provided, including disclosure to business associates who may help us pursue payment (*but each of these recipients shall be held to HIPAA privacy standards and may not redisclose the information*); 6) when a recipient introduces his or her mental condition or any aspect of services received for such condition as an element of a claim or defense; and 7) in certain other legal situations where the court has decided that disclosure is directly relevant to the issue being investigated.

Additional Rights.

You have the right to request restrictions on certain uses and disclosure of PHI. However, Wellness Within of Fox Valley, LLC is not required to agree to a requested restriction, and in some situations, is prohibited by law from agreeing to a requested restriction. You have the right to request and receive an accounting of disclosures that we make to other individuals.

Wellness Within of Fox Valley, LLC reserves the right to change the terms of its Privacy Policy and to make the new Policy provisions effective for all PHI that it maintains. You will be notified of any changes to the Policy.

If you believe your privacy has been violated, please contact the Privacy Officer, Kristen W. Kauke or her designee, at kristen@wellnesswithinfoxvalley. You may also file a complaint with the Office for Civil Rights, U.S. Department of Health & Human Services, 200 Independence Avenue; S.W., Room 509F, HHH Building, Washington, DC 20201. There can be no retaliation for filing a complaint.

[See our Statement of Client Rights](#)

Statement of Client Rights

Wellness Within of Fox Valley, LLC is committed to providing you with competent and humane care in a manner that protects your dignity and promotes your self-worth. To this end, the following Statement of Client Rights has been formulated:

1. You and/or your family members have the right to receive services that are respectful, considerate and free of abuse, exploitation, and neglect.

2. You have the right to know the qualifications of the staff that provides services to you. Qualifications for each clinician are available for your inspection on the Wellness Within website.

3. You have the right to be treated in a professional, competent and ethical manner consistent with all applicable states laws and the following professional ethical standards:
 - a. For clinical social workers, the National Association of Social Workers
 - b. For clinical counselors, the American Mental Health Counselor Association
 - c. For marriage and family therapists, the American Association for Marriage and Family Therapy
 - d. For psychologists, the American Psychological Association

4. You have the right to have the information you disclose to your mental health provider kept confidential with the state and federal laws of HIPPA (Health Information Portability and Accountability Act) and the Illinois Mental Health Code and Developmental Disabilities Confidentiality Act unless the law requires disclosure. Examples of such exceptions include but are not limited to: abuse of a child, abuse of an older adult, court orders, significant threat to self or others, and third party financial coverage.

5. You have the right to participate meaningfully in the planning, implementation, and termination or referral of your treatment.

6. You have the right to review and, if you wish, receive a copy of those materials in your case record that pertain to the services you have received at Wellness Within of Fox Valley, LLC within 30 days upon written request (except as otherwise provided by law.) Wellness Within may assess a reasonable fee for copying services.

7. You have the right to documented informed consent: to be informed of the risks and benefits of treatment, the risks and benefits of alternative treatments, and the risks and benefits of refusing treatment. In addition, you have the right to be informed of your mental health provider's practice policies regarding office hours, fees, missed appointments, billing procedures, and other relevant matters except otherwise provided by law. This information is available for your inspection at the time of an intake appointment.

8. You have the right to present grievances or to appeal adverse decisions related to your services. You have the right to make such grievances or appeals up to the highest levels possible in the agency and may exercise this right through the procedure outlined below. Your filing and pursuit of a grievance will not, by itself, preclude or limit your access to the services of this agency.

We encourage you to express any concern about the services you receive to your service provider as soon as they arise. Your provider will issue a response within a reasonable period of time.

Access to Advocacy and Rights Organizations in order to safeguard your rights as a recipient of mental health services may be obtained by contacting any or all of the following agencies:

Equip for Equality, Inc.

11 East Adams Street, Suite 1200

Chicago, Illinois 60604

312-341-0022

Guardianship and Advocacy Commission

160 North LaSalle Street

Chicago, Illinois 60601

312-793-5900

Illinois Department of Children and Family Services

100 West Randolph Street, 6th Floor

Chicago, Illinois 60601

312-814-4650

U.S. Department of Health and Human Services

200 Independence Avenue, S.W.

Washington, D.C. 20201

202-619-0257

Toll free: 877-696-6775

Illinois Department of Human Services/Office of Mental Health

160 North LaSalle Street, 10th Floor

Chicago, Illinois 60601

312-814-4964