

THE PARENT CHILD CENTER OF TULSA

1421 S. Boston Ave. Tulsa, OK 74119

(918) 599-7999

Hours: 8:30 am - 5:00 pm

After Hours: By Appointment/As Scheduled, please ring bell

We are a Smoke/Vape Free, Drug Free and Weapon Free Campus

IMPORTANT PHONE NUMBERS

Emergency: call 911

Mental Health Crisis: call COPES Mobile Crisis (918) 744-4800

Suicide/Crisis Lifeline: Text or Call 988 (chat = www.988lifeline.org)

Crisis Text Counseling Support: Text MHA to 741741

Child Safety Concerns: DHS Hotline 1-800-522-3511

Maternal Mental Health Hotline: 1-888-TLC-MAMA (1-888-852-6262)

Priority Resource Help (food, bills, childcare, housing): Call 211

Domestic Violence Intervention Services: (918) 743-5763 (918)-7HELP-ME

Family Safety Center: (918) 742-7480

National Domestic Violence Hotline: call 1-800-799-7233

National Sexual Assault Hotline: call 1-800-656-HOPE (4673)



Scan here for more
information about
**The Parent Child
Center of Tulsa**

YOUR RIGHTS

- To be treated with respect and dignity.
- To receive services in a physically and psychologically safe environment where you are protected from harm, abuse, and neglect.
- To receive services without regard to race, religion, gender, sexual orientation, ethnic origin, age, degree of disability, handicapping condition, legal status, and/or ability to pay for the services.
- To receive prompt, competent, appropriate services and individualized treatment.
- To participate in your treatment and treatment planning; you may consent, or refuse to consent, to the proposed treatment. (Consent may be abridged for those clients judged incapacitated by a court of competent jurisdiction, and in emergency situations defined by law.)
- To involve family and/or significant others in your treatment and treatment planning when appropriate.
- To have your records be treated in a confidential manner.
- To refuse to participate in any research project.
- To request the opinion of an outside medical or psychiatric consultant, at your expense.
- To assert grievances with any alleged infringement of these stated rights.
- To never be retaliated against, or subjected to any adverse conditions or services solely or partially because of asserting your rights as stated in this handbook.

YOUR RESPONSIBILITIES

- To understand The Parent Child Center of Tulsa (PCCT) only uses & promotes positive, non-physical discipline.
- To provide relevant information as a basis for receiving services and participating in service decisions.
- To schedule and regularly attend appointments at the time reserved for you.
- To notify staff and reschedule or request telehealth if you or a child is displaying signs of illness (fever, vomiting, diarrhea, lice, pink eye, rash). If you or your child arrives at an appointment displaying symptoms of illness, the session will need to be rescheduled. We apologize in advance for the inconvenience.
- To cancel appointments with a minimum of 24 hours notice, or in cases of emergency, to cancel as soon as you become aware you will not be able to make your scheduled appointment.
- To notify staff if your place of residence has active bed bug issues so we can assist with resources as needed.
- To maintain the confidentiality and privacy of other people you encounter while at PCCT.
- To be respectful and appropriate in your dress, behavior, and language while at PCCT or activities sponsored by PCCT.
- To ask questions and state concerns as they arise because your feedback is expected, welcomed, and appreciated.
- To refrain from using or disposing of tobacco products anywhere on the PCCT property.

INFORMED CONSENT

The Parent Child Center of Tulsa takes very seriously its legal and ethical duty to protect client confidentiality. “Informed Consent & Confidentiality Agreement” signed at the start of services includes complete information on: Informed Consent for Services, Communication Consent, Confidentiality Agreement and Acknowledgement of Privacy Practices. In summary, we do not release confidential information without a current written/signed consent or in the case of mandatory disclosure required under state and federal law including, but not limited to:

- Reasonable grounds to believe that you are likely to harm yourself or another person.
- Reasonable grounds to believe that a child under the age of 17 years is at risk of or has been abused or neglected.
- A “duty to warn” ethic allows the service provider to break confidentiality when there are reasonable grounds to believe a danger exists to the participant/client and/or others.

YOUR RIGHT TO FILE A COMPLAINT

You have the right to express any issues, dissatisfaction or complaints you have regarding the services you have received. Although we don’t expect issues to arise, we will work diligently with you to come to a resolution if that should happen. We encourage you to first discuss any issue with your case worker or other agency contact. If you are unable to obtain a satisfactory resolution, you can file a formal complaint. Grievance Forms are available at the front desk. The information you submit will be kept confidential according to the agency’s Confidentiality Policy. You will be contacted within 14 business days. If you are not satisfied with the resolution, you have the right to appeal to the President & CEO or to the President of the Board of Directors.