

FamilySupporters has to observe a number of laws and rules that apply to the healthcare industry. On the website you can find the quality statute approved by the Dutch Healthcare Authority NZa of our legally permitted and recognised healthcare institution. In addition, we also have a number of internal arrangements in place. You can find a summary of them in these General Terms and Conditions.<sup>1</sup>

### Information before the start

Before we can start with the provision of assistance, we need a number of things from you: your agreement to our General Terms and Conditions, permission for requesting information from and providing information to your GP and other bodies involved, and arrangements on the financing of your care. We record these arrangements in the 'Care Agreement'. During the first appointment, we will ask you to sign this agreement.

### Cooperation based on respect

We are open and above board in our cooperation with clients and other parties involved. We respect the cultural background, habits, religion, orientation, gender, norms, values and choices of our clients. We take up an equivalent position and align with the wishes and boundaries of our clients. Conversely, we expect you to do the same. We do not accept discrimination, threats or violence. We take action in the case of domestic violence, maltreatment, neglect or criminal behaviour. The safety of clients and colleagues is paramount. If we feel that boundaries have been reached or exceeded, we will indicate this and where necessary make a report to protect clients and colleagues.

### File & plan

At FamilySupporters, we use the digital client portal 'Jouw Omgeving' for the electronic patient file (EPD). Here, you have access to your own file. You will receive an explanation about this at the start, and you will receive an email invitation to activate 'Jouw Omgeving'.

Together with your counselor, you will make agreements about the collaboration. We create a plan with you and other involved parties. Once we agree, we finalize the plan together. It is important that we all adhere to the agreements. If you believe things should be done differently, we would like to hear from you. If we identify (new) problems or solutions, we will inform you. This way, we work together towards improvement.

At the start, during, and/or at the end of care, we conduct one or more questionnaires. This helps us get a complete picture of your abilities and challenges. Additionally, funders (such as insurers or municipalities) sometimes require certain standardized questionnaires. The results are anonymized and used for effectiveness research and for comparing healthcare providers. For help to clients aged under 23, we report our involvement in the Young People at Risk Reference Index (VIR) as stipulated by the law. The index only contains information about contact persons and does not contain any substantive information. It is intended to enable proper coordination between different aid agencies (if any).

### Privacy & information exchange

We record data of clients and other parties involved in our digitally protected file (EPR). In our Privacy Regulations you can find extensive information, including a description of your rights with regard to our processing of personal data, what personal data we use and why. When processing personal data, our organization complies with the current laws and regulations. This means, among other things, that we treat your data confidentially. Colleagues who work with us only exchange information where necessary. We record arrangements on the privacy, file and exchange of personal data in the care agreement. The general rule for sharing substantive file information is that this does not happen without your permission and that we limit the information shared to what is necessary. Based on statutory regulations or in emergencies, we may deviate from this rule. When submitting an expense claim to a municipality or health insurer, provision of general personal data (name, birth date, gender, BSN) is required. In some cases, we may be obliged to provide data on your health, such as your policy or claim details. When submitting claims to your health insurer, we are obliged to include a diagnosis-related claim code in our claim. If you do not want this data to be included in the claim, you will have to sign an additional privacy statement. It should be noted, however, that this privacy statement does not mean that the health insurer will not be able to trace back a performance claimed to a diagnosis, because a claim is always linked to a unique rate. If you do not want to share any personal data - or other data required for a claim - with financiers at all, you can choose to pay for your care yourself.

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<sup>1</sup> Deze algemene Voorwaarden en alle andere formele documenten kun je ook vinden op de website, het cliëntportaal en/of op papier opvragen bij je vestiging.



Zorg voor je leven.

## Confidential adviser

Have you received (or are you receiving) youth care treatment and do you have a question or problem, but you don't want or can't turn to your contact person or their supervisor? Then you can reach out to the confidential advisor from Jeugdstem.

The confidential advisor is someone with whom children, young people, parents, caregivers, or other closely involved individuals can discuss matters in confidence. This advisor is independent and will not disclose any substantive information without your permission.

A confidential advisor can provide information about how youth care works, what to expect, what your rights are, how to initiate a conversation if something is bothering you, and how to file a complaint. They will advise and support you, always considering your preferred type of assistance.

You can contact Jeugdstem by calling 088-5551000 or via chat at [www.jeugdstem.nl](http://www.jeugdstem.nl).

## Complaints procedure

Wherever people work, mistakes are made, and unfortunately, we are no exception. We do everything we can to carry out our work as well as possible, but we remain human and may sometimes make an incorrect or unclear assessment or decision. If you, as a client or involved party, believe a mistake has been made or disagree with a decision, you have the right to file a complaint. For clients, the complaints procedure is a way to express dissatisfaction, and for us, it is an incentive to improve the quality of our work. If you have a complaint, you should first contact your own counselor. If you cannot resolve the issue together, the next step is a conversation with a supervisor or another mediator. If the complaint involves a confidential matter between you and your counselor, you may also directly contact the supervisor or, in the case of youth care, the confidential advisor (see above).

If the complaint is not resolved to your satisfaction, or if you do not wish to follow the previous steps, you can submit a written complaint directly to the external complaints officer via [klachten@cbkz.nl](mailto:klachten@cbkz.nl). If you have received youth care treatment, you can also contact Jeugdstem by calling 088-5551000 or via chat at [www.jeugdstem.nl](http://www.jeugdstem.nl).

If mediation does not lead to a satisfactory solution, you can escalate the complaint to the independent complaints committee via [klachtencommissie@familysupporters.nl](mailto:klachtencommissie@familysupporters.nl). They will investigate the complaint and issue a ruling. The full procedure for handling complaints is described in the Complaints Procedure for Clients (available on the FamilySupporters website).

If your treatment is under adult care and, despite the procedure, you believe the issue remains unresolved, you may submit the dispute to the external, national Disputes Committee (Bordewijklaan 46, P.O. Box 90600, 2509 LP The Hague; [www.degeschillencommissie.nl](http://www.degeschillencommissie.nl)). You also have the option to contact the Disputes Committee directly. However, if the care is provided solely under the Youth Act (Jeugdwet) and/or the Social Support Act (WMO), the Disputes Committee is not an available option.

## Safety first

Together with all parties involved, our employees do everything they can to realize a safe living situation for our clients and their environment. If safety can no longer be guaranteed, we will take action, even if you or the person involved with you does not want this. If possible, we will discuss our concerns first of all with you or with the person involved with you. Together we will make a plan to restore safety in the short term. In serious situations, where we think that insufficient improvement can be realized with support, or if there is an acute danger, we will make a report to the police or a (municipal) reporting center. Even in those situations we do not withdraw. We keep in touch. Intervening is sometimes part of the job, and we are open about this to all parties involved. When we do this, FamilySupporters always complies with the national laws, protocols and procedures. We do not judge and know that people sometimes do not succeed very well in taking good care of themselves or each other in a certain period or phase.

## Financial obligations

At the start, you receive the information that is relevant to you, about how your treatment is financed and if you may have to pay an own contribution. If you are unable to come to an appointment, you have to report this at least 24 hours before that appointment. The appointment can be cancelled by telephone, voicemail and email, via the branch or your own care provider. If you do not show up at an appointment (and you do not cancel it in time), we will be forced to charge a rate of 75 euro per hour.

## Customised accessibility

We make clear arrangements, so you will know where you stand. Together with your care provider, you look at what you need and make arrangements on when your care provider can be reached by you. In the case of acute danger, you always call 112.



Zorg voor je leven.

## Your opinion matters

We are constantly working on the improvement of our care, and therefore would like to know what you think of our way of working and the mutual cooperation. We also think it is important that clients and their relatives think along with us about the development and improvement of our services and care. We have a clients' council that consists of clients who think along with us about our way of working. If you want to join the clients' council or have a question, send an email to [cliëntenraad@familysupporters.nl](mailto:cliëntenraad@familysupporters.nl), and you will come directly into contact with other (former) clients or relatives who think along with us!