

Kids First

CHILD ADVOCACY CENTER OF THE NINTH JUDICIAL DISTRICT

Welcome

Welcome to Kids First - Child Advocacy Center of the Ninth Judicial District. The Center is here to help children and families in an environment that is safe and non-threatening for children.

Kids First does not knowingly provide services or allow someone on the premises that is a suspected or indicated perpetrator of child abuse.

Services

Services of Kids First Child Advocacy Center (CAC) are available to anyone, regardless of gender, age, race, religion, marital status, sexual orientation, or income level. Services may include the coordination of the child abuse investigation services such as interviews with children, and supportive services such as victim advocacy, court accompaniment, and referral or provision of medical and therapy services.

Fees

There are no fees charged by the CAC for services. The Center relies heavily on donations and contributions in order to provide services.

Confidentiality

Kids First recognizes the importance of confidentiality. Information and records will be kept in strict confidence, and will not be shared except when required by law or emergencies, or when we have signed permission from a parent or legal guardian.

Members of the CAC staff, along with law enforcement, the Department of Children's Services, and the office of the District Attorney General, are part of the mandated team responsible for investigating possible cases of child abuse. We are required to share information with one another in order to provide the best possible team effort in helping to investigate potential child abuse and to keep children safe.

Confidentiality may also be broken for safety reasons, such as in a life threatening situation, or in cases of suspected child abuse or neglect as the Tennessee law requires.

Records will be kept confidential except in those cases where the information is required to be shared, such as when a subpoena is issued in a court proceeding. Because the Center receives state funding, at times we will be monitored and a record may be randomly pulled to make certain Kids First is providing services in accordance with standards and laws.

Grievance Procedure

Kids First encourages you to ask questions and give feedback about services. If you feel that you have been discriminated against, or if you are dissatisfied with any of the services you receive, we encourage you to talk to the staff. If your concerns are not adequately addressed by the CAC staff, you may ask to speak to the Director or submit a written concern to the Director. If the situation is not resolved with the Director, you may then request a meeting with the Director and a representative of the Board of Directors. If the problem is still unresolved, you may report the problem to the appropriate state agency or funding source.

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I have received information regarding the services of the CAC, as well as information regarding non-discrimination, confidentiality limits, and grievance procedures.

Signature

Date

Name (please print)