Social Work Services at GenPride: Program Disclosure

Description of Social Work Services

GenPride has a social worker on staff who specializes in working with older adults within the LGBTQIA+ community. Services may also be offered by a social work intern, supervised by the staff social worker. All social work services at GenPride are provided at no charge to the client, made possible with funding from City of Seattle, King County, and money raised by the organization.

Services can be offered in-person, over the phone, video conference, or email. Services provided in person will follow GenPride COVID-19 and public health policies.

Depending on your situation, the social worker may help to find resources, assist you in applying for state benefit programs, make referrals to other services or organizations, engage in problem-solving, provide brief counseling support, and/or advocate on your behalf.

Your participation in social work services is voluntary. You have the right to choose a social worker that best meets your needs, and you have the right to refuse or terminate services at any time.

Confidentiality & Privacy

You have a right to privacy with regards to your health and other personal information collected by the social worker. All records are secured and maintained as required by State law and GenPride policy. The social worker will ask for your written permission before sharing any of your personal information with other agencies or providers.

GenPride is sensitive to confidentiality within our community. All staff and volunteers sign a confidentiality agreement. What you state and do during sessions with the social worker will not be disclosed to anyone without your consent or as permitted or required by law (per Revised Code of Washington RCW 70.02.050).

Limitations of Confidentiality

The social worker and social work intern are required by law to report the following conditions to the proper authorities: child or vulnerable adult abuse or expressed intention to harm yourself or another person. In all instances, the social worker can only disclose the least amount of confidential information.

Contact:

The social worker checks voicemail (206-800-1221) and email (claudine@genprideseattle.org) regularly during normal business hours Monday – Friday from 9am – 5pm and will do their best to respond within two business days. Please be aware that emails are not confidential.

Emergency Procedures:
In an emergency, after hours, or on weekends, you can **call the 24-hour crisis line at 866-427-4747. If you are suicidal or are having thoughts of harming another person, please call 911 or go to the nearest hospital emergency room immediately.**

Other Community Support Hotlines:

- **Trans Lifeline 877-565-8860**
  Peer support and crisis hotline; 24/7; English & Spanish

- **Sage's National LGBT Elder Hotline 877-360-LGBT (5428)**
  Crisis and community resource support; 24/7; English, Spanish & interpretation in 180 languages.

- **Veterans Crisis Line 800-273-8255 (and Press 1)**
  Confidential crisis support for all Veterans, Service Members, National Guard, and their families and friends.

- **Washington Warm Line 877-500-9276**
  Confidential peer support line; Monday – Friday 5pm-9pm; Weekends 12:30pm-9pm

Grievance Process
If you have a complaint about the social work services, you are encouraged to share your concern directly with the social worker. If this does not resolve your concerns, or if you are not comfortable doing this, you may submit your grievance in writing or make an appointment with the Executive Director of GenPride, Steven Knipp by phone at 206-800-1226, email at steven@genprideseattle.org or mail to 1620 12th Ave., Ste. 203, Seattle, WA 98122.

If you are not satisfied with the actions taken by GenPride, you may contact our Contract Manager at the City of Seattle Human Services Department, Aging and Disability Services, Terry Light**,** Program Specialist, Aging & Disability Services by phone 206-402-2650 or email terry.light@seattle.gov or mail to City of Seattle, Aging & Disability Services 700 5th Ave, #51, Seattle, WA 98104.

If you believe the social worker has committed acts of unethical or unprofessional conduct, you have a right to contact the Department of Health and report that behavior. There is a process for making a complaint; call 360-236-4700, or contact: Washington State Department of Health, Health Professional Quality Assurance / Counselor Section, PO Box 47869, Olympia, WA 98504