



ADOPTION-LINK

IL License # 287866

1113 South Boulevard, Oak Park, IL, 60302

Phone (708) 524.1433, Fax (708) 524.9691, E-mail info@adoption-link.org

HOURS:

- Adoption-Link is open from 9 AM - 5 PM Evening hours are usually available by appointment.

AGENCY'S RIGHTS:

- **Be honest in all communication with the agency.**
- Receive courteous treatment at all times.
- Compliance with agency policy and procedure to the best of your ability.
- Be kept informed, in a timely manner, of any changes related to your family or intention of adoption.
- To refuse to continue to work with a family who is does not meet eligibility standards or compliance with policy.
- Notify agency in the event an appointment needs to be rescheduled.

AGENCY RESPONSIBILITIES:

- **Comply with federal and state law in adoption practices and relationship to the clients.**
- Provide accurate and complete information to the client in terms of policies and procedures related to adoption proceedings.
- Notify the client of any significant changes in policy or procedure.
- Inform the client immediately if you have any concerns or problems with their communication or actions.
- Present Adoption-Link hours of operation, when services are available to you, and how to contact the agency and your worker in the event of an emergency.
- Inform clients of any agency program evaluation or quality assurance programs such as client satisfaction surveys and seek permission to be included.
- Work with family regarding mutually agreed upon goals.
- Honor commitments to the clients.