

## CLIENT'S RIGHTS AND RESPONSIBILITIES POLICY

Catholic Charities protects the rights of persons served in all phases of its service provision and client care. All clients have a right to be treated with dignity and respect and shall retain all civil rights that have not been specifically curtailed by order of the court.

- a) The agency informs applicants for services of the rights and responsibilities in written form which is handed to them and posted conspicuously at the office/facility where service is received. This information will be made available in a language which the person(s) served can understand. Every effort will be made to accommodate persons with special needs e.g., one who is visually or hearing impaired or who cannot read or write. The parent(s) or legal guardian will also be so informed as well as the person served if the person is a minor or is intellectually challenged.
- b) The parents/legal custodian of a child being placed on an emergency basis, have a right to be informed within forty eight hours of placement.
- c) All persons in out-of-home care have the right to: visit with family, receive visits from family, have telephone conversations with family when not contraindicated by the service plan or court order.
- d) All clients have the right to make complaints and to have their complaints heard and adjudicated properly (SEE GRIEVANCE POLICY NO. 101).
- e) All clients have the right to receive and send unopened letters and to have outgoing letters stamped and mailed. Incoming mail may be examined for good reason in their presence for contraband. Contraband means specific property which entails a threat to the client, or other client's health and welfare or to the staff of the facility.
- f) All clients have the right to observe the religion of their choice or to abstain from denominational emphasis.
- g) All clients have the right to keep and use personal possessions unless it has been determined that specific personal property is contraband. The reasons for imposing any limitation and its scope must be clearly defined, recorded and explained.

- h) All clients have the right to participate in the development and the review of their treatment/service plan.
- i) All clients have the right to receive treatment in the least restrictive setting within the facility necessary to accomplish the treatment goals.
- j) All clients have the right to be discharged from the facility as soon as they no longer need care and treatment. If a client has been involuntarily committed in accordance with civil court proceedings and is not receiving treatment, and is not dangerous to self or others, and can survive safely in the community, he/she has the right to be discharged from the facility.
- k) All clients have the right not to be subjected to any harsh or unusual treatment. A strip search of any child in the care of Catholic Charities is specifically prohibited.
- l) Subject to the teachings and morality of the Catholic Church, all clients have the right to receive treatment without discrimination of age, gender, race, ethnicity, creed, color, religion, sexual orientation, marital status, national origin, disability, veteran status or Limited English Proficiency (LEP).
- m) All clients have the right to know the credentials of those professionals delivering/supervising their care and to know the standards by which their care is measured and evaluated.
- n) All clients have the right to expect a reasonable amount of privacy. Case discussion and records are considered confidential and protected by agency policy. No person or agency beyond those caring for the client is permitted to review this information without their permission. Court ordered placements expand access to officers of the court, agencies with custody, and state licensing offices where access is mandated by state regulations.
- o) All clients have a right to have treatment plans and routine progress updates presented to them both verbally and in writing. Other aspects of the case file are not available on demand to the client.
- p) All clients have the right to receive services that are meaningful and appropriate to their individual and family needs and preferences.

- q) All clients have the right to refuse treatment, to refuse to sign a treatment/service plan and to indicate the reason in writing, which will be included or affixed to the plan as part of the record. Catholic Charities' obligation to provide service will be abrogated by a client's refusal to participate in a prescribed course of treatment.
- r) All clients have the right to be compensated for labor performed on behalf of, or for the benefit of the agency.
- s) All clients have the right to give/withhold informed consent to be videotaped or photographed for use outside the office where the service is delivered.
- t) All clients have the right to expect good management that demonstrates considerate use of the clients' time and the provision for their comfort.
- u) All clients have the right, upon discharge, to be advised of their continuing need for service or lack thereof and the whereabouts of an office/facility where that service can be accessed.
- v) Clients have a right to be made aware of the Agency's compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and are to be made aware of how their Personal Health Information (PHI) may be used and disclosed. To this end, clients are made aware of the Notice of Privacy Protection and are provided a copy upon request.

#### RESPONSIBILITIES:

- a) All clients have the responsibility to keep scheduled appointments and to call if late or unable to attend.
- b) All clients have the responsibility to cooperate and participate in the development, implementation and maintenance of a course of treatment mutually determined to be in their best interest and consistent with the aforementioned clients rights.
- c) All clients have the responsibility to respect other clients, their property, as well as the staff and property of the office/facility where service is received.

- d) All clients have the responsibility to make themselves available, as well as duly authorized members of their family, for regularly scheduled reviews of the treatment/service plan.
- e) All clients have the responsibility (when services are provided in the home) to ensure that the home is free of unnecessary distractions such as televisions, stereos, family pets, smoking, other activities or people (non-family members) that would hinder or obstruct the treatment process.
- f) All clients have the responsibility to satisfy their financial obligations with the agency in a timely manner.
- g) All clients are expected to maintain the confidentiality of other clients, their privacy and personal affairs.