

## PARTNERSHIP FOR FAMILIES, CHILDREN AND ADULTS, INC.

|                      |                      |                    |   |
|----------------------|----------------------|--------------------|---|
| <b>Policy Title:</b> | <b>CLIENT RIGHTS</b> |                    | <b>Policy #: CR-250</b>                                       |
| <b>Section:</b>      | CLIENT RIGHTS        | <b>Originated:</b> |   |
| <b>Approved by:</b>  | Board of Directors   | <b>Approved:</b>   | 03/05/08; 04/04/12;<br>08/03/16; 6/5/19                       |
| <b>Cross Ref #:</b>  | CR-12 & CR-270       | <b>Reviewed:</b>   | 01/15/08; 02/2008;<br>03/2012; 03/2016;<br>06/14/16; 07/15/16 |
|                      |                      | <b>Revised:</b>    | 05/17/19  |

### POLICY

The Partnership for Families, Children and Adults assures the basic human rights to all clients. These rights include: the right to dignity, privacy, humane care, and freedom from mental and physical abuse, neglect, and exploitation. Each client shall receive, in accordance with client's rights, an individualized written service plan designed to maximize the development or restoration of client's capabilities. This policy is implemented through the provision of the following rights:

- The right to be free from discrimination for any reason, including race, color, creed, sex, gender identity, national origin, sexual orientation, age, disability, veteran status or religion.
- The right to expect the highest professional standards of practice and treatment from all Partnership staff.
- The right to be treated with dignity and respect, and to be free from unwarranted invasion of privacy.
- The right to be informed of any fees for services, in writing and either prior to, or at the time of service.
- The right to an individualized plan of service designed to meet client's specific needs.
- The right to be actively involved in the development of the service or treatment plan.
- The right to be informed about all the services provided and to have questions answered in understandable terms.
- The right to privacy and confidentiality of personal information and services received, within the limits of the law and the agency's policies regarding privacy and confidentiality. EXCEPTIONS include: medical emergencies, threats of serious bodily harm to self or others, suspected child abuse or neglect, and suspected abuse of the elderly.
- The right to confidentiality of all client records. No confidential information shall be released or obtained without the informed written consent of the client AND/OR legal guardian, EXCEPT as permitted by law and interpreted by the agency's legal counsel.
- The right to be free from physical, mental and/or sexual harassment or abuse.
- The right to access their own case record for the purpose of review, correction or addition, as defined by the agency's policy regarding access to records.
- The right to be counseled in private and in an environment that is equipped and maintained to protect health and safety.
- The right to have complaints and grievances heard and responded to in a timely manner and without retribution.
- The right, except when limited by law or court order, to consent, or to refuse services or treatment, and to be informed of the potential consequences of such refusal. Consent may be withdrawn at any time.
- The right to refuse any research activities considered outside the routine plan of service, except when agreed to with informed, written consent of the client and/or legal guardian.
- The right to refuse participation in any filmed or taped presentation, except when agreed to with the informed, written consent of the client AND/OR legal guardian.
- The right to refuse, without fear of reprisal, making public statements of gratitude to the agency or participating in promotional and/or fundraising activities.

**PROCEDURE**

| <b>Responsibility</b>              | <b>Step</b>  | <b>Process</b>   |
|------------------------------------|--|--|
| <b>Human Resources</b>             | •  | Ensures that training on this policy and procedure is provided, annually, to all staff and to new staff, during the orientation process.             |
| <b>Program Manager or designee</b> | •  | Ensures that client rights are posted prominently in each program or service area.   |
|                                    | •  | Ensures that, prior to, or at the time of intake each client is advised in writing of the above rights.  |
|                                    | •  | Ensures that special accommodations are offered, and provided when requested for non-English speaking clients, and the visually or hearing impaired. |
|                                    | •  | Monitors staff compliance with agency policy on client rights.   |
| <b>All Staff</b>                   | •  | Comply with agency policy on client rights.  |
|                                    | •  | Ensure that each client is advised in writing of the above rights, prior to or at the time of intake.  |
|                                    | •  | Document in client's case record that Client Rights have been explained and any necessary accommodations made to ensure understanding.               |
|                                    | •  | Report any suspected or observed violation of client rights to the next level of supervision which is not involved in the suspected violation.       |
| <b>REFERENCES</b>                  | COA 8 <sup>th</sup> Edition, CR 1  |  |
| <b>DEFINITIONS</b>                 |  |  |
| <b>FORMS</b>                       | <b><i>Client Rights and Responsibility Form:</i></b><br><b><i>CR-250-F-E (English)</i></b><br><b><i>CR-250-F-S (Spanish)</i></b> |  |
| <b>ATTACHMENTS</b>                 |  |  |