

PARTNERSHIP FOR FAMILIES, CHILDREN AND ADULTS, INC.

CLIENT RIGHTS AND RESPONSIBILITIES

Welcome to the Partnership for Families, Children and Adults, Inc. We are committed to providing quality services designed to enhance, strengthen and support individuals, couples and families. We strive to offer an atmosphere of respect and dignity for each of our customers. Following is an outline of your rights and responsibilities as a Partnership client:

Client rights

- The right to be free from discrimination for any reason, including race, color, creed, gender, 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 free from unwarranted invasion of privacy.
- The right to be informed in writing prior to or at the time of service delivery of any fees for services.
- The right to an individualized plan of service designed to meet your specific needs.
- The right to be actively involved in the development of your service or treatment plan.
- The right to be informed about all the services provided to you and to have questions answered in terms you can easily and completely understand.
- The right to privacy and confidentiality of personal information and the services received, within the limits of the law and the agency's Privacy and Confidentiality policy. 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 may be released or obtained without your informed written consent, 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 your case records for the purpose of review, correction or addition, as defined by the agency's policy on access to records.
- The right to be counseled in a private setting and in an environment 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 fear of retribution.
- The right to consent or refuse services or treatment, unless these rights have been limited by law or court order, and to be informed of the potential consequences of such refusal. Consent may be withdrawn at any time.
- The right not to be subjected to any research activities considered to be outside of the routine service plan, without your informed written consent.
- The right not to be filmed or taped without your informed written consent.
- The right, without fear of reprisal, to refuse to make public statements of gratitude to the agency or to participate in promotional and/or fundraising activities.

Client responsibilities

- To treat other clients and staff of this agency with respect and courtesy
- To protect the confidentiality of other clients you encounter at this agency.
- To participate, as much as you are able, to create a plan for case management as applicable.
- To let your case manager/life coach, counselor know any concerns you have about your case management plan or changes in your needs.
- To make and keep appointments to the best of your ability, or if possible, to call to cancel or change an appointment time.
- To stay in communication with your case manager/life coach/counselor by informing him/her of changes in your address or phone number and responding to the case manager/life coach/counselor's calls or letters to the best of your ability.
- To not subject agency case managers, staff, or other clients to physical, sexual, verbal, and/or emotional abuse or threats.

I understand these policies and agree to abide by them. I have had the opportunity to address any questions or concerns to my satisfaction and consent to the services offered.

Client Signature

Date

Witness Signature

Date