

Children & Families First Client Rights Procedure

Purpose: Children & Families First is committed to ensuring that the rights and dignity of clients are respected throughout the organization.

Procedure:

Staff members, volunteers, interns, contractual providers, resource parents, and Board members will ensure that clients receive fair and equitable treatment in all Children & Families First programs, activities, and settings.

Clients have the right to:

- Receive fair and equitable treatment.
- Access programs and services that are free of discrimination on the basis of race, creed, color, religion, sex or gender, sexual orientation, marital status, national origin, citizenship, age, physical or mental health or disability, genetic information or any other characteristic protected by law.
- The consistent enforcement of program rules and expectations;
- Receive services that are respectful of, and responsive to, cultural, religious, and linguistic differences;
- Have their information kept confidential to the fullest extent allowable, and to be informed about circumstances when it may be legally or ethically permitted or required to release such information without their consent.
- Express and resolve grievances.
- Receive services within an agency culture and structure that promotes respect, healing, and positive behavior and prevents the need for restrictive behavior management interventions.
- Participate in treatment or services that are designed to address their particular set of circumstances.
- Participate in a periodic review of your treatment plan or goals.
- Receive services provided by competent staff who are adequately supervised and qualified to perform their job.
- Exercise self-determination by participating in making decisions about their situation and in planning for the services they are receiving in a manner that is not coercive.
- Refuse services including services mandated by law or court order, and to be informed of the possible consequences of their refusal.
- Be informed of their rights in a manner that they understand (*including methods described under Communication of Client Rights*).
- To review information in their record, including information CFF has received directly from the client, in the presence of the Children & Families First staff person working with them or their supervisor.
- Disagree with information in their record, and to include written disagreements in their record.
- To request an accounting of what information has been released from their record.

Approved by Management Team 8.27.18

Communication of Client Rights:

The following materials are reviewed with and provided to clients at enrollment:

- Client Rights, Responsibilities, and Confidentiality Booklet (English/Spanish)
- Grievance Procedure (included in Booklet) (English/Spanish)

The following posters are hung in client areas in all of our locations:

- Client Rights & Responsibilities Poster (English and Spanish).
- Children & Families First Grievance Procedure (English and Spanish).
- HIPAA Privacy Notice (English and Spanish).

The following materials can be downloaded from our website.

- Client Rights, Responsibilities, and Confidentiality Booklet (English/Spanish)
- Grievance Procedure (English/Spanish)

Related Policies & Procedures:

Client Rights Policy

Confidentiality Policy

Behavior Support Management Policy

Adding a Statement to Records Policy

Grievance Policy and Procedure

Record Policy Statement

Record Access, Maintenance, and Content Procedure

(COA Standards: CR 1.01, 1.02, 1.04, 1.05)

**CHILDREN AND FAMILIES FIRST
CLIENT RIGHTS POLICY & PROCEDURE**

Acknowledgment and Consent Agreement

I have read the entire contents of the CFFDE Client Rights Policy & Procedure and agree to comply with all requirements. I have been given an opportunity to ask questions and fully understand the meaning of the policy/procedure. Additionally, I understand that I should contact my supervisor should I have any future questions or concerns. By signing below, I acknowledge having receipt of this policy and consent to agree to abide by the contents.

Signature

Date

Witness

Date