

## **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 program participants receive fair and equitable treatment in all Children & Families First programs, activities, and settings.

Program participants have the right to:

- Receive fair and equitable treatment;
- Receive information on basic expectations for program involvement, including hours in which services are available, fees if applicable, program rules, and discharge information;
- 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 (refer to Confidentiality Policy);
- Express and resolve grievances;
- To receive services in the least restrictive environment possible;
- To make informed choices about the services received, including benefits, risks, side effects, and alternatives to planned services;
- Receive services in a safe service environment that is free of harassment and violence;
- 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*);

**Approved by Management Team 9.23.22; Reviewed 12.30.24; Revised and Approved by Management Team 8.7.25**

- To review information in their record, including information CFF has received directly from the program participant, (refer to Client Records Access, Maintenance, and Content Procedures);
- Disagree with information in their record, and to include written disagreements in their record; and
- To request an accounting of what information has been released from their record.

*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)
- Consent(s) for services, as applicable

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)
- Client Rights Procedure (English/Spanish)
- Procedures on Services for Non-English Speakers (English/Spanish)

**Related Policies & Procedures:**

*Client Rights and Responsibilities Policy*

*Confidentiality Policy*

*Behavior Support Management Policy*

*Grievance Policy and Procedure*

*Record Policy*

*Record Access, Maintenance, and Content Procedure*