Client Rights and Responsibilities

Clients have the right:

- To be treated with respect, dignity, consideration, and compassion.
- To receive services free of discrimination on the basis of race, color, ethnicity, national origin, sex, gender identity, sexual orientation, religion, age, class, physical or mental ability.
- To receive information in terms and language that is understandable and culturally appropriate.
- To be informed about services and options available, including the cost.
- To the assurance of confidentiality of all personal information, communication and records.
- To not be subjected to physical, sexual, verbal and/or emotional abuse or threats.
- To communicate and visit with family, attorney, clergy, physician, counselor, or case manager, unless therapeutically contraindicated or court restricted.
- To be informed of agency policies and procedures that affect client or guardian's ability to make informed decisions regarding client care, to include:
    a. Program expectations, requirements, mandatory or voluntary aspects of the program
    b. Consequences for non-compliance
    c. Reasons for involuntary termination from the program and criteria for re-admission
    d. Program service fees and billing
    e. Safety and characteristic of the physical environment where services will be provided
- To file a grievance about services he/she is receiving or denial of services.

Clients are expected:

- To treat other applicants, clients, volunteers, and staff with respect and courtesy.
- To protect the confidentiality of other clients.
- To not enter the building carrying any fiream.
- To be free of alcohol or mind-altering drugs while receiving services.
- To make and keep appointments or to call to cancel or change an appointment time.
- To inform us of changes in address and phone number.
- To refrain from causing physical, sexual, verbal, or emotional abuse or threats to clients, staff, or volunteers.

_____ _____
Client's Name   Date

_____ _____
Client's (or Responsible Party's) Signature   Relationship to Client   Date