



POLICY AND PROCEDURE MANUAL

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| Chapter: | Rights Protection | | |
| Title: | Client Rights and Responsibilities | | |
| Policy: <input checked="" type="checkbox"/> Procedure: <input type="checkbox"/> | Review Cycle: Triennial Author: CEO/Designee | Adopted Date: 8.2020 Review Date: 5.2023 | Related Policies: Confidentiality and Privacy Mandatory Reporting Credentialing and Competency Review Service Access and Non-discrimination |

Purpose:

The rights and dignity of clients are respected throughout Hopeful Horizons (HH). To that end, HHs’ Client Rights and Responsibility policy provides clarification to the rights protected for clients and defines their responsibilities as it pertains to their treatment.

Scope:

This policy applies to

- All HH Staff
- Selected HH Staff, as specified:
- HH Board Members
- HH Volunteers
- Other: Clients of Service and Sub-contract Providers

Policy:

It is the policy of Hopeful Horizons that the following Client Rights and Responsibilities be displayed in a public place and distributed to all clients at the start of service. In the case of a minor child, notice of rights shall also be provided to the custodial parent.

Clients are requested to sign an affirmative attestation acknowledging their intent to fulfill their responsibilities as a client. Additionally, clients must sign a retainer agreement to receive legal services.

Client Rights:

- A. Consent to Receive Service: Clients are a partner in developing their service plan and will need to indicate approval of the service plan and any revisions in the service plan. Evidence of the clients’ approval shall be documented by signature on the form outlining their service/treatment goals. Clients have the right to refuse service/treatment recommendations and discontinue service at any time. Should a client be dissatisfied with any element of their treatment, they have the right to discuss it with their treatment provider in an attempt to come to a common understanding as to what the problems are and to identify potential solutions.
- B. Confidentiality: Clients have the right to the protection of confidential information in accordance with the HHs’ Confidentiality and Privacy policy. Clients are provided confidential service according to the following principles:
 1. You are the primary source of information.
 2. Within the organization, information about you will be shared within the program where you are receiving services. If there is a need/benefit to share personal identifying information between programs, information will only be shared with your written permission.

3. Other organizations will be given information only with your written permission. Exceptions include cases of suspected abuse, neglect or exploitation of a child or vulnerable adult.
- C. **Recording:** For clients who receive therapy, the therapist may record sessions for the purposes of supervision, case review, training and performance monitoring. Clients shall be informed if the sessions are being recorded and have the right to refuse observation and/or video/audio recording of sessions without jeopardizing the client's opportunity to receive services.
 - D. **Record Access:** Clients have the right to have access to their service/treatment records unless deemed harmful or prohibited by law.
 - E. **Notice of Change to Service/Treatment:** Clients have the right to be informed in advance of substantive changes to service or treatment including discontinuance of service. Notice shall include rationale for the change. Termination of services may be considered if the client is not actively participating, or it is determined the service/treatment is not producing the desired results.
 - F. **Competent and Qualified Staff:** Clients have the right to receive service from qualified personnel. HH shall maintain standards for professional credentialing, competency review and clinical supervision.
 - G. **Non-discrimination:** Clients have the right to fair treatment and not to be discriminated against. HH maintains a policy of non-discrimination on the basis of age, disability, race, color, sex, gender, gender identity (or expression), sexual orientation, religion, national origin, genetics, military or veteran status, socioeconomic status or any other basis prohibited by law.
 - H. **Complaints and Appeals:** Clients have the right to register complaints about any aspect of the service provided by HHs' staff or its services. Any complaints should first be discussed with the assigned direct service provider. If the client is not satisfied with the resolution, they may file a formal written grievance through the HHs' Complaint, Grievance & Appeal Procedure. Should a client make a complaint, they have a right to a copy of the procedure and a written response to the complaint.
 - I. **Use of Information for Performance Improvement:** To improve our client services HH may conduct performance improvement activities inclusive of client treatment methods and outcomes. When records are used to gather information, no identifying information shall be published or disclosed.
 - J. **Access to Information in a Preferred Language:** Clients have the right to a presentation of these rights and responsibilities, the agency's policies and procedures, and their service plan communicated to them in their preferred or primary language in either oral or written format, whichever is most appropriate.
 - K. **Accessible Service:** Clients have the right to receive services in an accessible setting. If current service locations are inaccessible, HH shall make reasonable accommodations.

Client Responsibilities

- A. Clients are asked to collaborate in service/treatment planning and to provide a signature indicating their agreement with the plans made.

- B. Clients are encouraged to cooperate in and follow through with their service/treatment plan and the recommendations of their service provider.
- C. Clients have the responsibility to attend all appointments as scheduled. If cancellation is necessary, it is the client's responsibility to do so within 24 hours prior to the appointment. Failure to comply with notice requirements may result in termination of service.
- D. Clients have the responsibility to attend all appointments at the scheduled time. Staff may provide a 20 minute grace period, after which it will be the client's responsibility to reschedule the appointment.
- E. Clients are required to conduct themselves in a safe manner, which includes compliance with all HHs' policies and procedures (including but not limited to commitment to non-violence, tobacco use, drugs and alcohol, emergency evacuation and weapons).
- F. Clients are asked to participate in HHs' evaluation of services, which includes completing a follow-up survey regarding the effectiveness of services provided. Information from the survey is summarized to protect client identities. A client's refusal to participate in the survey will not adversely affect the quality of services offered.
- G. Clients are encouraged to develop, implement and consistently follow a safety plan when/if needed.

Communication and Training:

This policy shall be reviewed at the time of initial employee orientation and during the periodic review process. Once the policy is approved/reaffirmed by the Board, employees will be notified of substantive changes. HHs' policies are available on the website and procedures are available on the employee portal. Clients shall receive notice of their rights and responsibilities at the start of all services/treatment.

Definitions:

1. Confidentiality: The assurance that the access to information regarding a client utilizing HHs' service shall be strictly controlled and that any violation is not only a breach of faith but has the potential to threaten the safety and life of the client and their children. Breach of confidentiality in the context of HHs' services is a potential violation of federal law and may compromise the organization's funding.
2. Informed Consent: means providing all relevant information about the nature and consequences of signing a release of information. This includes advising the client to consider how the information may be used once released from HHs' services to enhance client's safety and the possibility of the abuser obtaining the information.
3. Need to Know: A criterion used in service/treatment confidentiality that requires the custodian of confidential or private information to establish, prior to disclosure, that the intended recipient must have access to protected client information to perform his or her official duties.
4. Vulnerable Adult: A person eighteen years of age or older who has a physical or mental condition which substantially impairs the person from adequately providing his or her own care or protection. This includes a person who is impaired in the ability to adequately provide for the person's own care or protection because of the infirmities of aging including, but not

limited to, organic brain damage, advanced age, and physical, mental, or emotional dysfunction. A resident of a facility is a vulnerable adult.

Other Related Materials:

Client Rights and Responsibility Notice

References/Legal Authority:

[Client Rights, Council on Accreditation, 2022.](#)

Change Log:

| Date of Change | Description of Change | Responsible Party |
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| 4.2023 | Updates to the Policy Template; Eliminates reference to research; Adds accessibility; Removes reference to the Chief Operating Officer; Includes Communication & Training, Definitions, and References. | N. Miller, Prog. Eval. Consultant |
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