



CLIENT RIGHTS AND RESPONSIBILITIES

Because of our interest assisting you in meeting your needs, and protecting you we are informing you of your rights in making use of our services, as well as important responsibilities which will help you to fully benefit from the particular you will be receiving. You will be asked to read and sign this notice of Client's Rights & Responsibilities as well as a General Consent which allows Catholic Charities to share certain aspects of your protected health information for treatment, billing and health care operations. Your signature on these two documents will be necessary prior to receiving services.

RIGHTS

√ **The right to know**

You have the right to understand as completely as possible the intended results and effects of any professional service in which you participate. As professional human service providers, we are strongly committed to services where clients are seen as partners in an atmosphere of learning and growth. We will make every effort to develop a service plan with you which is responsive to your needs. We also encourage you to ask questions or to voice any concerns you have the services you receive.

√ **The right to confidentiality**

Since the focus of our work together involves areas of your life that are sensitive and personal, we are committed to respect for your privacy and confidentiality. We cannot disclose any information that you have shared with us without your permission. We will only share information with others or receive records of your work with them if we have your written consent.

There are, however, legally required exceptions to this policy, one of which involves disclosure concerning abuse and neglect. As human service professionals, we are required by law and our professional ethics to report a reasonable suspicion of abuse or neglect to appropriate legal jurisdictions. In addition we are required to report our concerns should we suspect self-harm, or that you may harm another.

√ **Graduate Internships**

Catholic Charities is a training facility engaging graduate interns who bring with them the latest in helping technologies from accredited programs at the colleges and universities in our area. An intern may be assigned as your service provider. Should an intern be assigned as your service provider you will be informed.

Should you and/or your family members receive services from multiple providers at Catholic Charities, those providers may be called upon to consult with each other in order to assure your best interests.

√ **The right to complain**

If you are dissatisfied with your treatment or the services you receive, you have the right to contact the Executive Director and file a formal complaint. Should you choose to do so, you need to simply write or call the Executive Director using our normal telephone number. We treat these complaints very seriously and make every effort to resolve them in a just and fair manner.

√ **The right to refuse or terminate service**

Since the professional services which we offer are voluntary in nature, you have the right to say no to any recommendations or approaches that are offered to you. In addition, you also have the right to decide how long you want to make use of our services and to terminate that service. (See below: *Termination of Services*)

RESPONSIBILITIES

√ **Keeping Appointments**

You are responsible for keeping scheduled appointments for the services which you have requested. If you know in advance that you will need to cancel an appointment, you are expected to give twenty-four hours notice. Otherwise, you will be charged your usual fee for missed or late-canceled appointments. This policy, similar to those of most professional providers, is based on the loss of availability of services to other clients and the loss of professional staff time. *(There will be a \$10 minimum charge for all late cancellations or missed appointments even though your particular service may be provided for no fee.)*

√ **Paying Your Share**

You are responsible for paying fees in accord with the agreement worked out with your service provider. There will be a fee (or part of a fee) for telephone services that are therapeutic in nature (beyond scheduling or rescheduling appointments, etc.). There is an ongoing expectation that you inform the service provider about increases and decreases in income, which could affect your fee. Though the inability to pay your fee on our sliding scale will not be a barrier to service, failure to pay an agreed upon fee may result in the discontinuation of service.

√ **Termination of Services**

If you decide to terminate service, we ask that you make this known directly to your service provider. While we respect your right to terminate services, ending can be an important step, so we encourage you to talk this decision over with your service provider.

It is your responsibility to maintain sobriety and while participating in the programs and services of Catholic Charities. Should professional staff determine that you are impaired by a controlled substance, including prescriptions drugs that prevent you from being able to benefit from the service or are a danger to yourself or others, your appointment will be postponed until a later time. If appropriate, staff may offer a referral to a more extensive chemical dependency setting, or, should you be assessed as dangerously under the influence to legal authorities.

Client signature: _____

Agency Representative: _____

Date: _____

Date: _____