



CLIENT'S RIGHTS

Each client receiving services from Families First has all of the following Protection of Rights:

1. The right to be treated with consideration and respect for personal dignity, autonomy, and privacy.
2. The right to consent to or refuse any service, treatment, or therapy upon full explanation of the expected consequences of such consent or refusal. A parent or legal guardian may consent to or refuse any service, treatment or therapy on behalf of a minor client.
3. The right to a current, written, individualized service treatment/plan that addresses one's own mental health, physical health, social and economic needs that are specific to the service request.
4. The right to active and informed participation in the establishment, periodic review, and reassessment of the service treatment/plan.
5. The right to confidentiality of communications and of all personally identifying information within the limitations and requirements for disclosure of various funding and/or certifying sources, state or federal statutes, unless release of information is specifically authorized by the client or parent or legal guardian of a minor client or court-appointed guardian of the person of an adult client in accordance. Agency policy on Disclosure of Clinical Information.
6. The right to have access to one's own records, unless access to particular identified items of information is specifically restricted for that individual client for clear treatment reasons in the client's treatment plan.
7. The right to be informed in advance of the reason(s) for discontinuance of service provision, and to be involved in planning for the consequences of that event.
8. The right to receive an explanation of the reasons for denial of service.
9. The right not to be discriminated against in the provision of service on the basis of religion, race, color, creed, gender, national origin, age, lifestyle, physical or mental handicap, developmental disability, or inability to pay.
10. The right to file a grievance.
11. The right to have oral and written instructions for filing a grievance.

GRIEVANCE POLICY

A client has the right to file a grievance either verbally or in writing or to have any other person or agency on behalf of the client file a grievance regarding denial or abuse of any client's rights.

Families First shall provide a means for consumers (or persons who can legally consent for the consumer) and family members to express and resolve concerns and appeals without fear when decisions concerning them or services provided them by Families First are considered unsatisfactory.



It is also the policy of Families First to provide our consumers with a process by which they may complain and/or make suggestions or other comments about our privacy policies and procedures and our compliance with the requirements of the Health Insurance Portability and Accountability Act (HIPAA) Privacy Regulations.

