

## CLIENT RIGHTS AND RESPONSIBILITIES

Because of our interest assisting you in meeting your needs, and protecting your privacy under the Health Insurance Portability and Accountability Act of 1996, we have identified what we consider to be your essential rights in making use of our services, as well as equally important responsibilities which will make it possible for you to fully benefit from the particular service environment in which you will be participating. These rights and responsibilities are listed here and in the attached Notice of Privacy Practices for your information. 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 understanding of and signature on these two documents will be necessary prior to the provision of services.

### RIGHTS

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#### √ *The right to know*

You have the right to know about and understand as completely as possible the intended results and effects, both positive and negative, of any kind of professional service in which you participate. As professional human service providers, we are strongly committed to an approach in which our clients are seen as partners in a learning, healing, and growing endeavor. We make a consistent effort to develop a service plan with you which is responsive to your needs in a direct, open, and collaborative manner. We also encourage you to ask questions about what you experience or to voice any concerns you have about the professional approaches we may use in moving toward the solutions you seek.

#### √ *The right to confidentiality*

Since the focus of our work together involves areas of your life that can be very sensitive and personal, we are totally committed to serving you in a manner which respects your rights to privacy and confidentiality. We cannot disclose any information that you have given us in using the services which we offer without your permission. We will only share information with other outside professionals or receive records of your work with them if we have your written consent.

There are, however, legally mandated exceptions to this policy, one of which involves disclosure concerning abuse and neglect. As human service professionals, we are required by law and ethical mandate 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 might come to a person with whom we are assisting, or that that person 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.

#### √ *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. 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

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#### √ *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. Discussing this decision can be an opportunity for mutual learning.

It is your responsibility to maintain sobriety and abstinence from drugs and/or alcohol while attending sessions and/or groups at CC. Should professional judgment determine that you are under the influence of a substance, including prescriptions drugs that are preventing you from being cognitively aware during sessions, services will be postponed until immediate sobriety is recovered. The professional staff may offer a referral for extensive chemical dependency services and/or detoxification.

Professional judgment towards safety considerations for clients and staff, and liability implications, will be made should you leave on your own under the influence, which could include legal interventions.