

Statement of Client Rights

Family Service Agency is committed to providing you with competent and human services in a manner that respects your rights, protects your dignity and promotes your self worth.

Civil Rights and Non-Discrimination

- ◆ Services will be provided to you and your family members without Ethnic background, personal or social creed, race, gender, sexual orientation, religion or age will not affect the services provided to you.
- ◆ Physical barriers will not preclude your receiving services provide by Family Service Agency
- ◆ Upon commencement of services, you are entitled to have your rights explained to you using a language or method of communication you understand.
- ◆ You retain all rights, benefits, and privileges guaranteed by law. Services will not be denied, suspended, or terminated for exercising your rights as a citizen.

Confidentiality

- ◆ All information concerning you is held confidential and released only through procedures consistent with the law and professional ethics. You have the right to be informed of any limits on confidentiality as defined by state law. The records may be subpoenaed by the Courts without your permission.
- ◆ You have the right to review and approve any information being requested by another provider giving services to you.
- ◆ Family Service Agency cannot use your image or ask for an endorsement without your written consent.
- ◆ You have the right to refuse to release information. You have the right to have the consequences of this decision explained to you.

Access to Case Records

- ◆ You have the right to review, and if you wish, have copies of these materials in your case records that pertain to the services you have received at Family Service Agency.
- ◆ You have the right to insert into your case record written statement(s) about your treatment issues or about the services you are receiving, or wish to receive, at the agency. You will also be informed of any written responses to your statement(s) that may be included in your case record.

Treatment

- ◆ You have the right to have services provided to you with your input according to an individualized treatment or service plan developed with your input.
- ◆ You have the right to have your treatment or service plan reviewed periodically, but at least every six (6) months.
- ◆ You have the right to participate with your service provider and other staff in any meeting at which your treatment / service plan is reviewed.
- ◆ You may review, upon written request, any case records created on your behalf by Family Service Agency.
- ◆ You have the right to informed consent with regard to all aspects of services provided by Family Service Agency.
- ◆ You have the right to refuse services and to be informed of any consequences related to service delivery should you refuse services.
- ◆ You have the right to refuse to participate in, or be interviewed for, any research studies / projects.
- ◆ You have the right to terminate services at any time.
- ◆ You have the right to be provided with services in an environment that is free of the imminent or potential threat of physical, emotional, sexual or other types of abuse or neglect.