

OUT PATIENT CLIENT RIGHTS POLICY

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It is Catholic Charities of Jackson, Lenawee and Hillsdale Counties (CCJLHC) policy to treat all clients with dignity and respect. CCJLHC ensures the protection of the legal and ethical rights of all clients by a) informing clients of their rights and responsibilities; b) providing clients with fair and equitable treatment, and c) providing clients with sufficient information to make an informed choice about using the organization and its services.

Upon initiation of services, each client is provided a summary of his/her rights that is reviewed with the clinician. No client will be seen for a counseling service without proof that the client and/or his/her guardian has received a copy of his/her rights. Under normal circumstances the clinician will review client rights at the initial assessment/appointment. (See exception below). In addition, the CCJLHC policy will be posted in the reception area of its Outpatient Counseling Programs.

For clients receiving services remotely using technology, client rights and responsibilities are available on the CCJLHC website. In addition, the client is provided a copy with their intake packet. Clients seeking telehealth services can either pick up his/her intake packet at the office, have one emailed to him/her, or mailed via postal service, which ever the client prefers.

If a client is disoriented, suffering from impaired cognition, or in immediate crisis at initial contact the summary of rights will still be provided to him/her in written form, and the clinician will discuss the form with him/her at an appropriate time.

Catholic Charities of Jackson, Lenawee and Hillsdale Counties maintains that the client has the following rights:

Non-Discrimination

No client shall be denied appropriate service based on age, ethnicity, religious orientation, gender, gender identity, developmental level, national origin, marital status, military status, physical disability, mental disability, political beliefs, sexual orientation, or employment status or income.

Non-stigmatizing

CCJLHC is responsive to the unique, culturally defined needs of clients being served by ensuring that program information, signs, posters, printed material, electronic and multi-media communications and trainings are provided in a manner that is non-stigmatizing.

Consent

As part of the intake process, clients provide consent prior to receiving services. This consent form outlines the following client rights:

- a) to participate in service decisions
- b) to be informed of the benefits, risks, side effects, and alternatives to planned services

- c) to be offered the most appropriate and least restrictive or intrusive service alternative to meet his/her needs
- d) receive services in a manner that is free from harassment or coercion and that protects the client right self-determination
- e) refuse any service, treatment
- f) be informed of the consequences if such refusal, which can lead to discharge.

Disclosure of Confidential Information

The client provides written consent for the disclosure of any confidential information and receives a copy of that signed consent.

Basic Rights

Every client of Catholic Charities of Jackson, Lenawee and Hillsdale Counties has a right to be treated with dignity and respect. All clients have the same basic human and civil rights afforded to all individuals in our society and protected under the law.

Free from Abuse

All clients have the right to be free from abuse or neglect. No staff member, student or volunteer may physically, sexually, or emotionally abuse a client of the agency. Abuse is defined by an intentional act by a staff member or volunteer that inflicts physical injury, results in sexual contact, or results in communication with a client with the purpose of cursing, vilifying, intimidating, degrading, or threatening. Neglect means that a client suffers injury, temporary or permanent, because the staff or other person responsible for the client's health or welfare has been found negligent.

Confidentiality

The staff of Catholic Charities adheres to the legal constraints regarding client confidentiality. This right of confidentiality cannot be violated without written consent, except in emergency situations or in the following situations that state law requires disclosure: 1) if the client is or plans to harm him/herself, 2) if the client is or plans to harm someone else, 3) if a child or elderly person is suspected of being harmed, neglected, or abused, or 4) under court order.

For Persons with Special Communication Needs or Language Barriers

Accommodations are made for persons with special communication needs or language barriers. These may include facial expressions, hand signals and other physical gestures, objects, photographs, pictures or symbols, written words, videos or practical demonstration, translations of printed material, language and cultural interpreters, and augmentative communication systems.

Access to Records

Every client has a right to access information in his/her clinical record. To access information, a client should make a request to his/her treating clinician or to the Clinical Director.

Research/Publicity

All clients have the right not to be used for any research, experiment, or public relations. A client's refusal of such will not impact the client's ability to receive treatment. If a client agrees to participate in such, a written consent will be obtained. Additionally, if the client consents to have his/her information be used or to participate in such a way, he/she has the right to know the scope of the participation as well as the risks and benefits. All state and federal rules and regulations concerning research involving human subjects shall be followed.

Special Observations/Audiovisual

Every client has the right to provide prior informed consent, consistent with applicable law, for the use and future disposition of products of special observation and audiovisual techniques, such as one-way mirrors, audio or visual records, videotaping, photographs, etc. Such special observations will be kept as a separate part of client's record and destroyed or returned to the client at case closure.

Fingerprinting

Catholic Charities of Jackson, Lenawee and Hillsdale Counties does not employ the use of fingerprinting but should there ever be an exception for use in connection with treatment or research or to determine the name of a client, expressed written consent must be obtained from the client. Fingerprints would in that case be kept as a separate part of the client's record and destroyed or returned to the client when the fingerprints are no longer essential to treatment or research.

Grievances

If a client feels he/she has been treated unfairly or that one of his/her rights have been violated, he/she can file a complaint with the treating clinician or the Clinical Director to initiate the grievance procedure. A summary of this procedure is provided to clients upon admission. All clients are additionally informed of their right to file a complaint/grievance not only with the agency but also with the payor for services if applicable, to government officials, and to anyone else outside the agency. Catholic Charities of Jackson, Lenawee and Hillsdale Counties will not take punitive action against clients who file a complaint or grievance and will continue to provide services if appropriate.

Service Costs

All clients can expect that service costs will be explained to them at the time of the initial appointment for services and anytime thereafter upon request. All clients have the right to receive an explanation of their bill upon request, regardless of payer source.

Treatment Planning

Every client has a right to be involved in planning for his/her treatment and to be notified of the risks and benefits of the treatment plan. Every client has the right to the least restrictive treatment option available to him/her. Every client has a right to refuse treatment and to be informed of the consequences of that refusal. When the refusal of treatment prevents a program from providing services according to ethical and

professional standards, the relationship with the client may be terminated upon reasonable notice.

Discharge

Every client has the right to be informed of the policy of discharge from the program, if applicable, at the time of admission or upon request. Every client has the right to be involved in his/her discharge planning.

Donations/Solicitation

Program staff, volunteers, and students will not solicit donations from clients for any purpose. Donations/contributions for agency fund development efforts, nor for any other purpose, will not be requested. Additionally, program staff, volunteers, and students will maintain interaction with clients for the requested purpose (program service delivery) only. Clients will not be solicited or proselytized for religious, political, or philosophical purposes. The provision of services will not be related to any religious, political, or philosophical belief.

Catholic Charities of Jackson, Lenawee and Hillsdale Counties additionally maintains that the client has the following responsibilities when seeking treatment:

Client Information

Clients are responsible for providing clear and accurate information as requested. Treatment can only be provided according to the information provided. If accurate information is not provided, appropriate treatment may not occur, and the outcome of treatment may not be beneficial. Additionally, if there are any changes in information, such as address or phone number, the client is expected to inform the treating clinician and the receptionist.

Behavior

All clients are expected to be considerate of the rights of others including staff and other clients. Behaving in an aggressive manner or being under the influence of alcohol or drugs is not permitted in the agency. Such behavior is grounds for termination of services and may result in a report to local police if the behavior is threatening or aggressive. No staff, student, or volunteer will utilize restraints with a client.