



CLIENT RIGHTS and RESPONSIBILITIES

The service philosophy of Catholic Charities (Agency) is to help people function more effectively in their everyday lives. In order to accomplish this goal, staff at Catholic Charities work together with clients to develop individual goals and to identify treatment or service plans whenever indicated. To the extent possible, clients are expected to do as much as they can to address their goals and to work cooperatively with staff to accomplish the goals set forth in their treatment, service plans, or program services.

Catholic Charities will protect the legal and ethical rights of all clients by informing clients of their rights and responsibilities; by providing fair and equitable treatment; and by providing clients with sufficient information to make an informed choice about using the Agency and its services. Catholic Charities also believes that clients have certain responsibilities about which they must be informed at the time they begin services.

CLIENT RIGHTS

Clients have the right to receive services:

- Without the approval of others, except in the case of minor children or adults under guardianship as prescribed by law.
- Without regard to race, color, sex, sexual orientation, gender identity or expression, national origin, religion or disability.
- Without intimidation, humiliation, coercion, retaliation, harassment, discrimination or punishment.
- Without arbitrary transfer or discharge from the program.
- Whenever the needed medical and supportive services are available.
- Regardless of economic status, except when economic status is a specific eligibility requirement of a program.
- With a written explanation of their rights and responsibilities and an explanation of the Agency's obligations to the client.
- With orientation in advance to each program in which services are requested and outlined in the informed consent as appropriate.
- With direct involvement and self-determination whenever service planning and decisions are made.
- With the inclusion of appropriate family or guardians whenever service decisions are made.
- With responsive and appropriate services within the cultural context of the client/family.
- With the expectation that notification is given whenever program or service changes may affect client well-being.
- With appropriate referrals for services whenever requested or indicated.
- With competent, qualified and appropriately credentialed staff.

Clients have the right to participate in all service decisions including the right to request a review of their care, treatment, service plan or program activity, the right to refuse treatment or service, and the right to be informed about the consequences of such refusal. Restrictions on client rights to refuse treatment may include services which are court ordered, services which are required by law, services as required by the Board of Mental Health or court ordered services relating to civil protective custody.

Clients have the right to be informed and to file a grievance for whatever reason including whenever a service is denied.

Clients have the right to receive information about fees and/or expenses for services including:

- The amount that will be charged.
- When the amount of fees or co-payments are charged, changed, refunded, waived or reduced.
- The manner and timing of payment.
- The consequences of nonpayment.

Clients have the right to communication including:

- The right to communicate privately with his/her designated personnel and others deemed appropriate, consistent with treatment/service plans or program services.
- The right to privacy in written communication including sending and receiving mail consistent with individualized treatment/service plans or program services.
- The right to receive visitors in treatment programs as long as this does not infringe on the rights and safety of other clients and is consistent with the individualized treatment/service plan.
- The right to have access to a telephone where calls can be made without being overheard when consistent with the individualized treatment/service plan or program services.
- The right to retain and use personal possessions, including furnishings and clothing as space permits, unless to do so would infringe upon the rights and safety of other clients.

Clients have the right to safety and security including:

- The right to a safe environment and freedom from all foreseen or known hazards, including communicable diseases.
- The right to freedom from any restraint or any form of punishment, abuse, neglect, or seclusion (except in cases requiring protective custody).
- The right to freedom from misappropriation or loss of personal belongings.
- The right to all personal, religious, civil and political freedoms.
- The right to an environment that promotes the dignity and self-respect of each individual.

Clients have the right to confidentiality (unless waived by the guardian or mandated by law) including:

- The right to privacy, confidentiality and security of any personal and identifying information, including information within service records.
- The right to be informed prior to disclosure of confidential or private information, about circumstances when the Agency may be legally or ethically permitted or required to release such information without consent.
- The right to private and confidential communications.
- The right to receive a copy of the Catholic Charities Notice of Privacy Practices upon request. The Health Insurance Portability and Accountability Act of 1996 or HIPAA requires that the Notice of Privacy Practices identifies how health or treatment information about a client is used or disclosed and how a client can gain access, as well as amend this information upon request.

Clients have the right to examine the results of the program’s most recent survey conducted by representatives of the Department of Health and Human Services.

Clients have the right to a formal grievance process including:

- The right to receive written information about the steps for filing a formal client grievance.
- The right to have any grievance handled in a confidential and timely manner and without the threat of harm, discrimination, or reprisal.

• The right to contact **Nebraska Department of Health and Human Services (NDHHS) Abuse and Neglect Line:**

1-800-652-1999; 11949 Q Street; Omaha, Nebraska 68137

and/or

The Office of Consumer Affairs: 1-800-836-7660

301 Centennial Mall South

PO Box 95026

Lincoln, Nebraska 68509

CLIENT RESPONSIBILITIES

Catholic Charities expects clients to:

- Be considerate and respectful of the rights of fellow clients and staff.
- Be considerate and respectful of the property of fellow clients and the Agency.
- Keep personal and identifying information about other clients confidential and not share this information with anyone outside the treatment or service setting.
- Work cooperatively with staff and take an active role in identifying and resolving problems.
- Attend scheduled program activities, keep scheduled appointments and give 24-hour notice when an appointment cannot be kept.
- Respect the Agency’s smoke and drug-free environment. Note: No person under the age of 18 may smoke or use tobacco products on Agency premises or at Agency-sponsored functions.
- Meet the financial obligations incurred for treatment or any services provided.

Failure to meet any of the client responsibilities may result in termination of services.