

Category: **Quality Assurance**

Title: **Client Rights & Responsibilities- No. QA 837**

Policy: **All clients are informed of their rights and responsibilities. It is the objective of NVCSS to provide compassionate, competent, and professional services that strengthen and support individuals, families and communities, based on the value and dignity of human life.**

Reference: **Catholic Charities USA Code of Ethics 1.13**

Procedure:

1. Each program follows the client's rights for their respective counties. These rights are posted in designated areas that are accessible to clients.
2. Programs with funder/payer required client's rights, follow both county and program specific rights.
3. Each program adapts its services, as appropriate, to accommodate the visual, auditory, linguistic, and motor abilities of persons served.
4. Programs have the ability to create program specific client rights, which outline specific programmatic rules, responsibilities, and factors that can result in discharge or termination of services, if applicable.
5. At a minimum, clients rights and responsibilities are as follows:

As a Client of NVCSS I have a right to:

- *be treated in a professional, courteous, and caring manner that respects and appreciates differences related to race, ethnicity, national origin, gender, sexual orientation, religion, personal values, age, disability, and economic or veteran status;
- *have all my information that I give to NVCSS kept confidential except where disclosure is required by law, e.g. (1) where there is reasonable suspicion of child or elder abuse, and/or (2) where there is reasonable suspicion that a client presents a danger of violence to himself/herself or to others (in these situations, the case manager is a mandated reporter),
- *be provided with a safe environment to receive services;
- *be provided with adequate and accurate information regarding the services provided in order to make informed choices about engaging in services or care offered;
- *choose to use or not to use NVCSS services, unless mandated by law or court order to do so;
- *ask for an interpreter if I have difficulty speaking or understanding the English language;
- *receive support and advocacy;
- *use the grievance procedure (file a complaint) if I feel my rights have been violated, or I have been discriminated against and/or received inappropriate treatment. Complaint/Grievance forms are available at all NVCSS offices.
- *be respected for my religious beliefs and values and not directly or indirectly proselytized by staff.

As a Client of NVCSS I have a responsibility to:

- *be respectful of others, including NVCSS staff, volunteers, and other clients;
- *be respectful of NVCSS's property;
- *engage in services when in a fit state (e.g. not under the influence of drugs or alcohol);
- *provide accurate information about myself and my situation in order to receive the best care;
- *adhere to specific program and/or service rules and guidelines;
- *respect the cultural background and privacy of others.

Inconsistencies:

If any inconsistency exists between this policy and the laws/regulations, the provisions of the applicable laws shall prevail.

This is not an all-inclusive list of the rights and responsibilities afforded to clients of NVCSS.

Revision Dates:

Date	Revision Number	Type	Signature/Initials
April 2017	837.0	New Document	