

**Catholic Charities of the Archdiocese of Oklahoma City
Policies and Procedures**

Section: PROGRAM POLICIES – ALL DIRECT SERVICES
Policy Name: CLIENT/AGENCY RIGHTS AND RESPONSIBILITIES
Effective Date: March, 2002
Approved: Board of Directors
Revised: December, 2006, Revision approved June 28, 2007

I. PURPOSE:

The purpose of this policy is to delineate the rights and responsibilities of the client and those of Catholic Charities in their mutual relationship.

II. STATEMENT OF POLICY:

Catholic Charities upholds the dignity of every person and it is therefore the policy that clients and Catholic Charities representatives treat each other with respect and dignity. The service relationship is based on this premise and the need of the client for service and Agency service availability. The following rights and responsibilities are fundamental and will be made known and applied throughout the Agency. These rights and responsibilities will be written in a language or form that consumers understand. A copy of the client rights in the appropriate languages will be posted in all reception areas, waiting rooms and other areas where clients are served. Each client receiving services will be given a copy of the client rights in the appropriate language or explained through an interpreter. Each client will be asked to sign a copy of the Client Rights Notice form (See Exhibit "1"). The original signed copy will be placed in the client file and a copy given to the client at the initiation of services.

A. AGENCY RIGHTS

Catholic Charities has the right to serve clients according to staff and program availability and to set up a waiting list when client needs exceed program capacity. Catholic Charities has the right to establish fees for services. Catholic Charities has the right to deny service to any individual who threatens the health or well being of personnel or other clients or who do not meet their obligations to the Agency.

B. CLIENT RIGHTS

1. All clients have the right to be treated with respect and dignity.
2. Each client has the right to receive services in a safe, sanitary and humane physical and psychological environment, protecting them from harm, abuse and neglect.
3. Each client has the right to receive services in an environment, which provides privacy, promotes personal dignity, and provides opportunity for the client to improve his/her functioning.

4. Each client has the right to receive services without regard to his/her race, religion, sex, ethnic origin, age, and degree of disability, handicapping condition, legal status, and/or ability to pay.
5. Each client has the right to be provided with prompt, competent, and appropriate services and an individualized service plan if necessary.
6. The records of each client shall be treated in a confidential manner.
7. Each client has the right to assert grievances with respect to any infringement of these stated rights of clients. Grievances are to be submitted in writing to the attention of the Grievance Manager within 30 days of the alleged infringement.
8. Each client will be informed that Catholic Charities performs internal outcome based program evaluations. In addition, student interns may participate in the service delivery to clients. For purposes of their certification and/or class work, information regarding the type of services provided and non-specific case information may be used. Catholic Charities does not participate in any human subject research.
9. All services offered by the agency are voluntary. Each client has the right to refuse agency services, treatment or medication (unless mandated by the court). If services are refused, the agency will inform the clients of the consequences of refusal.

No client shall ever be retaliated against for exercising his/her rights as described above.

C. AGENCY RESPONSIBILITIES

1. Catholic Charities will offer professional services and schedule appointments that are conducive to client participation and care and as accessible and convenient as possible.
2. All representatives of Catholic Charities will maintain a professional attitude and abide by his/her profession's Code of Ethics and the Catholic Charities Code of Ethics.
3. Catholic Charities is responsible for dealing with clients in a confidential manner as set forth in the Client Privacy Policy.
4. Catholic Charities is responsible for obtaining client participation in developing and implementing service plans designed for the needs of specific families and individuals.
5. Catholic Charities is responsible for recruiting and training qualified staff to work with clients in each program area.
6. Catholic Charities' responsibilities are governed by administrative, financial and programmatic practices that meet or exceed all licensing legal and contractual standards imposed by national, state and local requirements.

D. CLIENT RESPONSIBILITIES

Client responsibilities include:

1. Providing necessary information at the time of intake and updates as needed
2. Participate in service planning
3. Fulfill obligation to attend program services/appointments in a timely fashion
4. Fulfill any and all financial obligations in a timely manner.

RESPONSIBILITIES

The Executive Director shall ensure the overall implementation of this policy and the Department Director shall see that this policy is implemented in his/her program service area.

