



## **NOTICE OF CLIENT'S RIGHTS AND RESPONSIBILITIES**

### **CLIENT RIGHTS**

- The right to be treated with respect, courtesy, and dignity.
- The right to confidentiality and privacy within the bounds of applicable law. Exceptions include, but are not limited to, suspected abuse or neglect of a child and a reasonable belief of potential harm to you or others.
- The right to give informed written consent before information regarding you and the services you receive is released within the bounds of applicable law; and to be informed when this information is released when your consent is not required by applicable law unless there is a reasonable belief of potential harm to you or others if you are informed.
- The right to give informed consent regarding treatment or services, and make decisions about treatment and services, including the right to refuse treatment and to understand the consequences of your refusal.
- The right to review and amend your own record, within the bounds of applicable law, by submitting a request in writing to the HIPAA Privacy Officer.
- The right to receive services reflecting an appreciation of your culture, heritage, and identity; and to engage in services in your primary language or language of preference.
- The right to have equal access to program information and technical assistance necessary to participate in all CHSofNJ programs and activities, irrespective of age, gender, sexual orientation, physical handicap or disability. If you feel that your Civil Rights have been violated you may file a written complaint with the Director of Quality Assurance and your concerns will be reviewed with the Civil Rights Review Committee.
- The right to complain and to be heard if dissatisfied with the services rendered. You are encouraged to first attempt to resolve the problem within the program from which you are receiving services, including the direct service staff, his or her supervisor, and the program director. If you cannot resolve your complaint within the program, you may file a written complaint with the Chief Program Officer, and if necessary the Chief Executive Officer will be the final arbitrator of the complaint.
- To have all program rules with which you are expected to comply given to you clearly and in writing.

### **CLIENT RESPONSIBILITIES**

- To attend scheduled appointments and meetings; frequently not attending appointments and meetings may result in discharge from the program.
- To actively engage in your own treatment to gain the maximum possible benefit.
- To treat staff and other clients with courtesy and respect; continued disrespectful behavior may result in discharge from the program.
- To not harm or threaten to harm any staff or other client; this will result in immediate discharge from the program.
- To follow the rules of the program in which you are receiving services.