

# Family Service of Greater Baton Rouge

## CLIENT RIGHTS AND RESPONSIBILITIES

**Purpose:** To protect and ensure the rights of persons seeking or receiving mental health services by guaranteeing specific rights of clients, with procedures for responsive and impartial resolution for all grievances either from the client themselves or on behalf of the client by the legal guardian, next-of-kin, or special representative.

**Definitions:** a. Client- an individual applying for or receiving services from a qualified person from this agency.

2. Grievance-a written complaint initiated, either verbally or in writing, by the client or any other person or agency on behalf of the client regarding denial or abuse of the client's rights.

4. Services-any of the services, programs, or activities listed-services include both direct client services and community services.

### **Client Rights**

The right to be free from discrimination for any reason, including race, color, creed, gender, national origin, sexual orientation, age, disability, veteran status or religion (Eligibility for Services Policy).

- The right to confidentiality (Confidentiality Policy).
- The right to receive information in a manner that the client or legally responsible person can understand that allows for an informed choice about the use of services, including the range of services available at Family Service of Greater Baton, the alleged benefits and potential risks of proposed services.
- The right to consent or refuse any service, treatment, or medication, unless such rights have been limited by law or court order, and to be informed of the potential consequences of such refusal, (e.g., continuation of symptoms, deterioration, or a change in the agency's ability to provide services). Consent may be withdrawn at any time by the person who gave the consent. At no time shall a minor be discharged from services upon the minor's request alone.
- The right to participate in the development of the plan of services to be offered by this agency and to be informed of the expectations of all parties involved in the implementation of the plan.
- The right to services/supports that promote a safe and respectful environment:
  1. Using the least restrictive and most appropriate settings and methods;
  2. Promoting coping and engagement skills that are alternatives to injurious behavior to self or others;
  3. Providing choices of activities meaningful to the client served/supported; and
  4. Sharing of control over decisions with the client/legally responsible person and staff

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- The right to receive services in a manner that is non-coercive and that protects the right of self-determination.
- The right to be free from unwarranted invasion of privacy.
- The right to confidentiality of all client records. The consent of the client and/or guardian is required prior to release or obtainment of any confidential information except as permitted by law and interpreted by agency counsel (Confidentiality Policy; Client Records Policy).
- The right to be informed in writing prior to service delivery or at the time of service of any fees for service.
- The right to access their own client records for the purpose of review, correction or addition. (Client Records Policy).
- The right not to be subjected to any research activities considered to be outside of the routine plan of services, without the informed written consent of the client and/or guardian.
- The right not to be subjected to sexual advances, sexual harassment, or sexual offenses of any nature.
- The right not to be required or encouraged to make public statements of gratitude to the agency.
- The right to have his or her identity protected in the context of any agency reports, statistical analyses or case summaries published as a result of participation in the routine plan of service.
- The right not to be filmed or taped without the informed written consent of the client and/or Guardian.
- The right of access to a grievance procedure to ensure all rights or to express dissatisfaction with the services provided (Client Grievance Policy; Grievance Procedure).
- The right not to be sold to the client or have purchased from the client any goods or services by the agency or any agency representative.

\_\_\_\_\_  
Signature of Client

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Parent (if Minor)

\_\_\_\_\_  
Date

I certify that I have explained all rights and responsibilities to the client.

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Date