



# children & families of iowa

## CLIENT RIGHTS & RESPONSIBILITIES

### **CLIENT RIGHTS:**

- Receive considerate and respectful treatment without discrimination because of race, color, creed, national origin, gender, marital status, sexual orientation, age, religion, veteran status, political belief, physical or mental disability, or any other characteristic protected by law.
- To receive services in a safe, secure, and non-violent environment.
- To be subject to consistent enforcement of program rules and expectations and to be aware of criteria for program discharge (voluntary or otherwise).
- To be accommodated for any communications, physical, health, or other needs, or to be referred to a provider who may better accommodate such needs.
- To be offered interpreter services in their primary language including sign language or other communication needs for clients with varying disabilities. The agency will make reasonable efforts to accommodate this.
- Confidentiality of your client record and communications pertaining to the information contained in that record. Your written consent for disclosure of information is obtained prior to any release.
- Access, inspect, copy, and request your record be amended as specified in CFI's Confidentiality Policy. For more information on this, consult the Program Director.
- Know that staff are mandatory reporters of suspected child/dependent adult abuse and neglect.
- Informed consent regarding any use of audio-visual equipment, photography, or participation in research.
- Participate in your individualized plan, regularly reviewed by qualified staff.
- Know the name and responsibility of staff involved in providing you services and be informed of any changes to those staff members.
- Receive services in the least restrictive environment with the right to refuse specific services, and to know of other options.
- Request a review of your individualized plan or seek the opinion of an outside consultant at your expense.
- Express concerns with program staff regarding the services you receive, up to filing a written grievance.
- Receive a copy of the Client Rights/Responsibilities Statement. Additionally, you may have a copy of other forms you sign (upon request).

### **CLIENT RESPONSIBILITIES:**

- Arrive as scheduled and on time for appointments.
- You must provide 24 hour notification when rescheduling or cancelling an appointment. Failure to provide 24 hour notification of cancellation may result in case closure.
- Failure to maintain attendance for regularly scheduled appointments may result in lack of access to services.
- Demonstrate respect for self, others, and facilities.
- Respect the confidentiality of others receiving CFI services.
- Respect CFI's smoke-free facilities according to the Iowa Smokefree Air Act effective 07/01/08.
- Obey CFI's rules regarding a safe and secure environment, including the prohibition against the use or possession of drugs/alcohol or weapons on the premises, or being under the influence of drugs/alcohol while on the premises.
- Payment for services as applicable.
- Provide information relevant to your treatment or services to your provider.