

CLIENT RIGHTS AND RESPONSIBILITIES STATEMENT

CLIENT RIGHTS

As a Client of Child & Family Resources, Inc., you have the following rights:

1. To be treated with dignity, respect and consideration.
2. Not to be discriminated against based on race, national origin, religion, gender or gender identity, sexual orientation, age, disability, marital status, diagnosis or source of payment.
3. To receive service that:
 - a. supports and respects your individuality, choices, strengths and abilities;
 - b. supports your personal liberty and only restricts your personal liberty according to a court order, by your consent, or as otherwise permitted by regulation; and
 - c. is provided in the least restrictive environment that meets the Client's treatment needs.
4. Not to be prevented or impeded from exercising your civil rights unless you have been adjudicated incompetent or a court of competent jurisdiction has found that you are unable to exercise a specific right or category of rights.
5. To submit grievances to agency staff members and complaints to outside entities and other individuals that are addressed:
 - a. without constraints or retaliation; and
 - b. in a fair, timely and impartial manner.
6. To seek, speak to, and be assisted by legal counsel of your choice, at your expense.
7. To receive assistance from a family member, designated representative or other individual in understanding, protecting or exercising these rights.
8. If enrolled by the Department of Health Services or a Regional Behavioral Health Authority as an individual who is seriously mentally ill, to receive assistance from human rights advocates provided by the Department or the Department's designee in understanding, protecting or exercising these rights.
9. To have your information and records kept confidential and released only as permitted under R9-20-211(A)(3) and (B);
10. To privacy in treatment, including the right not to be fingerprinted, photographed or recorded without consent, except:
 - a. for photographing for identification and administrative purposes, as provided by A.R.S. §36-507(2);
 - b. for Clients receiving treatment according to A.R.S. Title 36, Chapter 37; or
 - c. for video recordings used for security purposes that are maintained only on a temporary basis according to R9-20-602(A)(5).
11. To review or obtain a copy, upon written request, of your service record during the agency's hours of operation, and to enter a statement into your service record.
12. To review the following at the agency or at the Department of Health Services:
 - a. A.A.C. Title 9, Chapter 20;
 - b. the report of the most recent inspection of CFR conducted by the Department;
 - c. a plan of correction in effect as required by the Department;
 - d. the most recent report of review conducted by the Council on Accreditation (COA), a nationally recognized accreditation agency; and
 - e. any plan of correction in effect as required by COA.
13. To be informed of all fees, if applicable, that you are required to pay and of the agency's refund policies and procedures before receiving a service, except for a service provided to a Client experiencing a crisis situation.

14. To consent to treatment, unless treatment is ordered by a court of competent jurisdiction, after receiving a verbal explanation of the Client's condition and the proposed treatment, including the intended outcome, the nature of the proposed treatment, and procedures involved in the proposed treatment, any risks or side effects from the proposed treatment and any alternatives to the proposed treatment.
15. To be offered or referred for the treatment specified in the treatment plan.
16. To receive a referral to another agency if CFR is unable to provide a service that is requested or that is indicated in the treatment plan.
17. To refuse treatment or withdraw consent to treatment unless such treatment is ordered by a court or is necessary to save the client's life or physical health.
18. To be free from:
 - a. abuse;
 - b. neglect;
 - c. exploitation;
 - d. coercion;
 - e. manipulation;
 - f. retaliation for submitting a complaint to the Department or another entity;
 - g. harassment and violence perpetrated by CFR staff or Clients;
 - h. discharge or transfer, or threat of discharge or transfer, for reasons unrelated to the Client's treatment needs, except as established in a fee agreement signed by the Client or the Client's parent, guardian, custodian or agent; and
 - i. Treatment that involves the denial of:
 - food;
 - the opportunity to sleep; or
 - the opportunity to use the toilet.
 - j. Restraint or seclusion, of any form, used as a means of coercion, discipline, convenience or retaliation.
19. To participate or, if applicable, to have the Client's parent, guardian, custodian or agent participate in treatment decisions and in the development and periodic review and revision of the Client's written treatment plan.
20. To consent in writing, refuse to consent or withdraw written consent to participate in research or treatment that is not a professionally recognized treatment.
21. To refuse to acknowledge gratitude to the agency through written statements, other media or speaking engagements at public gatherings.
22. To receive services in a smoke-free facility.

CLIENT RESPONSIBILITIES

As a Client of CFR, we ask you to understand that along with your rights, you have certain responsibilities as well. These include:

1. Keeping your appointments. Please give ample notice (at least 24 hours) when you must cancel an appointment. You may be charged for broken appointments or late cancellations that occur within less than 24 hours of the appointment. This is important because we will be able to offer your time to someone else in need.
2. Cooperating in the design and process of your service plan. Service may be terminated if you do not follow through on your fee agreement or service plan.
3. Participating as appropriate and necessary in services for your children or children of whom you have guardianship.
4. Paying your fees, if applicable, as agreed.
5. Giving the information necessary to complete and process your application for service or program eligibility.
6. Reporting any changes that may affect your fee or Client status.
7. Being responsible for any children you bring to CFR. No children can be left unattended in the waiting area.
8. Giving your consent for treatment of yourself and/or minor children at CFR.