

At Family Counseling Service, we strive to provide high-quality behavioral health care that recognizes the experiences, values, and needs of the individuals who make up the diverse community that relies on us for services. We believe that a **confidential, mutually respectful partnership** between service providers and clients is the best way to develop and maintain optimal health, whether that health is physical, emotional, psychological, or social. Understanding your rights and responsibilities as a client of Family Counseling Service is central to this partnership.

CLIENT RIGHTS

As a client of Family Counseling Service, you are entitled to the rights outlined in the Mental Health and Developmental Disabilities Confidentiality Act and Chapter 2 of the Mental Health Code Developmental Disabilities Code. Client rights and FCS responsibilities include but are not limited to, the following:

- ✓ You have a right to be provided with adequate and humane care and services in the least restrictive environment.
- ✓ You are entitled to have your rights explained to you using a language or method of communication you understand upon commencement of services.
- ✓ You may have a guardian with whom we must cooperate or you may be restricted legally through court or by probation.
- ✓ You have the right to nondiscriminatory access to services as specified in the Americans With Disabilities Act of 1990 (42 USC 12101).
- ✓ You have the right to be free from abuse and neglect.
- ✓ You do not have to provide information regarding HIV/AIDS status or testing. If information is provided, it will not appear in your clinical record, be discussed with personnel, or be released to any other agency.
- ✓ You have the right to refuse any services that are offered to you.
- ✓ You have the right to receive a copy of the agency's grievance procedure and will not be denied service, suspended from services, or terminated from services because of filing a grievance.
- ✓ You have the right to have an individualized treatment plan that will be developed with you, and the right to review your treatment plan with your therapist at least once every six months.
- ✓ You have the right to be free from physical restraint, unless it is being used as a therapeutic measure with children to prevent them from causing physical harm to themselves or others; seclusion is not permitted.
- ✓ You have a right to privacy and no information will be disclosed about you to others without your informed written consent, except for the following: FCS has to follow state laws about special requests for information. We have a responsibility to warn others if you threaten to hurt them. We have to report any suspected child or elder abuse or neglect. We may communicate information to others if you are at risk of harming yourself or others.

- ✓ You have the right not to be denied mental health services because of age, sex, race, religious belief, ethnic origin, marital status, sexual orientation, physical or mental disability, or criminal record that is unrelated to any possible present dangerousness.
- ✓ You have the right not to have services denied, suspended, reduced or terminated for exercising your rights.

CLIENT RESPONSIBILITIES

Family Counseling Service believes that clients have responsibility for their own health and well being as much as this is possible. A mutually acceptable partnership between clients and service providers can be ensured if clients are aware of their following responsibilities:

- ✓ To show consideration and respect and behave in a manner which does not cause undue disruption to staff and other clients at FCS.
- ✓ To maintain confidentiality regarding information about other clients in groups or programs conducted by FCS.
- ✓ To provide complete and accurate information to FCS in order to receive the best care. Clients are encouraged to ask questions, discuss treatment and if in doubt request a second opinion.
- ✓ To keep appointments or to cancel at least 24 hours in advance if unable to attend.
- ✓ To follow action plans or treatment programs which have been chosen in consultation with the service provider.
- ✓ Give accurate information about their mental health, substance use, and domestic violence issues as well as other circumstances which might impact upon the care of their children;
- ✓ Inform staff immediately if they have any concerns or problems with the service they are receiving.