



## RIGHTS AND RESPONSIBILITIES OF CSS SERVICE RECIPIENTS

Welcome to Catholic Social Services. Catholic Social Services is a Christian ministry of love, service, and justice dedicated to supporting and empowering individuals, families, and faith communities as they meet the challenges of life and address the conditions of society. As a recipient of these services, you have the following rights and responsibilities:

1. The right to available services, regardless of your age, race, ethnicity, gender, religious or political affiliation, physical or mental disability, or infectious disease, and the right to referral, as appropriate, to other service providers.
2. The right to competent professional services, including an individualized written treatment or service plan; services based on the plan; periodic review and assessment of needs; and revisions of the plan, including a description of services that may be needed for follow-up.
3. The right to ongoing participation in the planning of services and in the development and periodic revision of the treatment or service plan, including the right to an explanation of all aspects of one's own condition and treatment.
4. The right to refuse services and/or treatment, in accordance with state and federal law.
5. The right to refuse to participate in research or experimentation without your informed, voluntary, written consent (or that of a minor's parent or guardian); the right to protection associated with such participation; and the right and opportunity to revoke such consent.
6. The right to a humane service environment that affords protection from harm, appropriate privacy, and freedom from ridicule and verbal or physical abuse.
7. The right to terminate services at any time, or to refuse, or change a course of treatment and to be referred to appropriate treatment resources if termination is premature, or failing that, to be helped to terminate treatment as constructively as possible, leaving the door open for you to reapply for service at another time.
8. The right to services and treatment under conditions that support your personal liberty and restrict such liberty only as necessary to comply with treatment needs, including the right to freedom from restraint or seclusion.
9. The right to confidentiality of client records.
10. The right to review, upon request, your own records.
11. The right to information regarding client rights, including a copy of this document and/or an explanation of client rights in a language of your choice, to the extent possible, and access to an advocate in order to understand, exercise, and protect your rights.
12. The right to receive service and fee information at the time of the initial assessment, to look at or have explained your bill, regardless of source of payment, and to receive notice of service fee changes thirty (30) days prior to the effective date.
13. The right to refuse to make public statements acknowledging gratitude to the program or to perform at public gatherings.
14. The right to a smoke-free environment, as provided in the Agency's policies and procedures.
15. The right to assert grievances with respect to infringement of these rights, including the right to have such grievances considered in a fair, timely, and impartial procedure.

### YOUR RESPONSIBILITIES:

1. To keep your appointments or to cancel 24 hours in advance. Clients arriving over 15 minutes late will be rescheduled. If there is a fee for service, we charge for late cancellations and for no shows.
2. To pay all fees, where appropriate in a timely manner. If payment is a problem, please speak with staff about it.
3. To provide CSS with current and accurate information regarding place of residence, and where necessary, income, and employment.
4. To be actively involved in the planning and implementation of your individualized service or treatment plan.

Catholic Social Services reserves the right to deny further services if you do not fulfill these responsibilities, or under the following conditions: (a) If you display violent or threatening behavior or language; (b) If you are under the influence of mood altering substances during the course of your sessions; (c) If it is your service provider's professional judgment that Catholic Social Services is no longer able to meet your service needs and/or that you would be better served by another agency.

### CONFIDENTIALITY AGREEMENT FOR SERVICE RECIPIENTS

The staff of Catholic Social Services adhere to confidentiality standards, as dictated by State law and professional ethical principles. There are certain exceptions to confidentiality:

1. If you indicate an intention to harm yourself or someone else.
2. If physical or sexual abuse, particularly in regard to a minor, aged, or incompetent person is known or suspected. The service provider is under ethical obligation and is required by law to report this information to the proper authorities.
3. If you sign an authorization giving permission for information to be released (e.g., to obtain payment for services through third party reimbursement, to coordinate services with another service provider, or to allow access to shared records by a spouse, family member, or other individual who received services with you).
4. If in legal proceedings, the court and/or the judge orders the release of information through a subpoena.
5. If your records are reviewed to provide staff supervision and/or to monitor the quality of services.

Otherwise, the staff of CSS will not tell anyone anything about the services you receive, or even that you are a client, without your full knowledge and explicit consent.