



## Client Rights and Responsibilities

*It is the policy of Family Services of NW PA to assure basic human rights to any and all individuals and families. This policy is supported through the provision of the following rights:*

- ◆ The right to be treated with fairness, dignity and respect by all Family Services' staff and volunteers.
- ◆ The right to agency services based on individual/family need and service availability. If the appropriate service is not available, the individual/family may expect to be informed of service options and may be put on a waiting list or referred elsewhere.
- ◆ The right to consent to or refuse services, unless the rights have been eliminated by law or court order, and to be informed of the potential consequences of such refusal.
- ◆ The right to information in a manner that the individual and/or family can understand that allows for an informed choice about the use of services, including the range of services available, along with the possible benefits and potential risks of proposed services.
- ◆ The right to confidentiality in accordance with all applicable state and federal laws except where such laws require mandated reporting.
- ◆ The right to have his or her identity protected in any published reports or other forms of social media as a result of participation in services.
- ◆ The right to withdraw consent to treatment at any time. If the consenting individual is age 14 to 18, Act. 147 (Consent to Mental Health Treatment in Pennsylvania) will apply and will be explained in relation to consenting to or withdrawing consent to treatment.
- ◆ The right to participate in the development and review of the treatment plan and to be informed of the expectations of all parties involved in the implementation of the plan.
- ◆ The right to not be abused, mistreated, threatened, or harassed. No staff member may physically restrain a client, even during physical confrontations. If a situation is serious enough, Crisis Services or the local police may be contacted.
- ◆ The right to access individual records for the purpose of review, correction or addition.
- ◆ The right to not be photographed, filed, or taped without the informed written consent of the individual, guardian or legal representative.
- ◆ The right to interpretive services, including an interpreter during services, if the individual is hearing impaired or has limited English proficiency.
- ◆ The right to file a grievance if dissatisfied with services. Family Services welcomes recommendations and feedback. A copy of the grievance procedures are provided to individuals and families during the initial visit.
- ◆ The right to be free from discrimination for any reason, including race, color, religious beliefs, gender, national origin, sexual orientation, age, disability, or veteran status. Anyone who believes he/she has been discriminated against has a right to file a complaint of discrimination with:

**Gregory Loop, CEO**  
Family Services of NW PA  
5100 Peach Street  
Erie, PA 16509

**Office of Civil Rights**  
U.S. Dept. of Health and Human Services  
Region III  
PO Box 13716  
Philadelphia, PA 19101

**Office of Civil Rights**  
Department of Public Welfare  
Western Field Office  
Room 702 State Office Bldg.  
300 Liberty Avenue  
Pittsburgh, PA 15222

*Individuals and families served by Family Services have the following responsibilities:*

- ◆ To consent to actively participate in treatment and discharge planning.
- ◆ To provide complete and accurate information in order to allow for the most appropriate and effective services.
- ◆ To let staff know they understand a planned course of treatment and what the expectations are.
- ◆ To ask questions if something is not understandable.
- ◆ To attend services as scheduled, canceling within a desired time frame, preferably 24 hours in advance, to allow for use of the scheduled appointment by another individual.
- ◆ To fulfill any and all financial obligations, if applicable, in a timely fashion.