

Client Responsibilities

Individuals and families served by Family Services of NW PA 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.

Individuals and families receiving services through Family Services of NW PA will maintain these rights and responsibilities throughout the length of services, and will be directly notified should any changes be made that would affect such rights and responsibilities.



Office Locations:

Erie County Office

5100 Peach Street
Erie, Pennsylvania 16509
Phone: 814.866.4500
Toll Free: 800.634.2560
Fax: 814.864.2677

Downtown Erie Office

240 West 11th Street, Suite 402
Erie, Pennsylvania 16501
Phone: 814.871.0903

Crawford County Office

18360 Technology Drive, Suite 200
Meadville, Pennsylvania 16335
Phone: 814.724.4800
Toll Free: 888.899.9079
Fax: 814.724.5181

Mercer County Office

7 West State Street, Suite 208
Sharon, Pennsylvania 16146
Phone: 724.704.7227
Fax: 724.704.7224

www.FSNWPA.org



Client Rights and Responsibilities



Updated February 2018

What are my rights and responsibilities as a client of Family Services of NW PA?

Family Services of NW PA is committed to providing services consistent with our mission to **strengthen families and transform lives.**

Individuals and families have certain rights and responsibilities while involved with Family Services of NW PA. A designated guardian or legal representative may serve to represent if an individual is not able to exercise these rights on his or her own behalf.

Client Rights:

- The right to be treated with fairness, dignity and respect by all Family Services' of NW PA 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 of NW PA 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, President & 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

Bureau of Civil Rights Compliance
Department of Public Welfare
Western Field Office
Room 702 State Office Building
300 Liberty Avenue
Pittsburgh, PA 15222



Learn more at
www.FSNWPA.org