



CHILD GUIDANCE CENTER

Helping kids find hope and healing

Clients' Rights

A primary responsibility of all Child Guidance staff members is to insure that fundamental human and legal rights of each client are not violated in the course of treatment. Child Guidance Center staff members are further obligated to maintain integrity with respect to their duties as they come in contact with clients, other service providers, and the public. Child Guidance Center staff strive to provide services that are respectful of and sensitive to the identity and personal values of each of our clients. This includes helping to arrange for any needed interpreters.

The agency is accredited by the Joint Commission on Accreditation of Healthcare Organizations and is committed to providing safe and effective care to children and families. If an individual has concerns about the quality of care provided within the agency, they are encouraged to contact the Executive Director at 475-7666. Unresolved safety concerns can be communication to the Joint Commission at 1-800-994-6610.

The Child Guidance Center adheres to all client rights statements contained in the Rules, Regulations, and Minimum Standards promulgated by the Department of Health and Human Services. If you have any questions or complaints, please call Health and Human Services at 402-471-3121 or 402-471-7000. These rights include the following:

A. Rights of non-discrimination: All persons shall receive service and no one shall be discriminated against because of race, color, religion, national origin, economic status, disability, gender, marital status, sexual orientation, ethnicity, diagnostic category, admission status, or ability to pay.

B. Rights of Confidentiality: Clinical records are confidential. No information about a client shall be released without a signed release of information and without informed consent on the part of the client (or guardian).

1. Confidentiality may be violated only when immediate danger exists to the client and/or others or if mandated by law.
2. Clients/Parents/Guardian have a right to the access of their own records in the presence of a Child Guidance Center staff member. The clinical records themselves are the property of the Child Guidance Center.

C. Right to Competent Service: Each client has the right to expect quality service which is in compliance with the current code of ethics of the mental health profession and is consistent with techniques that are generally acceptable to professional judgment and the community. To insure quality services:

1. Each staff member shall have a primary supervisor.
2. All cases may be subject to staff review.
3. Each staff member shall be obligated to seek peer or supervisory advice for problematic issues of client management.
4. Each staff member shall be responsible for recognizing the limits of his/her competency.
5. Center practices and procedures shall be designed to make Center services maximally accessible.

D. Right of Consent: Every client has the right to be involved in every aspect of the treatment process from intake procedures, to goal setting, and to discharge and referral.

1. Alternative treatment options shall be presented to the client once the initial admission process has been completed. It is the responsibility of the client to attend any counseling sessions that are scheduled by the client and therapist.
2. Clients shall be given information about fees schedules and special charges and shall participate in the fee setting process. It is the responsibility of the client to pay their agreed upon fees.
3. The client shall have the right to refuse services.
4. Ongoing treatment for minors is provided only with the written consent of the parent or legal guardian.

E. Right to appeal: Clients shall have full rights to appeal treatment decisions, to request changes in therapist, or to complain about Center treatment practices and procedures without recrimination.

1. Clients may discuss this with their therapist, or ask the receptionist for an appointment with the Executive Director or Outpatient Services Director who will attempt to bring about a reasonable solution.

If a client remains dissatisfied, he/she or the Executive Director may call a meeting of the Grievance Review Committee. The Committee membership consists of the Executive Director, one disinterested staff member, and one Board member appointed by the Board president.

2. If a center practice or procedure is involved, the clients may speak directly to the involved employee or may ask for the supervisor's name. The employee will help the client make an appointment with the supervisor.
3. More detailed information about specific grievances will be made available upon request.

Client Responsibilities

The safety of treatment, care, and service delivery is enhanced by the involvement of individuals served, as appropriate to their condition, as partners in the care process. In addition, organizations are entitled to reasonable and responsible behavior on the part of individuals served and their families. The Child Guidance Center identifies and educates individuals served and their families on each of their responsibilities. These responsibilities are given to the family in written form.

- 1. Providing Information:** Individuals served and their families are responsible for providing, to the best of their knowledge, accurate and complete information about their history of treatment, care, or services. Individuals served and their families are responsible for reporting perceived risks in care and unexpected changes in the condition of the individual served. Individuals served and their families help the organization improve its understanding of the environment of the individual served by providing feedback about service needs and expectations.
- 2. Asking Questions:** Individuals served are responsible for asking questions when they do not understand what they have been told about their treatment, care, and service or what they are expected to do.
- 3. Following Instructions:** Individuals served and their families are responsible for following the care, service, or treatment plan. They should express any concerns about their ability to follow and comply with the proposed care/service plan or course of treatment, care, or service. Every effort is made to adapt the plan to the specific needs and limitations of individuals served. When such adaptations to the treatment, care, or service plan are not recommended, individuals served and their families are responsible for understanding the consequences of the treatment, care, or service alternatives by not following the proposed course.
- 4. Following Rules and Regulations:** Individuals served and their families are responsible for following the organization's rules and regulations concerning care and conduct.
- 5. Showing Respect and Consideration:** Individuals served and their families are responsible for being considerate of the organization's staff and property. Individuals served should be considerate of others, following smoking policies, and respect others' property.
- 6. Meeting Financial Commitments:** Individuals served and their families are responsible for promptly meeting any financial obligation agreed to with the organization.