



Client Rights and Responsibilities

The purpose of this policy and procedure is to outline the rights of clients, limits to client rights and Hope the Mission's commitment to protecting clients' rights. Hope the Mission (HTM) strives to ensure that the rights of clients are respected and maintained to the highest degree possible.

HTM will protect the client's rights through the following efforts

- Inform clients of their rights and responsibilities
- Ensure that no form of discrimination takes place at HTM. Discrimination on the basis of race, ethnicity, religion, or any other protected category will not be tolerated
- Protection of client privacy and confidentiality of information will be strictly enforced
- Clients will be centrally involved in their own service planning, which includes providing informed consent to receive services
- Inform clients of HTM's grievance and termination procedure
- Display a copy of client rights & responsibilities, grievance & termination procedures in all service delivery locations at HTM

Client Rights While Accessing Services at HTM

- Clients have a right to be treated with dignity, respect, and cultural sensitivity
- Clients have the right to privacy
- Clients have the right to religious liberty
- Clients have the right to be provided a copy of their rights and responsibilities
- Clients have the right to receive equitable treatment that is free from discrimination
- Clients have the right to be informed about program policies and expectations for the use of services including, but not limited to, the grievance and termination policies
- Clients have the right to self-determination in identifying and setting goals, participate in all services decisions, request to review their care/service plan, and consent for specific services to be provided
- Clients have the right to receive information to provide informed consent, including information about confidentiality and limits of confidentiality
- Clients have the right to have all records and disclosures maintained according to the written standards and rules regarding confidentiality and privacy
- Clients have the right to review their records and external disclosures of any personal participant information, as governed by the written program standards and rules regarding confidentiality and privacy
- Clients have the right to leave and return to the facility at reasonable hours in accordance with the program rules and standards, unless coordinated by site management



- Clients have the right to be clearly informed, in understandable and applicable language, about the purpose of the services being delivered
- Clients have the right to receive services in a non-coercive manner, refuse any services at any time, be informed of the consequences of refusal, and revoke consent for any services provided
- Clients have the right to be free from constraint or confinement unless the client poses a threat to themselves or others
- Clients have the right to receive reasonable accommodations to meet their visual, auditory, linguistic, or motor abilities to enable accessibility to services
- Clients have the right to express concerns through HTM's grievance procedure and to request a copy of the procedure for filing a grievance
- Clients have the right to have an advocate present during appeals and grievance processes
- Clients have the right to ask questions regarding all forms and policies

Limits of Client's Rights

HTM reserves the right to waive client's rights to confidentiality when a client presents a credible threat of harm to themselves. HTM reserves the right to terminate services with a client at any time due to safety concerns. HTM is mandated to waive client's rights to confidentiality when:

- There is suspected child abuse
- There is suspected elder/dependent abuse
- The client presents a credible threat to themselves or others

Client Responsibilities While Accessing Services at HTM

The following are client responsibilities. These responsibilities serve to ensure that HTM provides a safe and welcoming environment for all clients accessing services and to receive feedback on how HTM can improve services.

- Providing relevant information as a basis for receiving services and participating in service planning
- Be respectful of HTM staff and other clients seeking services
- Report any concerns regarding services through the grievance procedure
- Provide feedback about HTM services



By signing below, I agree that I have read HTM's Client Rights and Responsibilities policy, I understand my rights as a HTM client and will comply with the responsibilities outlined above.

Participant Name

Participant Signature

Date