

Catholic Charities Diocese of Kalamazoo Manual: Client Rights

Purpose: The rights and dignity of clients are respected throughout the organization.

CR 02.01
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TITLE: Client Rights and Obligations

Name _____

Client No. _____

A client of Catholic Charities Diocese of Kalamazoo has the right:

1. To be treated with dignity and respect by all who serve you.
2. To a plan of care that is designed to meet your individual needs including reasonable accommodations for persons with disabilities.
3. To participate in the development of the plan of care.
4. To have the plan of care evaluated and updated periodically.
5. To expect that all personnel serving you will be current in the skills and knowledge of their field of employment.
6. To expect those providing for your care receive supervision and direction from qualified persons on an ongoing basis.
7. To know that all information will be kept confidential.
8. To give or deny permission regarding your participation in any research or experiments.
9. To review your records.
10. To know how much your care will cost and what portion (if any) is to be paid by other sources, such as private insurance or government programs.
11. To be served without discrimination regarding race, religion, color, sex, nationality, origin, disability or sexual orientation.
12. In one of our residential programs:
 - A. To know all the rules about having visitors.
 - B. To have space to put personal belongings.
 - C. To know all the house/program rules.
13. To discuss any problem with an appropriate supervisor. To file a grievance (complaint) according to the grievance procedure if you so desire.
14. To refuse any service, treatment, or medication, unless mandated by law or court order and to be informed of the consequences of such refusal (which may include discharge or termination of services) that are known by your service provider.
15. To receive information or participate in our Performance and Quality Improvement process.
16. To access services during regular business hours:

Ark Shelter hours: 24 hours, seven days a week, (269) 345-8765 or (800) 873-8336

Administrative Offices and Caring Network: 8:30 am – 5:00 pm, Monday-Friday, (269) 381-9800 or (269) 381-1234

Catholic Community Center: 9 am to Noon, Monday through Thursday, (269) 926-6424

Catholic Charities Diocese of Kalamazoo has the right:

1. To expect clients to arrive on time for appointments.
2. To expect any cancellation of appointments to be made at least 24 hours in advance.
3. To expect payment for services on time and in keeping with client fee agreement.
4. To expect compliance with all house rules if you are in one of our residential programs.
5. To expect clients to provide relevant information as a basis for receiving services and to participate in service decisions.

NOTICE OF RECEIPT OF CLIENT RIGHTS AND OBLIGATIONS INFORMATION

I hereby certify that I understand the Client Rights and Obligations above, that I have asked any questions I have about the content and that my service provider answered those questions.

Client's signature

Date

Witness

Date

***This signed Notice shall be kept in client's record and a copy shall be offered to the client.*