

Subject	Client Rights
Approved by:	Executive Leadership Team
Effective Date	September 1, 2003
Date(s) of Revision	June 2006, June 2011, January 2014, March 2015, July 2018, December 2020
Applicable to:	All Clients & Employees
Locations	Employee, Client, and Family Handbooks & Program Policies and Procedures; Agency Public Website
Legal & Other References	COA CR; DHW 3800.19, .31-33, 5100.51-56
Attachments	none

**Purpose:**

To ensure the rights and dignity of clients are respected throughout the organization.

**Policy:**

It is the policy of The Children’s Home of Reading to respect and inform each client and their families about client rights while receiving services through the agency’s programs. Clients/families will be informed of these rights in a manner that they can understand.

The client /family shall be informed of the client’s rights, the right to lodge grievances without fear of retaliation and applicable consent to treatment protections in an easily understood manner, and in the primary language or mode of communication of the client and parent.

A copy of the client’s rights, the grievance procedures, and applicable consent to treatment protections shall be posted and given to the client and/or parent /guardian upon admission.

Review and updates to the client’s rights, the grievance procedures, whom to file a complaint with and applicable consent to treatment protections will be conducted annually by January 31 by Quality Improvement and the Executive Leadership Team. Changes to the rights or processes will be communicated via updated policy posting, and on the website.

A client may not be deprived of specific or civil rights. A client’s rights may not be used as a reward or sanction. A client’s visits with family may not be used as a reward or sanction.

**Procedure:**

1. Upon admission, the client/family shall be given the opportunity to review and sign a statement of receipt of the Client Rights and Responsibilities, consistent with their involvement in any of the programs offered by the agency.

2. If this is unable to occur at the time of admission, every reasonable effort shall be made to review these, and obtain signatures, at an appropriate time once treatment/service has been initiated. Documentation of such efforts shall be kept.
3. Under circumstances when the client is unable to sign and/or understand these rights, due to such factors as age or developmental disability, only the parent or guardian signature will be necessary. The primary staff member responsible for the client's treatment/service shall make that determination and note this on the statement of rights.
4. Because those receiving services are minors, parents are required to sign the statement to indicate that it has been received, explained, and understood (except for treatment provided for children over the age of 14, if the child does not want parental involvement).
5. The client/family shall receive a copy of the signed statement and the original shall be placed in the client's record. A copy of their rights is included in the applicable Client and Parent Handbooks.
6. In situations where there are restrictions/limitations on client rights, this shall be noted in the client's record. (Restrictions/limitations are often necessary for therapeutic reasons, or as determined by the legal system/referral source. Client/families shall have these restrictions fully explained to them to understand how these determinations were made. This information shall be documented in the client's Treatment/Service Plan and/or client record.)
7. Responsible staff shall regularly evaluate these restrictions/limitations. This shall typically occur during ongoing care reviews, referral agency planning meetings, or through court proceedings (for those clients adjudicated dependent by the family court system).