



CLIENT RIGHTS:

1. Catholic defines who we are, but not who we serve. We serve those in our communities who need our services, without discrimination.
2. We will accommodate special needs for communication, when possible, in consideration of any hearing or visual impairment, literacy levels, or language interpretation if English is not understood.
3. You will not be denied any civil or personal rights without due process.
4. We will serve you in a prompt, courteous, and responsive manner; treat you with individual dignity and respect; and give consideration to both your needs and those of your family.
5. We will respect your cultural background and values, and we remain conscious of your individual needs.
6. You have the right to active involvement in planning and receiving services. You have the right to informed participation in decisions involving your case. We will support you based on your needs and strengths.
7. We will respect your rights to privacy and confidentiality. We will not release confidential information without your authorization, except in those situations where we are mandated by law to release such information.
8. You have the right to refuse any service that is offered to you. We will inform you about the effect a refusal may have on you, including a possible change in our ability to deliver a service to you.
9. You have the right to an orientation of the specific program or service you are accessing; staff and client responsibilities and behavioral expectations, including rules, expectations, and factors that can result in discharge or termination of services; and hours of service.
10. You will receive a schedule of any applicable fees/co-pays and estimated or actual expenses prior to service delivery; a schedule of when fees/co-pays and other expenses are due; and consequences of non-payments.
11. You have the right to access your case file/record, unless restricted clinically or legally.
12. You will be notified if an appointment is delayed or postponed.
13. You have the right to file a complaint regarding your services without threat of harm, intimidation, discrimination or reprisal. You will be provided the complaint/grievance process. You have the right to a systematic, confidential and timely review, investigation, and monitoring of your complaint.
14. If you are a minor, we will obtain your parents' or guardian's consent before providing services beyond an assessment.
15. We do not utilize any form of restrictive behavior management at any time.

CLIENT RESPONSIBILITIES:

1. You are responsible for active participation in the service you are accessing and in working toward the agreed upon goals.
2. You will treat other clients and staff with respect.
3. You will work cooperatively and honestly with the staff and others in providing requested information and documentation required to receive service.
4. You will keep your contact information current and notify CCSOMO regarding any change in circumstances.
5. You will follow the rules and behavioral expectations of the program and understand the factors that could result in discharge or termination.
6. You will give reasonable notice when an appointment can not be kept.
7. You will honor the confidentiality rights and privacy of others.
8. You will meet any initially identified financial obligations incurred for services received.

Motivated by the love of Christ, we seek to improve the lives of the vulnerable by providing quality, compassionate social services which meet local needs