



PROCEDURE

Title/Subject: Client Rights & Responsibilities			
Policy #: OPS - 300	Page 1 of 1	Adoption Date: 5/27/04	Revision Date: 10/10/2008
Approved By:		Title: Executive Director	
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All clients served by The Florida Center are informed of their rights and responsibilities and are provided sufficient information in order that they are able to make an informed choice about using services offered.

Client Rights and Responsibilities are posted in reception areas in both English and Spanish, the primary languages of the persons served. They are provided to all clients in writing during their initial contact with Intake personnel. Client Rights and Responsibilities are summarized verbally during this initial contact, and any special needs are addressed in order to ensure the client understands their Rights and Responsibilities. A statement that the client has been informed about their Rights and Responsibilities, and have been given the opportunity to ask questions regarding these rights and responsibilities is included on the "Consent for Treatment and Diagnostic Procedures" form. The client must sign this form prior to the delivery of any services.

Client Rights and responsibilities have been developed to address the following agency specific services:

- Early Intervention Services
- Clinical Services
- Prevention Services

Written Client Rights and Responsibilities will cover:

- Expectations for the use of organization services.
- Hours of service availability.
- The rights of the client to receive services in a non-coercive manner that protects the person's right to self-determination.
- The rights of the client, and their family or legal guardian, to participate in decisions regarding the services provided.
- Information on how to complain, grieve or appeal should a client feel that their rights have been violated.
- The rights of the client to refuse any service, treatment or medication, unless mandated by law or court order. The client will be informed of the consequences of such refusal, which may include termination or discharge from services.

Attachments: Clients Rights & Responsibilities
Consent for Treatment and Diagnostic Procedures