

CLIENT RIGHTS & RESPONSIBILITIES

Clients receiving services from Children First is entitled to the following:

- The right to be treated with dignity and respect without discrimination of race, color, gender, sexual orientation, religious beliefs, national origin, veteran status, age and/or mental or physical disability.
- The right to services that respect their personal values and choices.
- The right to read and sign visit case notes and receive copies of the case notes.
- The right to participate in all service decisions; receive service in a manner that is non-coercive, and that protects their right to self-determination.
- The right to request a review and reassessment of your treatment plan.
- The right to choose to refuse services at any time.
- The right to an explanation of the consequences should you refuse any services. The consequences may include, among other things, discharge from Children First services.
- The right to a referral for other services at any time; such a referral will contribute to services of the highest quality.
- The right to know that information shared by you will be treated with the highest regard for confidentiality. Staff are required by law to disclose information when any of the following are present: (a) reasonable suspicion of abuse and/or neglect of children or adults; (b) you present a serious danger to others; (c) you are likely to harm yourself.
- The right to review and receive a copy of Children First Center's Notice of Privacy Practices.
- The right to be told the rules you are expected to follow and the possible penalties for violating those rules.

CLIENT RESPONSIBILITIES TO CHILDREN FIRST:

- Client will participate in the development and review of treatment plans; which will help them and their assigned Children First staff to focus on goals for the client and their family.
- Client will provide relevant information as a basis for receiving services and participating in service decisions. Effective outcomes will depend on many factors, including my openness, honesty, and willingness to follow through with suggestions and interventions.
- Client will call 24 hours in advance if unable to keep an appointment and give a reason for the cancellation. Failure to contact Children First staff will result in a no-show report. This information will be shared with your DCS FCM.
- Client will notify Children First of changes to their contact information.
- I agree, that for quality of services and/or for training purposes, there may be occasions when additional Children First staff/job candidates may be present in my visit.
- Client consent to the use and disclosure of their personal health information for the purposes of treatment, payment and Children First Center business. Client may request restrictions on the uses and disclosures of their PHI in writing to Children First Center at any time.

CHILDREN FIRST CENTER
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Children First Center services are available to all individuals regardless of race, color, gender, sexual orientation, religious beliefs, national origin, veteran status, age and/or mental or physical disability. Children First Center is non-sectarian and partially funded by the Indiana Department of Child Services (DCS). Children First Center is an equal-opportunity, affirmative action employer and a 501(c)(3) organization.

