

CLIENT RIGHTS

- You have the right to a professional quality service.
- You have the right to ethical and moral service.
- You have the right to participate in the development of any personalized service or treatment plan and to refuse any treatment or medication, without coercion.
- You have the conditional right to review your record. This is initiated by a letter to the casework supervisor. You will not be permitted to review information provided by other sources without their written consent. This policy may be superseded by the laws of the State of Virginia, e.g. adoption case records.
- You are protected by professional laws, rules of ethics and confidentiality.
- No information about services you have received will be released to any one without your knowledge, unless mandated by law. We must report when we believe you may be a danger to yourself or others.
- You have the right to discuss concerns with a program supervisor if you believe you are not being helped. You may ask for an in-house review of your care, treatment, and service plan.
- If a fee is charged for the service you receive, that fee will be explained to you and you will receive a copy of the signed agreement.

CLIENT'S RESPONSIBILITIES

- Clients are responsible to provide relevant information as a basis for receiving services and participating in service decisions.
- Clients agree to participate in setting goals for service and in evaluating these goals as service progresses. Evaluation includes following through on agreed upon goals.
- Clients agree to pay fees, if any, according to the negotiated amount in a timely manner.
- Clients are responsible for setting and keeping scheduled appointments. Failure to do so may result in the agency's inability to serve you or your discharge from housing programs.

GRIEVANCE POLICY

The following policies and procedures apply to clients within the Adoption and Pregnancy Services Program. These written complaint policies and procedures incorporate the standards of the Hague Convention Section 96.41, a copy of such policies and procedures are provided at the time an adoption services contract is signed, and such policies and procedures include contact information for the Hague Complaint Registry. It is the policy of the agency that any complaints that are filed will be reviewed, investigated and responded to within 30 days according to the following procedures. Expedited review will occur with time sensitive concerns or those related to allegations of fraud.

Any birth parent, adoptive parent, prospective adoptive parent or adoptee may file a complaint with CCDA regarding any services provided by CCDA, its staff, Board of Directors or its supervised providers related to an issue of compliance with the Hague Convention, IAA (Intercountry Adoption Act) or regulations implementing the IAA, or any service provided by the agency, and the agency will advise such individuals of the additional procedures available to them if they are dissatisfied with the agency's response to their complaint. The procedures include the right to lodge a complaint with the Virginia Department of Social Services, Licensing Unit at 804 726-7000 and with the Hague Complaint Registry that may be accessed at <http://adoptionusca.state.gov/HCRWeb/WelcomeForm.aspx>. CCDA will not take any action to discourage a client or prospective client from, or retaliate against a client or prospective client for: making a complaint; expressing a grievance; providing information in writing or interviews to an accrediting entity on the agency's performance; or questioning the conduct of or expressing an opinion about the performance of the agency.

The following steps will be taken for complaints:

1. Anyone filing a complaint is requested to complete a Complaint Form, FW 92c. This form requests the information needed to investigate the stated problem and should be signed and dated by the client.
2. The Executive Director or his designee will review all complaints. The complaint will be fully investigated and a written response provided to the client within 30 days of CCDA receiving the complaint or grievance.

If the client is dissatisfied with the agency's response to their complaint, the client may lodge a complaint with the Virginia Department of Social Services, Licensing Unit at 804 726-7000 and with the Hague Complaint Registry that may be accessed at <http://adoptionusca.state.gov/HCRWeb/WelcomeForm.aspx>.

I understand that communication from me to my worker via email or letters may become a part of the record unless I specifically ask that it not be included. I am also aware that agency staff respects the tenets of the Catholic faith and are not permitted to provide information about various abortion methods or means of artificial contraception nor can they assist clients to obtain these services.

I have read and understand the above and agree to participate accordingly. My signature also indicates I have received a copy of this document.

Client

Date

Client

Date

Social Worker

Date

_____/_____
(Client initials) Copy of Welcome Letter given to clients.

_____/_____
(Client initials) Copy of Client Rights, Responsibilities, and Grievances Policy given to clients.