

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 This policy may be superseded by the laws of the State of Virginia e.g. adoption case records.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

If you have become dissatisfied with the service, please observe the following procedure:

1. First discuss the matter with your social worker.
2. If no resolution is found within two weeks, you may discuss the problem with your worker's supervisor.
3. If the situation remains unresolved, you will be asked to put your concerns in writing and direct them to the appropriate Associate Director. This initiates Catholic Charities formal grievance policy.
4. The Associate Director will meet with you within two weeks.
5. If this matter is not resolved within two weeks, the final disposition of the complaint will be made by the Executive Director within the following three week period.
6. The client will receive written notification of a response to the complaint.
7. You have the right to request a review of the decision of the Executive Director by the Executive Committee of the Board of Directors. The Request for Review must be made in writing to the President of the Board within three weeks after the written notification of resolution and will be conducted within sixty days of receipt of the request. The results of the Review will be mailed to the clients within one month of the Review.
8. You have the right to lodge a complaint with the Virginia Department of Social Services, Licensing Unit. Their number is 804 726-7000.

I understand that agency staff respect 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.

Client

Date

Social Worker

Date

(Para información en español ver forma FW 92a)