



## **CLIENT RIGHTS AND RESPONSIBILITIES ADMINISTRATIVE POLICY**

### **SCOPE**

Clients receiving program services with the Ollie Hinkle Heart Foundation (OHHF)

### **PURPOSE**

Client rights and responsibilities were established with the expectation that observance of these rights will contribute to more effective client care and greater satisfaction for the client, family, clinicians, and agency. Clients shall have the following rights regardless of race, color, nationality, ethnicity, age, gender identity or expression, sexual orientation, religion or spirituality, language, national or social origin, ability, or socioeconomic background.

The OHHF will post a statement concerning the rights and responsibilities of clients. Copies of these statements will be made available to clients upon request.

### **DEFINITION(S)**

What is a right?

Something you can do by law.

What is a rule?

A standard or expectation set by a program to create a safe and productive environment.

What is a responsibility?

A task given to you that you are expected to do to the best of your ability.

### **PROCEDURE**

#### **Client Rights**

1. Clients have the right to receive program services with dignity, respect, and consideration.

2. Clients have the right to privacy and confidentiality when seeking or receiving services except for life-threatening situations or as otherwise specified by law.
3. Clients have the right to choose goals that will lead to the kind of outcome the client intends for themselves. If OHHF is unable to provide the services the client needs, OHHF, to the best of its ability, will assist in finding an agency, program, or therapist to provide the services that will help the client meet their goals.
4. Clients have the right to develop a person-centered plan with the help of the persons they choose. Clients have the right to make choices about the services and support received and who provides them.
5. Clients have the right to know the name and professional qualifications of the person or persons providing services.
6. Clients have the right, to the extent permitted by law, to review information contained in their records, to receive explanations of record entries upon request, and to request correction of inaccurate records.
  - a. Clients have the right to obtain copies of records and reports.
7. Clients have the right to offer suggestions and input concerning OHHF's programming.
8. Clients have the right to make a complaint about OHHF's services without fear of retaliation.

**Additional rights for Ollie's Branch clients:**

1. Clients have the right to select a professional therapist who meets your needs.
2. Clients have the right to receive specific information about the therapist's qualifications, including education, experience, national counseling certifications, and state licensure.
3. Clients have the right to obtain a copy of the guiding principles the therapist must follow.
4. Clients have the right to receive a written explanation of services offered, time commitments, any fees, and billing policies prior to receipt of services.
5. Clients have the right to understand the therapist's area of expertise and scope of practice (e.g., trauma, adolescents, couples, etc.).
6. Clients have the right to ask questions about therapy techniques and strategies, including potential risks and benefits.
7. Clients have the right to establish goals and evaluate progress with their therapist.
8. Clients have the right to request additional opinions from other mental health assessment professionals.
9. Clients have the right to work directly with their therapist to understand the implications of the diagnosis and the intended use of psychological reports.

10. Clients have the right to request copies of the self-report data they provided to OHHF up to five (5) years following their enrollment in services.
11. Clients have the right to request an alternate therapist or terminate the therapy relationship at any time.
12. Clients have the right to share any concerns or complaints they may have regarding a therapist's conduct with the appropriate professional organization or licensure board.

### **Client Responsibilities**

For OHHF and referred therapists to provide the highest quality of services, it is important that clients:

1. Be aware of the rights of others and treat others with respect.
2. Respect the confidentiality and privacy of other consumers.
3. Communicate openly and honestly.
4. Adhere to established schedules. If you must miss an appointment, contact the appropriate party as soon as possible.
  - a. OHHF's cancellation policy states that if clients miss up to two scheduled Ollie's Branch-covered therapy sessions they will be dropped from the program. If their matched therapist has an alternate policy, OHHF will defer to that therapist's policy.
5. Follow agreed-upon goals and strategies established.
6. Inform your Ollie's Branch therapist if applicable or OHHF staff of your progress and challenges in meeting your goals.
7. Participate fully to help maximize a positive outcome.

### **Additional responsibilities for Ollie's Branch clients:**

1. Inform the therapist if the client is receiving mental health services from another professional.
2. Consider appropriate referrals from the therapist.
3. Avoid placing the therapist in ethical dilemmas, such as requesting to become involved in social interactions.
4. If the client is dissatisfied with the services of your therapist:
  - a. Express concerns directly to the therapist, if possible.
  - b. Seek the advice of the therapist's supervisor if the therapist is practicing in a setting where he or she receives direct supervision.
  - c. Terminate the therapy relationship if the situation remains unresolved.

- d. Contact the appropriate state licensing board, national certification organization, or professional association if the therapist's conduct is unethical.

## **GRIEVANCE PROCESS**

If a client feels they have a grievance, attempts should be made to resolve the concern with the OHHF staff member or referred therapist, as appropriate. If this does not resolve the issue, the client may ask to see the Director of Programs. In consultation with the Executive Leadership, the Director of Programs will respond to the complaint within ten (10) working days. The decision is made in writing with copies going to the client.

If there is still no resolution or if the decision does not meet the needs of the client, the client may then request in writing a conference with the Executive Committee of the Board, who will arrange a conference within fifteen (15) working days. While these hearings are informal, the client may bring a person of their choice with them to assist in presenting the concern.

At a grievance conference, the client, witnesses & staff shall have equal opportunity to:

- Present and establish relevant facts
- Discuss, question, or refute material
- Examine relevant records available

The Executive Committee's decision is made in writing, and copies go to the client, Executive Leadership, and on file with the Committee. OHHF will maintain confidentiality in all client grievance procedures and information.

At any point, the client may contact an outside agency to respond to concerns or provide praise for services.