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## Client Rights and Responsibilities

### **As a Client, you have the right to:**

- Refuse any treatment, medication or services, unless those rights have been limited by law or court order.
- Be treated with respect.
- Be informed about the consequences of such refusal.
- Be provided with sufficient information to make an informed choice about services.
- Have your rights explained to you using a language or method of communication you understand.
- A complete understanding of specific allegations regarding the care of your children that brought you to our agency.
- The consistent enforcement of program rules and expectations.
- Know the legal basis for the intervention services being provided to your family.
- Active and informed participation in case planning of services to your family.
- Know the expectations of KFF and the courts, when involved.
- Know what you can expect from KFF during service provision.
- Seek legal or psychological consultation, at your own expense.
- Maintain contact and communication with your child while not in your care, unless the courts have suspended contact.
- Information on your child's well-being and development when the child is not in your care.
- Confidentiality in communications and written form of all personal identifying information within the limitations and requirements for disclosure of various funding and/or certifying sources, state or federal statutes, unless written authorization is provided by you.\*
- Attend and be heard at all court proceedings involving your family.
- Access services that will benefit your family either directly provided by KFF or by referral to community resources.
- Review information obtained in your file by requesting a review in writing.
- Be free of discrimination in the provision of services on the basis of religion, race, color, creed, sex, national origin, age, lifestyle, physical or mental handicap, developmental disability or financial status.
- To express and practice your religious and spiritual beliefs.
- File a grievance if you believe you have been treated unfairly and the right to appeal adverse decisions related to your services.
- Request an in-house review of your case.
- Have oral and written instructions for filing a grievance.

### **As a Client, you have the responsibility to:**

- Be honest and provide relevant information to KFF as a basis for receiving services and participating in service decisions.

- Attend all court hearings.
- Participate in the assessment and case planning process, including participating in identified services.
- Identify other people and services that will help you successfully complete your case plan tasks and goals.
- Work on case plan tasks and goals.
- Keep appointments.
- Treat others with respect.
- Maintain contact with your Family Services Counselor.
- Protect the safety of your family.
- Remain in contact with your children unless restricted by the court.

**Questions:**

If you have any questions about your rights and responsibilities, please ask your Family Services Counselor.

**Hours of Operation:**

Your Family Services Counselor can be contacted Monday through Friday (excluding holidays) between the hours of 8:30 a.m. and 5:00 p.m., at the phone number provided to you. For after hour's emergencies, please contact on-call personnel by calling KFF's office phone number.

\* Confidential information may also be released without consent in the following situations (see our Notice of Privacy Practice for further information): In order to protect the customer or others, when the customer poses a threat to his/her safety or to the safety of others; if there is reasonable cause to believe a child is or has been neglected or abused if required by law; in response to investigations in connection with law enforcement, fraud or abuse; or in response to judicial order, including a subpoena.

Accommodations for individuals with disabilities will be made upon request. Interpreter services are provided free of charge for persons who are deaf or hard of hearing or have limited English Proficiency.

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