



Series: Operating Procedures COA: CR. 1
CFOP: NA
Policy Name: Client Rights and Responsibilities
Policy Number: OP-1120
Revision #/Date: NA
Effective Date: 01/14/2009

Applicable to: All CBCB Staff and Contract Providers

SUBJECT: Client Rights and Responsibilities

PURPOSE: To document a CBCB (Community Based Care of Brevard) procedure for informing clients of their rights and responsibilities. The rights and dignity of clients are respected throughout CBCB therefore a written copy of the CBCB Client Rights and Responsibilities will be distributed and explained to all clients.

PROCEDURE:

References

(to be added as applicable)


Informing Client's of their Rights and Responsibilities

CBCB protects the legal and ethical rights of all clients by informing them, upon commencement of an open services case of their rights and responsibilities in the following manner:

- a. The DCM (Dependency Care Manager) shall provide to all clients at initial contact a written summary of their rights and responsibilities which shall include:
 - 1) A description of client rights and responsibilities, including the obligations CBCB has to the clients;
 - 2) Basic expectations for use of CBCB services;
 - 3) Hours that services are available;
 - 4) Where applicable, rules, expectations, and other factors that can result in discharge or termination of services;
 - 5) A clear explanation of how to lodge complaints, grievances, or appeals without interference or retaliation;
 - 6) The responsibility to provide relevant, factual and complete information as a basis for receiving services and participating in service decisions;
 - 7) The right to fair and equitable treatment;
 - 8) Reasonable accommodations to meet the written and oral communication needs of clients taking into consideration client written and oral language, level of ability to understand and make their service needs known;
 - 9) The right to participate in all service decisions;
 - 10) Protection of confidential information about clients;

- 11) Circumstances when CBCB may release confidential information to include when CBCB may be legally or ethically permitted or required to release such information without the client's consent; and
 - 12) Written consent is required from the client or legal guardian prior to recording or filming for purposes other than identification, diagnosis, or treatment, or as required by law.
- b. The DCM shall provide the client with an opportunity to ask questions regarding their rights and responsibilities at the time of distribution;
 - c. The DCM shall obtain a client signature for receipt and understanding of the client rights and responsibilities document.
 - d. The DCM shall file the original signed client rights and responsibility receipt in the client's case file.
 - e. A written summary of client rights and responsibilities shall be posted in the reception areas of all CBCB locations.

BY DIRECTION OF THE CHIEF EXECUTIVE OFFICER:



DR. PATRICIA NELLIUS-GUTHRIE
Chief Executive Officer
CBC of Brevard, Inc.

APPROVAL DATE: 1/20/09