

**CATHOLIC CHARITIES
AGENCY POLICIES AND PROCEDURES**

Policy Name:	Client Rights
Domain:	Client Rights 8.6
Policy Location:	www.archindy.org/intranet/shared/cci/index.html
Date of Adoption:	1982
Dates of Revision:	01/01; 10/08; 1/12; 3/15; 5/18, 9/20, 4/24
References:	Client Right Form; Written and Oral Communication Needs of Client/Participant/Representative

POLICY:

Catholic Charities strives to ensure ethical and equitable treatment for all and to inform clients of their rights and responsibilities to make informed choices about their services. This includes the client right to:

1. Receive services in a non-discriminating manner.
2. Have consistent enforcement of agency rules and expectations.
3. Receive services that are respectful of and responsive to cultural and linguistic differences.
4. Freedom to express and practice religious and spiritual beliefs.

All persons served receive and are helped to understand information about their rights and responsibilities.

PROCEDURES:

1. A written summary of client rights and their responsibilities will be posted in the reception areas of all service delivery locations.
2. Summary will be available in major languages of the defined service population.
3. Summary will be distributed during the initial contact.
4. Clients with special needs will be helped to understand and sign client rights forms upon entering services/programs to make an informed choice regarding services.
5. Clients will receive a copy of their signed Client Rights Form.

David J. Bethuram

David J. Bethuram
Executive Director

6/4/2024

Date

**Catholic Charities
Clients Rights**

The mission of our agency states:

The staff and volunteers of Catholic Charities are called by the Gospel to uphold the dignity of all people. Guided by Catholic social teaching, we consider it a privilege to deliver compassionate and caring service to help and empower those in need.

We wish to share our expectations for using Catholic Charities services. Our staff will acquaint you with more specific information about the service you are receiving including hours in which services are available.

1. Catholic Charities offers its services without discrimination regarding race, religion, color, creed, social-economic level, gender, sexual orientation, age, special needs, culture, and linguistic differences.
2. We are eager to serve you. Should you have any concern about agency policies or procedures or about the staff working with you, please feel free to discuss your concerns with staff. You do have a right to inform the agency of such concerns and you do have the right to file a grievance. Anyone on staff with Catholic Charities can inform you of how to pursue this course of action.
3. All services of Catholic Charities are received voluntarily. You shall have the right to refuse service or participation in any agency program. However, if you agree to services, it is the expectation that you, family members, and/or legal guardian actively participate in your service planning.
4. Catholic Charities personnel support positive behavior by developing positive relationships with our clients, being trauma-informed, building on the client's strengths and reinforcing positive behavior and responding consistently to all incidents that challenge the safety of clients and their family members.
5. Catholic Charities strives for consistent enforcement of program rules and expectations. Failure to follow behavioral expectations, and other factors could result in discharge if not followed.
6. Catholic Charities is required to keep records. Your records are confidential. If you feel that there may be an error in your record, speak directly with the staff person responsible for your case. In most cases, you can view your own file and make entries into this file if you feel it is necessary to better understand the service plan that has been developed.
7. Catholic Charities is interested in providing the resources to meet the needs of our community. We are eager to hear from you regarding any areas of need in which you believe we should become involved. Please feel free to tell our staff of your ideas.
8. Catholic Charities prohibits the use of restrictive behavior management practices by its personnel including the use of restrictive interventions such as isolation, manual or mechanical restraint, or locked seclusion.
9. Catholic Charities complies with applicable laws and regulations governing fair employment practices and contractual relationships. Additionally, Catholic Charities Indianapolis monitors the quality of services provided by all personnel, including independent contractors, volunteers and student interns providing direct services.
10. Catholic Charities personnel will not refer agency clients to his or her private practice, which may include the broad use of professional skills such as consulting, research, training, and clinical practice.
11. A schedule of any applicable fee and estimated or actual expense will be provided to you or your representative prior to service delivery.
 - In cases involving services from our eldercare programs age guidelines apply.
 - In cases involving services which are paid for by government contracts income guidelines apply.

Client Signature _____ Date _____

Parent/Guardian Signature _____ Date _____