



To the Clients of Families First:

We are pleased to have the opportunity to serve you. We want to do everything we can to help you. However, you will be expected to do your part of the work. We also want you to know what you can expect from us and what your rights are as a client of Families First.

As a client of Families First, you have the following rights:

1. A copy of the agency's Privacy Practices and Privacy and Confidentiality Policy is available for you to review upon request. All information about you that is contained in your records is confidential. However, part or all your record may be shared under the following conditions:
 - a. with your written consent;
 - b. with court subpoena;
 - c. when physical abuse, sexual abuse, exploitation, or neglect is involved;
 - d. when danger of harm to yourself or others exists;
 - e. review of case files for compliance with contracts;
 - f. if you were referred by an agency with legal authority to receive reports of your attendance and progress;
 - g. if you are a minor and it is the counselor's judgment that parents need certain information to carry out their duty as parents or if keeping information from parents would interfere with getting you the help you need.
2. You may see your record. Requests must be made in writing. A request form is available from a counselor or authorized staff member. Records will be reviewed in the presence of your counselor. Records are maintained for seven years. The right to inspect and copy your case record may be denied in certain situations described below:
 - When it is necessary to withhold information to protect the confidentiality of others.
 - When it is determined that the information requested is detrimental to your physical or mental health or might lead to harm to another or yourself.
3. You may ask about the qualification of our staff.
4. You may register complaints about the service provided. Please share your concerns with your counselor. If the complaint involves your counselor, you may register your complaint with any other Families First staff member. A copy of the client grievance policy is available for you to review upon request.
5. You have the right to confidentiality under Federal and State law relating to receipt of services. Federal and State law and regulation do not protect information about crimes. Any crimes committed by a client either at a Families First program or against any person who works for Families First, or any threats to commit such a crime will be reported to State, Federal, or local authorities including any information about suspected child abuse or neglect (See 42 U.S.C. 290dd-3 and 42 U.S.C. 290ee-3 for Federal laws and 42 CFR Part 2 for Federal regulations.). (Approved by the O.M.B. under control No. 0930-0099.)
6. You have the right to services that are:
 - a. In accordance with standards of professional practice;
 - b. Appropriate to your needs;
 - c. Designed to afford a reasonable opportunity to improve your situation/condition.
7. You have the right to be informed of:
 - a. The nature of the treatment program proposed;
 - b. The known effects of receiving and not receiving treatment;

- c. Alternative treatments or programs, if any;
 - d. The various steps and activities in receiving services.
8. You have the right to make an informed decision whether to accept or refuse treatment.
 9. You have the right to be treated professionally, with protection from any harassment, discrimination, harm, abuse, or neglect.
 10. You have the right to practice your own religion. However, no religious participation is required to receive services.
 11. You have the right to not be discriminated against based on race, sex, age, color, religion, national origin, military, veteran, marital status, sexual orientation, gender identity, disability, citizenship status, or any other category protected under state or local law.
 12. You have the right to contract and consult with legal counsel and private practitioners of your choice and at your expense.
 13. You have the right not to be searched, secluded or restrained except when necessary to prevent danger of abuse or injury to others or yourself.
 14. You have the right to exercise all constitutional, statutory, and civil rights, except those limited by adjudication.

As a client of Families First, you are expected to comply with the following:

1. Keep your appointments. 24 hours notice is required for canceling an appointment. You may be charged for appointments that you do not keep or cancel.
2. Comply with program expectations. Families First reserves the right to refuse service if the well-being of clients or staff appears to be in danger.
3. Pay your fees. Unless Medicare, Medicaid, other insurance, or other sources cover your services, you are expected to pay your fees at the time of service. Your assistance with paperwork needed to bill for a service is expected. You must provide verification of income and any other documentation requested.
4. Respect agency expectations that audio and video recording of individual/group sessions is strictly prohibited unless there is written consent by Families First and any other individuals participating in the session.

A copy of the agency's Privacy Practices, Confidentiality and Privacy Policy, and Client Grievance Policy are available for you to review upon request.