

Client Rights & Responsibilities Statement



children's home + aid
celebrating 130 years of service

As a client of Children's Home + Aid, you are entitled to the rights outlined in the Illinois Mental Health and Developmental Disabilities Confidentiality Act, Chapter 2 of the Illinois Mental Health and Developmental Disabilities Code and the Health Insurance Portability and Accountability Act (HIPAA). These rights include, but are not limited to, the following:

CLIENT RIGHTS

- You will be treated with dignity, respect and consideration.
- You will receive adequate and humane care and quality services in the least restrictive environment and in a non-discriminatory manner.
- You will be safe and free from exploitation, threats, abuse, neglect, and intentional mistreatment while receiving services.
- Children's Home + Aid recognizes, respects, promotes and celebrates the value of cultural diversity and will ensure that your ethnic or cultural customs, practices, and beliefs, sexual orientation, gender, gender identity, gender expression, marital status, disability, and/or community differences will be respected by agency staff.
- You are permitted to present grievances and to appeal adverse decisions of the agency at all levels, up to and including the President/Chief Executive Officer.
- You have the right to privacy and confidentiality of your records and information. Information disclosing the nature or details of services you have received may be disclosed to you, the party authorized to make treatment decisions for you, and other parties as authorized by law.
- You have the right to review your own case record, unless otherwise prohibited by law.
- All services and care will be described in an individual service plan which you, and in some cases your family, will help to develop and which is reviewed periodically. Information about rights and the content of the service plan is made available to you and, if you are a minor, your parent or guardian, in a language that you can understand. This includes sign language or in verbal or written form as may be required by a visually or hearing impaired person or a person who cannot read or write, or in another manner appropriate to the person's ability to understand.
- The services you receive will be provided by and/or supervised by a qualified professional.
- You will receive services, including an explanation of your general rights and confidentiality rights, in a language you can understand. This can include a foreign language or sign language.
- If you receive psychotropic medication, medically prescribed diets or special medical or treatment procedures as part of your service plan, the physician or lead clinician will inform you and/or your parent/guardian of any effect of, benefits of and alternatives to the medication, medically prescribed diet or special medical or treatment procedures.

- You have the right to refuse services unless services are ordered by the court or another legal mandate requires you to receive the services or treatment. You and/or your parent or guardian (if you are a minor) will consent to services. As the circumstances permit, all clients 12 years of age or older and the guardian of a minor will be advised of their right to refuse services, treatment or medication offered, unless those rights have been limited by law or court order. The consequences of refusing services will be explained to you and when appropriate, to your parent or guardian. Your decision to refuse services will not be honored if services are necessary to prevent you from causing serious harm to yourself or to someone else.
- Parental or guardian permission is required before offering services to minors. Recognizing that guardian permission is not always possible, Children's Home + Aid allows the following exceptions:

Outpatient Services

A minor 12 years of age or older may request and receive counseling services as an outpatient for any problem without parental or guardian permission. However, this right is "limited to not more than 5 sessions, a session lasting not more than 45 minutes each" if the minor is under 17. No notice will be sent to the parent or guardian of the minor regarding outpatient services unless the minor consents to such notification or the program Director believes disclosure is necessary.

Crisis Services

A minor under the age of 18 may admit himself/herself for crisis intervention services. Consistent with Illinois law, attempts to obtain parental consent are made within 48 hours [excluding Saturdays, Sundays and court designated holidays]. If diligent efforts are made to obtain contact with the parent or guardian and such efforts are documented in the child's record but are unsuccessful, the minor may receive crisis intervention services for not more than 21 days.

Other

Youth 12 years of age or older may, without parental or guardian permission, seek counseling related to the diagnosis or treatment of venereal disease or substance abuse. The length of the counseling is not limited, but there must be reasonable efforts to involve the family of the minor in his or her treatment, if the minor consents and if family involvement will not be, in the therapist's judgment, detrimental to the progress and care of the minor. Any person 12 years of age or older may consent to testing and counseling at an HIV counseling and testing center.

- You have the right to be free from physical restraint, unless restraint is being used as a therapeutic measure to prevent physical harm to you or someone else.
- You will NOT be kept from receiving any guaranteed rights, benefits, or privileges solely as a result of receiving services.
- You will NOT be recognized as incompetent as a result of receiving services. Only a court may make this determination.
- If your religious practices teach reliance on spiritual means through prayer for healing, you have the right to choose an appropriate practitioner to provide service.
- Children's Home + Aid recognizes and respects your right to freedom of religious choice. You will be allowed and encouraged to practice your religious or spiritual beliefs, unless that practice is harmful to you or someone else.

- If you reside in one of our facilities, you have the right to reasonable, private, uncensored communication with persons outside the facility. Exceptions and restrictions of this policy will be made in order to protect you or someone else, and in accordance with court orders. You and any other person affected by these restrictions will be notified of any restriction and of when the restriction is ended.
- You have the right to be notified of any client right(s) restrictions and to have your parent or guardian notified as well. If any of your client rights are restricted, justification of such rights restriction will be documented in your client record. In addition, a plan with measureable objectives for restoring your rights will be developed and will be signed by you, your parent/guardian (as appropriate), your primary worker and the program supervisor. You, your parent/guardian (as appropriate), and any agency designated by you (e.g., Guardianship and Advocacy Commission, Equip for Equality, DCFS, DHS) will be provided with a copy of the plan to remove the restriction of rights.
- Clients residing in a Children's Home + Aid facility will be allowed to have reasonable, private, uncensored mail communication with persons outside the facility. Correspondence to and from government officials and agencies or to and from client attorneys may not be restricted.
- Attorneys representing you may visit you during regular business hours. They will be restricted from visiting only if you or your guardian (if you are a minor) requests the restriction.
- You have a right to contact the Guardianship and Advocacy Commission and/or Equip for Equality, Inc. You will be provided with addresses and phone numbers for these organizations and offered staff assistance in contacting them.
- You have a right to contact the Department of Mental Health/Human Services and/or the Department of Children and Family Services. You will be provided with addresses and phone numbers for these agencies and offered staff assistance in contacting them.
- You have a right to contact any other public payer. Addresses and phone numbers for other public payers and assistance in contacting them will be provided to you upon request.
- You have the right to have disabilities accommodated as required by the Americans With Disabilities Act, section 504 of the Rehabilitation Act and the Human Rights Act [775 ILCS 5].
- You have a right to request a copy of the Illinois Mental Health and Developmental Disabilities Confidentiality Act and/or the Mental Health and Developmental Disabilities Code, and you have the right to review these documents with a qualified professional. Copies will be provided to you only at your request.
- You will not be denied, suspended or terminated from services or have services reduced for exercising any of your rights.

CLIENT RESPONSIBILITIES

- You are responsible for supplying accurate information necessary to determine eligibility and develop service goals.
- You must respect the rights of Children's Home + Aid staff members and clients. Failure to do so can result in the suspension or termination of services.

- While participating in services, you must be free from the influence of any substance not prescribed by a physician. If staff have reason to believe you are unable to drive safely, alternate transportation will be arranged.
- You are responsible for helping to create and support a safe and welcoming environment at Children’s Home + Aid. Children’s Home + Aid does not allow illegal activity, violence or weapons (concealed or not) in any of its facilities. Violation of this responsibility may result in suspension or termination of services.
- You must notify Children’s Home + Aid staff when you are unable to make a scheduled appointment.
- You are responsible for participating in the development of your/your child’s service goals and for taking an active role in the services you and/or your family receive, including attending meetings and participating in activities.
- You must ask questions to make sure you understand the program, services and any other information related to you or Children’s Home + Aid.
- You are responsible for the payment of any fees, when fees are charged. If you cannot pay your fee, you can talk with Children’s Home + Aid staff to determine payment arrangements.
- You are responsible for providing useful feedback about Children’s Home + Aid services.

Children’s Home + Aid recognizes the strengths and competence of the people we serve, including individuals with disabilities or those who are otherwise disadvantaged. In order to help individuals achieve movement toward desired outcomes, all reasonable accommodations for access to services for adults or children who have physical or developmental disabilities will be offered.

No person will be denied services because of age, gender identity, race, religious belief, ethnic origin, color, marital status, sexual orientation, physical or mental disability, or criminal record unless the criminal activity is related to a present danger for you or someone else.

The Guardianship and Advocacy Commission	160 N. LaSalle, Suite S-500 Chicago, IL 60601	866.274.8023	http://gac.state.il.us
Equip for Equality, Inc.	20 N. Michigan Ave., Suite 300 Chicago, IL 60602	312.341.0022 or 800.537.2632	www.equipforequality.org
The Department of Human Services (DHS)	100 S. Grand Avenue East Springfield, IL 62762	800.843.6154	www.dhs.state.il.us
The Department of Human Services (DHS)	401 S. Clinton Street Chicago, IL 60607		
The Department of Children and Family Services (DCFS) – Advocacy Office	406 E. Monroe Springfield, IL 62701-1498	217.524.2029 or 800.232.3798	www.state.il.us/dcfs
The Department of Children and Family Services (DCFS) – Director’s Office	100 W. Randolph 6-200 Chicago, IL 60601	312.814.4150	