



# Client Rights and Responsibilities Statement

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).

children's home + aid

## These rights include, but are not limited to, the following. You have a right...

- To be treated with dignity, respect and consideration.
- To receive adequate and humane care and quality services in the least restrictive environment and in a non-discriminatory manner.
- To be safe and free from exploitation, threats, abuse, neglect, and intentional mistreatment.
- To be valued and respected as a unique individual. Children's Home + Aid will recognize, promote and celebrate the value of cultural diversity and will ensure that your ethnic or cultural customs, practices, and beliefs, sexual orientation, gender, gender identity, gender expression, disability, and/or community differences are respected by agency staff.
- To the consistent enforcement of program rules and expectations, which will be communicated to you in a language you understand.
- To privacy and confidentiality of your records and information.
- To review your own case record, unless otherwise prohibited by law.
- To participate in the development and review of your service plan.
- To receive services provided by and/or supervised by a qualified professional.
- To receive services and information in a language you understand.
- If you take psychotropic medication, to receive information about medication, including alternatives, benefits, or other information.
- To refuse services and treatment, unless mandated by court order.
- If you are a minor, to receive services for a limited amount of time without parental consent.
- To be free from physical restraint, unless the restraint is being used as a technique of last resort and solely to promote your physical safety or the safety of someone else.
- If you reside in one of our facilities, to reasonable, private, uncensored communication with persons outside the facility, including in-person, telephone, and mail communication.
- To express and practice the religious and/or spiritual beliefs of your choice.
- If your religious practices teach reliance on spiritual means through prayer for healing, to choose an appropriate practitioner to provide services.
- To unrestricted correspondence to and from government officials/agencies or attorneys.
- To visits from the attorney representing you.
- To be notified of any restrictions, including justification for such restrictions. When appropriate, your parent/guardian will be notified as well.
- To contact the Guardianship and Advocacy Commission and/or Equip for Equality, Inc., the Department of Mental Health/Human Services, the Department of Children and Family Services or any other public payer.
- To request a copy of the Illinois Mental Health and Developmental Disabilities Confidentiality Act and/or the Mental Health and Developmental Disabilities Code and to review these documents with a qualified professional.
- If you disagree with decision that are made regarding you or the services provided to you, you have the right to present grievances and to appeal adverse decisions of the agency at all levels, up to and including the president/CEO. A copy of the Children's Home + Aid Appeal/Grievance Policy will be provided to you.

**You will not be denied, suspended or terminated from services or have services reduced for exercising any of your rights. 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 that determination.**

## Your responsibilities include, but are not limited to, the following:

- To supply accurate information necessary to determine eligibility and develop service goals.
- To respect the rights of Children's Home + Aid staff members and other clients. Failure to do so can result in termination of services.
- To participate in the development of your/your child's service goals and take an active role in the services you/they receive including attending meetings and participating in activities.
- To ask questions and help make sure you understand the program, the services and any other information related to you or Children's Home + Aid.
- To participate in services without being under the influence of any substance not prescribed by a physician.
- To create and support a safe and welcoming environment at Children's Home + Aid. Children's Home + Aid does not allow any illegal activity, violence or display of weapons (concealed or not) in any of its facilities.
- To notify Children's Home + Aid staff when you are unable to make a scheduled appointment.
- To pay any fees, when fees are charged.
- To provide 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 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, marital status, sexual orientation, physical or mental disability, cultural, and community differences.**

## Grievances should be submitted in writing, to Children's Home + Aid, but may also be reported to the following:

The Guardianship and Advocacy Commission	160 N. LaSalle, Suite S-500 Chicago, IL 60601	866.274.8023	<a href="http://gac.state.il.us">http://gac.state.il.us</a>
Equip for Equality, Inc.	20 N. Michigan Ave., Suite 300 Chicago, IL 60602	312.341.0022 800.537.2632	<a href="http://www.equipforequality.org">www.equipforequality.org</a>
The Department of Human Services (DHS)	100 S. Grand Avenue East Springfield, IL 62762	800.843.6154	<a href="http://www.dhs.state.il.us">www.dhs.state.il.us</a>
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 800.232.3798	<a href="http://www.state.il.us/dcfs">www.state.il.us/dcfs</a>
The Department of Children and Family Services (DCFS) – Director's Office	100 W. Randolph 6-200 Chicago, IL 60601	312.814.4150	