

CLIENT

Rights & Responsibilities

OUR MISSION.

Empowering those we serve to achieve lasting solutions.

WHO WE SERVE.

With offices across the state, we annually serve over 19,000 individuals and 7,000 families, in 12 locations across the state of Illinois.

Our Clients Have the Right To:

- Be treated with dignity and respect
- Service regardless of age, gender, race, ethnicity, national origin, gender identity, sexual orientation, religion, or ability
- Confidentiality, including being informed of the agency's practices regarding private information, their right to authorize disclosure of confidential information, and the limits of confidentiality
- Know the hours and days that services are available
- Know the fee for services
- Be alerted of any changes in appointment scheduling
- An explanation of services and responsibilities, including basic expectations of services provided
- An individualized service plan
- Participate and have family and/or legal guardians participate in decisions regarding services
- Know the program's discharge criteria, including the rules, behavioral expectations, or other factors that could result in conclusion of services
- Refuse services

Our Clients Have the Responsibility For:

- Being free of alcohol, drugs, or other mood altering substances while participating in services
- Respecting the rights of individuals providing and participating in services
- Paying any required fees for services
- Calling in advance to cancel or reschedule appointments

Our Clients May Express Concern By:

- Stating the problem to the worker involved
- Contacting the worker's supervisor if the concern is not resolved
- Obtaining a copy of the client grievance procedure from the worker's supervisor
- Filing a formal grievance within the timeframe specified by the client grievance procedure

Our Staff Have the Right To:

- Be treated with dignity and respect
- Be safe from harm or threat
- Initiate law enforcement involvement when necessary to protect the client or others
- Use general information for statistical services

Our Staff Have the Responsibility For:

- Treating everyone in a caring and respectful manner
- Delivering appropriate services based on the client's needs and concerns
- Explaining services and responsibilities, including the basic expectations of services provided
- Informing clients of the hours and days that services are available
- Protecting the client's privacy
- Informing clients when they are legally required to disclose confidential information
- Providing a safe office environment
- Explaining the program's discharge criteria, including rules, behavioral expectations, or other factors that could result in conclusion of services
- Reporting suspected child abuse or neglect
- Reporting suspected elder abuse or neglect when an older person is unable to seek assistance

These rights are subject to relevant, local Illinois and federal laws, including the licensing standards of the Illinois Department of Children and Family Services and other licensing bodies.



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