

### Client Rights and Responsibilities

Clients have the right to:

- Receive quality services in a respectful manner without discrimination;
- Make an informed choice of services;
- Know the qualifications of staff who provide them with services;
- Receive and understand information and instructions about their service needs;
- Consent to or refuse services before they are provided;
- Know the nature and purpose of services;
- Refuse services with the receipt of information and the consequences of refusal;
- Be informed prior to any transfer or discharge from services;
- Expect confidentiality of information and protection of their child welfare records;
- Receive timely response to their needs along with reasonable continuity and coordination of services;
- Know about charges for services;
- Know how to voice any grievance about their services;
- Receive services based on an individual service plan;
- Be part of the process of updating the service plan when his or her needs change; and
- Receive all services at DCFS or be referred to another agency.

Clients have the responsibility to:

- Give accurate information about their mental health, substance use, and domestic violence issues as well as other circumstances which might impact upon the care of their children;
- Assist by making and keeping a safe environment;
- Notify the agency if scheduled appointments need to be changed;
- Notify the agency if there is a change in your living arrangements;
- Work with staff in planning, reviewing and changing their individual service plans; and
- Inform staff immediately if they have any concerns or problems with the service they are receiving.

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|------------------------------|-----------------------------|---|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | I understand my rights and responsibilities.                            |
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | I have been informed that my individual service plan will be developed. |
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | I have received a copy of the <i>Service Appeal Process</i> brochure.   |
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | The information contained in the brochure has been explained to me.     |

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Client Signature

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Date