

Policy Name	Client Rights
Relevant Policy	DHHS 0.0306, 0.0306 COA - ETH GLS CFD CSE FPS
Applicable to	All Staff, Board Members and Volunteers
Effective Date	07/01/2008
Date(s) of Revision	3/23/2009, 02/28/2012, 04/19/2017

Policy:

The Children’s Center of Surry, Inc. (CCOS) provides education, support and resources for children and their families and values respect to individual rights that are reflective in every practice within the organization. When service recipients receive any services from the CCOS, they have certain rights that are supported by our organizational philosophy and certain laws.

Rights are things that you can do or are entitled to by law. Sometimes rights concern choices and help you know what you do not have to do unless you choose. As a participant in programs offered by CCOS, you have:

- The right to be treated with dignity and respect.
- The right to refuse to participate in any program, unless required by law or court order.
- The right to fair and equitable treatment.
- The right to self-determination, privacy and humane treatment.
- The right to be free from physical punishment, abuse, neglect, or exploitation.
- The right to be informed about the expectations and requirements of any programs in which you participate.
- The right to sufficient information to make an informed choice about using CCOS or any of its programs.
- The right to be informed of any rules, expectations, or other factors which can result in discharge or termination of services, or removal from a program offered by CCOS.
- The right to receive services in a non-discriminatory manner.
- The right to consistent enforcement of program rules and expectations.
- The right to express and practice religious and spiritual beliefs.
- The right to receive communication, in writing and orally, in the languages of the major population groups being served.
- The right to receive communication assistance if you have special needs or have difficulty making your service needs known.
- The right to refuse any service, treatment, or medication unless mandated by law or court order.
- The right to be informed of the consequence of any such refusal, which includes discharge or termination from the program.
- The right to be informed of any fees or expenses of the program.
- The right to file a grievance
- The right to be informed that the organization and staff are mandated child abuse and neglect reporters. If a report is made the program manager will inform the family unless it places the child at risk.

Responsibilities are things that you agree to do to the best of your ability. As a participant in programs offered by CCOS, including the Residential Program, you have the responsibility to:

- Act in such a way as to promote the success of any program or service.
- Be on-time and keep appointments with staff and program personnel.

- Respect you, other participants, staff and property – no profanity, vulgarity, teasing, horseplay, harassment, bullying, violence, physical contact, or discriminatory comments.
- Ask staff or program personnel before taking or using any items or property or leaving the program area.
- Always wear appropriate clothing for the activity and the conditions.
- Not lend or borrow anything from staff or other participants.
- Follow direction from program staff and personnel at all times.
- Provide relevant information as a basis for receiving services and participating in service decisions.

Rights Applicable to the Residential Program of the Children’s Center of Surry:

It is the policy of CCOS to ensure each resident is afforded basic human rights. These include, but are not limited to, the right to dignity, privacy, humane care, personal health, hygiene and grooming, the right to file a grievance and the right to live as normally as possible while receiving care. A qualified staff will explain the rights to him/her, to ensure full understanding by client. On occasion CCOS will receive clients too young to understand their rights. Therefore, they will be explained to the referring agency personnel.

The Rights of the Residential Program include, but are not limited to the following:

- The Right to Privacy and Confidentiality
- The Right to Be Treated in a Respectful Manner to Include No Harassment, Bullying, Or Violence
- The Right to Be Provided Adequate Food, Clothing and Shelter
- The Right To Access To Family Time And Have Telephone Conversations With Family Members (When not contradicted In the Child’s Visitation and Contact Plan)
- The Right to Contact outside Assistance
- The Right to Express Opinions on Issues Concerning Their Own or Their Child’s Care or

Treatment

- The Right to Receive Care in A Manner That Recognizes Variations in Cultural Values and Traditions
- The Right to Interact Socially
- The Right to File a Grievance (see grievance policy)
- The Right to Visitation
- The Right to Communicate With Others
- The Right to a Healthy Environment
- The Right to Personal Health, Hygiene and Grooming
- The Right to Receive Proper Adult Supervision
- The Right to Practice Spiritual Beliefs without Coercion by CCOS Personnel
- The Right Not To Be Identified In Connection With Publicity for CCOS Which Shall Bring To Child

Or

- The Child’s Family Embarrassment
- The Right Not To Be Forced To Acknowledge Dependency On or Gratitude to CCOS
- The Right to Receive or Refuse Medication

- The Right to Attend School
- The Right to Recreation Activities
- The Right to Healthy Nutrition
- The Right To Refuse Participation in Any Activities Involving Audio or Visual Recording and Research without the voluntary signed, time-limited consent of the parents, guardian, or legal custodian and child (12 years of age and older).
- The right to have space for personal belongings.

Rights to Personal Belongings:

- The right to bring and acquire personal belongings, but may supervise or limit the use of these items while the child is in care.
- The right to have clean, well-fitting, attractive, seasonal clothing appropriate to the age, sex, and individual needs of each child.
- The right to have individual items necessary for personal hygiene and grooming.
- The right to have opportunities to learn the value and use of money.
- The right to have security measures to keep money separate from the agency's financial accounts.