

Big Bend Community Based Care Policy & Procedure

Series: 1500: Client Rights

Policy Name: Protection of Rights and Ethical Obligation

Policy Number: 1500

Origination Date: 02/02/2009

Revised: Board Meeting of 12/13/2018

Referenced Documents:

1500-1500 x 1, Client Rights and Responsibilities Poster

1500-1500 x 2, Client Rights and Responsibilities Brochure

Policy

It is the policy of Big Bend Community Based Care, Inc. (BBCBC), to inform clients of their rights and responsibilities, provide fair and equitable treatment, and provide sufficient information to make an informed choice about using the organization and its services.

Procedure

A. Written Summary of Client Rights and Responsibilities.

1. Dependency Case Managers will provide parents, caregivers, children/youth (as appropriate) and Independent Living young adults, a copy of the BBCBC client rights brochure, and any agency specific client rights information, at service initiation. This document will include:
 - a. A description of the client's rights, including the obligations the organization has to the client;
 - b. Basic expectations for use of the organization's services;
 - c. Hours that services are available;
 - d. Limitations on confidentiality; and
 - e. A clear explanation of how to lodge complaints, grievances, or appeals of any nature including placement decisions.
2. For Managing Entity clients, the network service providers will provide the client with their agency specific client rights information.

B. Clients Rights Notification – Posting.

1. The Client Rights and Responsibilities Poster is posted in all reception areas of all BBCBC facilities.
2. The Client Rights and Responsibilities Poster is available in English and Spanish.
3. Persons feeling they did not receive adequate services or equitable treatment, who were not engaged in service selection, or who have concerns regarding placement decisions may file a grievance in accordance with the BBCBC Client Grievance procedure.

C. Accommodations of Written and Oral Communication Needs.

1. BBCBC will accommodate the written and oral needs of clients by:

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- a. Communicating in writing and orally, in the languages of the major population of groups served (English and Spanish);
- b. Providing, or arranging for, bilingual personnel or translators or arranging for the use of communication technology, as needed;
- c. Providing telephone amplification, sign language services, or other communication methods for deaf or hearing impaired persons;
- d. Providing, or arranging for, communication assistance for persons with special needs who have difficulty making their service needs known; and
- e. Considering the person's literacy level.

D. Non-Discrimination.

- 1. BBCBC will serve eligible clients without discrimination against any person or category of persons.
 - a. All persons seeking services at BBCBC will receive appropriate programmatic assessment and referral to services.
 - b. Persons feeling they did not receive adequate services or equitable treatment may file a grievance in accordance with the agency client grievance policy.