



# CONSUMER RIGHTS AND RESPONSIBILITIES

Through Christ's love, we empower children and families to overcome challenges today so they can build a better tomorrow.

## Client Rights:

- You have the right to be treated with dignity, respect, and compassion.
- You have the right to receive services that are respectful of, and responsive to, cultural and linguistic differences and in a non-discriminatory manner.
- You have the right to receive the highest level of professional services with consistent enforcement of program rules and expectations.
- You have the right to confidentiality.
- You have the right to participate in all decisions regarding the services provided or recommended by your service provider, including to the right to set your own goals, to review your care, treatment and service plan.
- You have the right to be fully informed about the range of services available to you from the agency and to not be coerced to receive service.
- You have the right to be notified of the hours and location at which services can be provided.
- You have the right to be informed of any applicable fees, estimated or actual expenses, prior to service delivery.
- You have the right to refuse services offered or recommended, unless legally required to participate.
- You have the right to file a formal written complaint regarding any services received and receive a timely response.

## Client Responsibilities:

- You have the responsibility to actively participate in planning your treatment or services you will receive.
- You have the responsibility to provide your service provider with any and all information necessary to provide services.
- You have the responsibility to follow through on any service recommendations or referrals agreed to with your service provider.
- You have the responsibility to make timely payment for services rendered when applicable, or to provide the agency with the information necessary to pursue payment from a third party payer when applicable.

## LFCS Responsibilities:

- LFCS will support the you in reaching your goals, through therapy, education, case management and support.
- LFCS agrees to be honest and ethical at all times.
- LFCS may discontinue services if you refuse or fails to follow through on recommended treatment or services.
- LFCS will contact the Child Abuse and Neglect hotline should there be any evidence or suspicion of abuse or mistreatment of a child.
- LFCS will not release confidential information unless you authorize us to do so, or it is court ordered.
- LFCS will not physically intervene with you in any manner. All programs of LFCS are hands-off, per policy. Staff will verbally attempt to diffuse and calm anyone who is upset or aggressive, as referenced in your safety plan. If you become violent, threatening, or aggressive, Staff will remove themselves from the situation, ensuring your safety, and contact the police for additional support.