

5.1 CLIENT RIGHTS & RESPONSIBILITIES

POLICY

Individuals receiving service at SNF Development Center have both **rights and responsibilities**. Clients will be educated about their rights and responsibilities in a variety of ways (*in written form, by staff through the intake and assessment process*). During intake, clients are briefed about policies and documents are signed by them.

SCOPE

This policy applies to staff of SNF Development Center who serve clients.

PROCEDURES

- Program Managers will explain to clients their rights and responsibilities as a regular part of the intake and assessment process.
- Program Managers will ensure the client rights and responsibilities statement (below) is available in written form to clients and participants and in the client's preferred language.
- Staff will ensure they are familiar with SNF Development Center privacy policies and procedures so that they can answer client's questions and assist clients in exercising their rights.

YOUR RIGHTS AND RESPONSIBILITIES AS A CLIENT OF SNF DEVELOPMENT CENTER

When you receive services from SNF Development Center you have the right to:

- Receive high-quality service and be treated with respect and courtesy
- Have your information kept private and confidential except as described in SNF Development Center *privacy statement*
- Be listened to and have staff work with you to make a plan to address your concerns and needs
- Receive service in offices that are safe, clean and accessible
- Get information and support to help you make decisions to improve your situation
- Be served without discrimination
- Discuss your service with staff to identify if it is working for you and express any questions or complaints that you may have
- Request a change of staff member if there is another staff person available who can address issues and your request is reasonable -- you should know that discriminatory requests will not be considered

This is what we ask from you:

- Treat the staff and others at SNF Development Center with courtesy and respect.
- Let SNF Development Center know 24 hours before if you cannot come to an appointment.
- Be polite while addressing issues, staff are here to support you on your concerns.

CONFIDENTIALITY

These manual details policies and procedures relevant to SNF Development Center.

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