



Clients Rights and Responsibilities

YOU HAVE THE RIGHT TO...

- ...be treated with courtesy and respect.
- ...express concerns and complaints without retaliation or intimidation by RHC staff or volunteers.
- ...receive services in a safe manner and be reasonably protected from undue harm.
- ...receive services in a drug-free environment.
- ...receive services from objective and compassionate staff and volunteers who are not conflicted by dual relationships.
- ...be free from sexual or romantic advances or any type of harassment from an RHC staff member or volunteer.
- ...have your confidentiality protected in accordance with the law.
- ...expect staff and volunteers to keep appointment times or reschedule appointments with as much advance notice as possible.
- ...prompt and professional delivery of services, including having calls returned within one business day whenever possible.
- ...be informed of services in a timely manner.
- ...accept or reject any services offered by the agency.

YOU HAVE THE RESPONSIBILITY TO...

- ...be respectful of staff, volunteers and other clients by refraining from abusive or intimidating language and action.
- ...express concerns and complaints respectfully and in accordance with RHC's grievance policy.
- ...refrain from violence or threats of violence against staff, volunteers or other clients. This includes being in possession of any kind of weapons while conducting business with RHC.
- ...refrain from being under the influence of recreational drugs and/or alcohol while conducting business with RHC staff and volunteers and from bringing recreational drugs and/or alcohol on RHC property or to RHC events.
- ...respect the role of staff as care provider and refrain from the solicitation or development of dual relationships such as romantic or business partnerships or personal friendships.
- ...protect the privacy of other clients by not sharing information about them, including information you may learn about others within a group setting. This includes publicly disclosing that another person is a client of RHC.
- ...provide honest and accurate information to RHC staff regarding matters affecting your eligibility for services.
- ...actively participate in your service plan.

I have read the above terms and understand that any violation of the terms listed in the "YOU HAVE THE RESPONSIBILITY TO..." section may result in disciplinary action up to and including termination of Case Management and other services.

Client Signature

Date

RHC Staff

Date