



Help that works.  
Hope that lasts.

## Statement of Mutual Rights and Responsibilities

### Client Rights

You have the right:

1. To Confidentiality. Any information about our clients is held in confidence within our agency. Information about you can only be disclosed if:
  - You give written consent
  - You are in danger of hurting yourself or someone else
  - We have been ordered by the court to disclose specific information
  - In case of suspected child abuse or neglect(Whenever possible, clients will be notified if information is released without consent for the above reasons.)
2. To have access/review your case record in the presence of an agency staff person or the Chief Executive Officer.
3. To be involved in the development of your goal plan.
4. To refuse any service/treatment which may be offered.
5. To make a formal complaint if you are not satisfied with your services.
6. To not be discriminated against on the basis of age, race, color, national origin, religion, gender, disability, marital status, or sexual preference.
7. To be referred to another appropriate community resource if CCSL cannot provide services.
8. To be treated with respect and dignity.
9. To be free from abuse, neglect, and exploitation.
10. To take part in decisions about your services.
11. To have access to rules, policies and procedures pertaining to your services.

### Client Responsibilities

You have the responsibility:

1. To keep all scheduled appointments
2. To cancel any appointment by the morning of your appointment.
3. To provide your worker with all relevant information needed to develop your service plan
4. To comply with your service plan
5. To work towards your identified goals.
6. To notify the provider agency immediately if there is a change in status that requires any change in service.
7. To communicate any problems with services to the provider agency.

### Catholic Charities Rights

CCSL has the right:

1. To determine whether CCSL services are appropriate to address client needs within the limits of CCSL's resources, capabilities, and mission.
2. To discontinue services if clients do not meet their responsibilities.

### Catholic Charities Responsibilities

CCSL has the responsibility:

1. To assure the client of the highest quality of service to meet their needs.
2. To maintain confidentiality of all client information, in accordance with written agency policy.
3. To offer client placement on a waiting list when needed service is not immediately available.
4. To refer clients to another community resource when CCSL or when requested by the client.

Additional Rights of the Parents/Guardians of Childcare Service Recipients

Parents/Guardians of children receiving childcare services of Catholic Charities of the Diocese of Rochester are entitled to the following rights:

1. To unlimited and on demand access to your child.
2. To inspect all parts of the building used for child day care or which could present a hazard to the health or safety of your child whenever you request, at any time during the hours of operation of the child day care center.
3. To unlimited and on demand access to the director and teachers whenever your child is in care or during the normal hours of operation.
4. To unlimited and on demand access to written records concerning your child except where access to such records is otherwise restricted by law.

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Agency Staff Person

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date