

Rights & Responsibilities of Clients Being Served



The following are the Rights and Responsibilities of Individuals Being Served by Wesley Family Services.

Rights of Individuals Being Served:

The Right to be Treated with Dignity and Respect

- To have access to services based on your individual needs, service criteria and availability.
- To be involved in the development of your service plan, including discharge.
- To receive services in the least restrictive environment.
- To receive services in a safe and sanitary environment.
- To understand any reasons for denial of services.

The Right to Communicate, to File a Grievance and Appeal

- To make complaints or suggestions about the services you receive.
- To receive a written copy of the Grievance Policy and Procedures applicable to the program or service you are receiving.
- To appeal a decision if it is determined that services will terminate.
- To have legal assistance if needed, with referral information for legal services provided by program staff.

The Right to Religious Freedom

- To practice your religion or to refrain from religious practice.
- To refuse treatment, including medication, if this interferes with your religious beliefs.
- To follow the dietary requirements of your religion, unless it would be a danger to your health as determined by a qualified medical opinion.

The Right to Privacy and Confidentiality

- To have all communications regarding your services and all personal identifying information treated in a confidential manner consistent with HIPAA and all current federal and state laws.

The Right to Treatment or Services

- To know the cost or fee for services if applicable and to be informed of the hours when services are available.
- To choose service providers, if you have not been court ordered to a service at WFS.
- To participate in developing and reviewing the individualized service plan and to have a copy made available to you.
- To safe physical management as explained in the policy on Behavior Support and Management.
- To refuse treatment session observation by techniques such as one-way mirrors, video or tape recorders, television or photographs.
- To be informed of the behavioral expectations and/or other factors that could result in termination of your services.
- To make the decision about participating in any research project, after the potential benefits and risks have been fully explained to you. Refusal to participate shall not affect the services that you are receiving.
- To have access to written and oral communication that enables understanding and/or compensates for hearing, visual, auditory or language limitations.

Responsibilities of Individuals Being Served:

- To exercise your rights in a mature and responsible manner.
- To provide all necessary information at the time of Intake so that a decision about requested service can be decided.
- To participate actively in your service or treatment plan and through discharge.
- To maintain confidentiality regarding the service provided to others.
- To respect the rights of others in the service setting.
- To inform staff of any harmful situations that you may become aware of during the course of services.
- To communicate openly and honestly with staff about your concerns and/or about previous services you may have received.
- To learn the rules and regulations of your program or service.
- To respect the property of others.
- To keep your appointments or to cancel in advance so that your appointments can be rescheduled.
- To inform WFS if you decide to stop treatment, withdraw from your program, or change providers.
- To inform staff of any insurance change that may impact the payment for services that you are receiving.
- To have payment available at the time of service for all fees that are not covered by your insurance provider. These may include but are not limited to co-pays, co-insurance, deductibles and rent (if applicable).

If you have questions about this summary, please review the full Notice of Privacy Practices at wfspa.org/privacy-policy/ or ask a Wesley Family Services staff member for a copy. Wesley Family Services, 221 Penn Avenue, Wilkensburg, PA 15221. Printed May 2019.

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