

NWF Health Network Policy & Procedure

Series: 1500: Client Rights

Policy Name: Protection of Rights and Ethical Obligation

Policy Number: 1500

Origination Date: 02/02/2009

Revised: Board Meeting of 02/27/2025

Referenced Documents:

1500-1500 x 1, Client Rights and Responsibilities Poster

1500-1500 x 2, Client Rights and Responsibilities Brochure

1500-1500 x 3, Informed Consent & Agreement to Participate in Services

1500-1500 x 4, Acknowledgement of Receipt of Client Rights

Policy

It is the policy of NWF Health Network (NWFHN), to inform clients of their rights and responsibilities, provide fair and equitable treatment, and provide sufficient information to make an informed choice about using the organization and its services.

Procedure

A. Written Summary of Client Rights and Responsibilities.

1. NWFHN clients will be provided a copy of the NWFHN client rights brochure at service initiation. This document will include:
 - a. A description of the client's rights, including the obligations the organization has to the client;
 - b. Basic expectations for use of the organization's services;
 - c. Hours that services are available;
 - d. Limitations on confidentiality; and
 - e. A clear explanation of how to lodge complaints, grievances, or appeals of any nature including placement decisions.
2. For clients served by sub-contracted Child Protection and Managing Entity agencies, the network service providers will provide the client with agency specific client rights information.

B. Clients Rights Notification – Posting.

1. The Client Rights and Responsibilities Poster is posted in all reception areas of all NWFHN facilities.
2. The Client Rights and Responsibilities Poster is available in English and Spanish.
3. Persons feeling they did not receive adequate services or equitable treatment, who were not engaged in service selection, or who have concerns regarding placement decisions may file a grievance in accordance with the NWFHN Client Grievance procedure.

C. Accommodations of Written and Oral Communication Needs.

1. NWFHN will accommodate the written and oral needs of clients by:
 - a. Communicating in writing and orally, in the languages of the major population of groups served (English and Spanish);

NWF Health Network Policy & Procedure

- b. Providing, or arranging for, bilingual personnel or translators or arranging for the use of communication technology, as needed;
- c. Providing telephone amplification, sign language services, or other communication methods for deaf or hearing impaired persons;
- d. Providing, or arranging for, communication assistance for persons with special needs who have difficulty making their service needs known; and
- e. Considering the person's literacy level.

D. Non-Discrimination.

- 1. NWFHN will serve eligible clients without discrimination against any person or category of persons.
 - a. All persons seeking services at NWFHN will receive appropriate programmatic assessment and referral to services.
 - b. Persons feeling they did not receive adequate services or equitable treatment may file a grievance in accordance with the agency client grievance policy.

E. Service Delivery Environment

- 1. NWFHN provides service delivery environments that allow for private and confidential interactions between clients and staff, free from harassment and violence.
 - a. Private meeting rooms in NWFHN Services Centers are utilized when meeting with clients to ensure client safety and confidentiality.