

CLIENT RIGHTS

Clients of Christian Family Services (CFS) have the right to be treated with dignity and respect, and to receive services in accordance with applicable state and federal laws.

Clients of CFS have the right to participate in the development of an individualized plan of service that is best suited to one's needs, and to be informed of the expectation of all parties involved in the implementation of the plan.

Clients of CFS have the right to withdraw from service at any time.

Clients of CFS have the right to retain a copy of any document reviewed and signed by the client.

Clients of CFS have the right to review their record.

Clients of CFS will not be filmed, taped, or subjected to research activities considered to be outside of the routine plan of services, without informed written consent.

CFS shall handle all client communication and all client information with confidentiality, not to be released to another party without the client's written consent, except where allowed by state and federal law and agency protocol. As child welfare professionals, we are mandatory reporters, and must report the threat of harm to self or others to the proper authorities. Other than these exceptions, the client's permission will be secured before any information is shared with any other party.

CFS understands that there may be differences of opinion in regard to service delivery. Each client has the right to register a grievance.

If you have a grievance regarding your rights as a client of CFS, please discuss this with your social worker or with any other CFS staff member, or with the chairperson of our Board of Directors, Robin Mungo, at (843) 672-8338, or the South Carolina Department of Consumer Affairs at (800) 922-1594. You may be asked to provide a written and dated complaint about the services provided and their relation to any applicable laws and regulations. CFS will take no action, discourage, or retaliate against a client for making a complaint.

Client Signature

Client Signature

Date

Date