

## Community Counseling Centers of Chicago (C4) Client Rights

Community Counseling Centers of Chicago (C4) affirms your worth and dignity and provides a service system that supports this affirmation. C4 recognizes its responsibilities to inform you of your rights as a consumer of the agency's services and key agency responsibilities as a service provider. Your rights as a consumer of C4 are protected in accordance with the Mental Health Code and Developmental Disabilities Code (405 ILCS 5.) Your rights to confidentiality and privacy are protected by the Illinois Mental Health Developmental Disabilities Confidentiality Act (740 ILCS 110) and the Health Insurance Portability and Accountability Act of 1996 (HIPAA.) These rights also extend, where appropriate, to your family or guardian.

- You have the right to considerate and respectful treatment free from abuse, neglect and exploitation, provided in the least restrictive environment by qualified staff and volunteers regardless of source(s) of financial support.
- You have the right to be treated in a manner which maintains your personal dignity.
- You have the right to receive services regardless of age, sex, race, color, religion, ethnic origin, ancestry, marital status, physical or mental disabilities, sexual orientation or preference, veteran status, criminal record, or HIV status.
- Fees for services are based on your ability to pay according to the agency's fee scale. You have the right to discuss a fee appeal with your primary counselor. You may examine and receive an explanation of your bill for services. You also have the right to contact the public payor responsible for payment of your services.
- You have the right to know and participate in the array of services deemed clinically appropriate for you, the right to an individualized treatment plan and periodic revision of the plan when indicated, and the right to participate in the development and revision of the plan. You have the right to a reasonable explanation of all aspects of your condition and treatment and the right to nondiscriminatory access to services as specified in the Americans With Disabilities Act of 1990 (42 USC 12101.)
- You have the right to be informed of the agency's rules and regulations concerning your responsibilities as a client of C4.
- You have the right to personal privacy, confidentiality and security of your clinical information. You will receive confidential treatment; all your clinical records and client information are protected by law, regulations and C4 policies, this includes records and information regarding HIV status and testing. For the purpose of funding, certification, audit, licensure, research or other legitimate purpose, your clinical record may be used by the person conducting the review to the extent that is necessary to accomplish the purpose of the review.
- Requests to release information on your behalf or to obtain information about you from other sources, requires your written authorization.
- If at anytime you present a clear and present danger to yourself or to others, C4 staff may release information that is required to protect you or others.
- You have the right to refuse treatment, including but not limited to medications, unless treatment is necessary to prevent you from harming yourself or others, and the right to know of the consequences of the refusal of treatment and the right to be provided with a referral for services to another clinician or agency.
- In the cases of suspected child abuse or neglect or developmentally challenged or elderly abuse or neglect, C4 is required by the *Abused and Neglected Child Reporting Act*, *Elder Abuse and Neglect Act (ILCS Chapter 320/1 et seq.)*, and the *Americans with Disabilities Act of 1990 (42 USC 12101.)* to report any suspected incidents of neglect or abuse that may involve you or persons known to you.
- You have the right to obtain an advocate to assist you in exercising any of these rights pursuant to agency policy and procedure.
- You have the right to participate in the consideration of ethical issues that may arise in the provision of your treatment, including resolving conflicts and participating in research studies and educational activities.

- You have the right to inspect and obtain copies of your records, limit disclosure of your clinical information, request amendment to, and receive an accounting of disclosures regarding your clinical record information as permitted by law and in accordance with agency policy.
- If you are dissatisfied with any aspect of your treatment at this agency, you have the right to file a formal complaint and receive a timely response. You may obtain a copy of the Client Grievance Procedure and assistance from staff in filing it. If you are not satisfied with the agency response, you may be referred to an appropriate regulatory body.
- You have the right to file a complaint without fear of retaliation if you believe your privacy rights have been violated. You may register your complaint with the C4 Privacy Officer or directly with the US Secretary of the Department of Health and Human Services.
- You have the right to contact the Guardianship and Advocacy Commission, Equip for Equality Inc., Office of Inspector General, Office of Mental Health, and/or Department of Family Services and Office of Alcohol and Substance Abuse (OASA) regarding any complaint or grievance you may have on matters pertaining to services received or any perceived violation of your rights as a client of C4. You may request assistance from staff in obtaining these agencies' telephone numbers and addresses.
- If/when any of your rights hereunder are restricted, this will be justified and documented in your clinical record and you, your parent or guardian and any agency you designate, will be notified of the restriction(s).
- You shall not be denied, suspended, or terminated from services or have services reduced for exercising any of the above rights.