



Client Rights & Responsibilities

As a client of LifeWorks, you have the right to:

- Be treated with courtesy and respect, with appreciation of your individual dignity, and with protection of your need for privacy.
- Receive quality service that meets high professional standards.
- Receive service and feedback regarding your progress in a manner that you can understand, or be referred elsewhere.
- Know the qualifications, credentials, training, and experience of the people involved in providing service to you.
- Ask questions about the program at any time.
- Request a change to another agency staff member at any time.
- Be informed of any other appropriate services.
- Terminate or refuse services, or a part of services, at any time.
- Expect that all information shared in your sessions and all records related to your service will be treated as confidential and protected to the best of our legal ability. For those involved in group sessions, we expect that participants will be responsible for maintaining confidentiality for the identity and disclosures of fellow group members. Please note that staff members regularly consult with a supervisor or other professionals within the agency in order to provide you with the best possible service. Limits to confidentiality include:
 - when a person is believed to be an imminent danger to themselves or others;
 - when legally required to report abuse or neglect of children, the disabled, or the elderly;
 - when records are court-ordered by a judge;
 - when a person provides written consent to disclose information.

Refer to LifeWorks *Notice of Privacy Practices* for additional information.

- Request that your written comments be placed in your case file and labeled as such.
- Request to review your record and/or request an amendment or correction to your record.
- Request service accommodations based on disability status.
- Request services be provided in a language you can understand.
- Be informed about any fees or copayments that may be assessed for services before starting services.
- Be informed of the hours during which you can access LifeWorks services and facilities.
- Know that information regarding your attendance and participation will be provided to your referral agency, if applicable.
- File a grievance/complaint regarding an improper interpretation or violation of the policies, rules, regulations, or procedures which govern the conduct of LifeWorks by an agency employee. Upon request, LifeWorks will provide you with information on the procedures for filing a formal grievance.
- Know that, in order to serve you more effectively, some personal information related to services provided will be entered into an agency database. The information entered into the agency database helps us plan and coordinate services, produce required reports, track outcomes, and evaluate program effectiveness. Only LifeWorks personnel who receive training in privacy rules and sign a Confidentiality Statement will be allowed access to this information. You have the right to request that data be entered anonymously or to decline participation in the database and still receive services.
- Not be discriminated against in the provision of services on the basis of race, ethnicity, color, national origin, sex, age, sexual orientation, gender identity or expression, disability, developmental level, genetic information, religion, military status, or political beliefs. If you believe discrimination has occurred, contact: Director, Civil Rights Division, Texas Health & Human Services Commission, P.O. Box 149030, MC W-106, Austin, Texas 78714-9030, or the USDA Director, Director of Civil Rights, Washington, D.C., 20250. Note: Discrimination complaints based on religious or political beliefs must be referred only to the Director, Civil Rights Division, Texas Health & Human Services Commission.

As a client of LifeWorks, you have the responsibility to:

- Treat LifeWorks staff, clients and property with respect.
- Be actively involved in the services you are receiving and ask questions if you do not understand information given to you.
- Keep scheduled appointments and, when unable to do so for whatever reason, notify LifeWorks staff at least 24 hours prior to the scheduled appointment.
- Protect the confidentiality of other LifeWorks clients.
- Report any concern you have regarding services you are receiving from LifeWorks.
- There are consequences of violating these rules and expectations, up to and including early discharge from services, and conditions and processes to apply for readmission

I understand and agree to the above, and I understand that LifeWorks makes no guarantee as to the results of their efforts. I acknowledge that LifeWorks has made available to me the Notice of Privacy Practices that fully explains the uses and disclosures that LifeWorks may make with respect to my personal information. This consent, unless sooner revoked, will expire one (3) years from the date indicated below.

Client Signature

Client Name

Date

Parent/Guardian Signature (For minors)

Parent/Guardian Name

Date