



CLIENT RIGHTS AND RESPONSIBILITIES

The philosophy of the Happy Hearts Haven is based on recognition of human dignity and respect for the individual. Therefore, we are dedicated to the protection of the rights of individuals using our services and promise to uphold these rights.

YOUR RIGHTS AS A CLIENT AT THE Brighter Possibilities ARE:

1. To be treated with respect, courtesy, and professional competence.
2. To receive services that are appropriate for your language of preference.
3. To ask questions at any time, and to expect direct, honest answers.
4. To understand and to assist in setting goals, methods, and expect time limits of the services you are receiving.
5. To review your records, if you so desire. Review will take place at the **Happy Hearts Haven** and the client will be accompanied by the **Happy Hearts Haven** staff member who will be available to discuss the material.
6. To be informed that the **Happy Hearts Haven** provides internships to university students who may provide services to clients under the appropriate supervision.
7. To meet the agency director if you are not satisfied with the way your concerns are handled.
8. To have information about you treated as strictly confidential, unless:
 - a. You or your guardian give written permission to the **Happy Hearts Haven** to release specific types of information regarding your case to specific persons or agencies.
 - b. There is reasonable cause to believe that a child or vulnerable adult is being neglected, or physically or sexually abused.
 - c. There is sufficient reason to believe that a client may do bodily harm to self or others. In such a case, appropriate persons or agencies will be contacted in order to prevent such injury.
 - d. The Happy Hearts Haven is subpoenaed by court of law to release information.
9. To be assisted with making arrangements for transportation home in the event that you, the client, are under the influence of mood-altering chemicals.
10. To resume receiving services at the **Happy Hearts Haven** after above incidents, after consulting with your counselor/worker.
11. To refuse to give any information at any time, understanding that doing so may affect the ability of the **Happy Hearts Haven** staff to serve you.
12. To be informed that, if you are a minor (under 18), you may have legal right to request that information about you not be reported to your parents. This request needs to be in writing.
13. To be aware that the **Happy Hearts Haven** receives funds from government agencies and private foundations which require statistics such as numbers of clients served, place of residence, and income level. Names of clients are not reported



YOUR RESPONSIBILITIES TO THE Happy Hearts Haven:

1. To keep appointments and to notify the Happy Hearts Haven as soon as possible if you are unable to do so.
2. To be an active participant contributing your ideas and questions.
3. To let your worker know if you are dissatisfied with the services you are receiving.
4. To arrive at the Happy Hearts Haven for appointments free from the influence of any mood altering chemicals.
5. To leave the Happy Hearts Haven premises at the request of the staff person in charge of your counselor/worker if you are under the influence of any mood altering chemicals.
6. To give your car keys to the staff person in charge of your counselor/worker if you are under the influence of any mood altering chemicals. This is for your safety and the safety of others.

I have read, or my worker has explained to me, my rights and responsibilities as a Happy Hearts Haven client.

Signature

Date