

**LFS Mission:** *Lutheran Family Services expresses God's love for all people by providing quality human care services that build and strengthen individual, family and community life*

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# Client Rights and Responsibilities

## Client Rights

*As a client of Lutheran Family Services (LFS), you have the right to:*

- Ethical and equitable treatment, including receiving services in non-discriminatory manner, and consistent use of program rules and expectations
- Services that are inclusive, respectful, and responsive to cultural and language diversity
- Participate in decisions regarding services provided without pressure
- Privacy of your personal and protected health information (see *Notice of Privacy Practices*)
- An explanation of fees and payment procedures
- Refuse services unless mandated by law or court order, and be informed about the consequences of such refusal, which may include discharge
- Be offered the most appropriate and least restrictive service to meet your needs
- Receive services in a safe environment that is free of harassment and violence
- Be free from physical restraint, abuse, and neglect
- Be informed of all benefits, risks, side effects, and alternatives to planned services
- Understand that LFS is obligated to report abuse or neglect of children or vulnerable adults, and has a duty to warn persons threatened to be harmed
- Request a change to another provider if one is available
- File a complaint or grievance without fear of retaliation (see *Complaint and Grievance procedures*)

## Client Responsibilities *(Failure to meet any of these responsibilities may result in termination of services)*

- Provide relevant information as a basis for receiving services
- Actively participate in service decisions
- Be considerate and respectful of LFS property and the rights of fellow clients and staff
- Keep scheduled appointments or give a 48-hour notice (if possible) when an appointment cannot be kept
- Meet the financial obligation incurred for services received
- Respect the organization's smoke- and drug-free environment
- Understand that LFS staff are mandatory reporters of suspected child and adult abuse and when an individual is a danger to themselves or others

