

## **PERSONAL RIGHTS & RESPONSIBILITIES**

### **YOU HAVE THE RIGHT:**

- To be treated with fairness, dignity and respect.
- To be free from discrimination, intimidation, or harassment based on gender, race, color, religion, ancestry, national origin, disability, medical condition or sexual orientation or perception of having one or more of those characteristics.
- To receive services that are respectful of, and responsive to, cultural and language differences.
- To be informed of the policies and procedures of the program.
- To communicate with your child by telephone when deemed appropriate by the placing agency and/or court. Frequency, times, and privacy will be established prior to this being in effect.
  - If there are clinical reasons or concerns for your child's safety that indicate a need to restrict or reduce phone calls, these should be addressed in your child's ISP, discussed with you/family as part of the ISP development/review process, and ultimately be approved by the court.
- To visit with your child at least once every two weeks, at a time and location convenient for you/family, your child, and the program, unless visits are restricted by court order. *This right does not restrict more frequent visits.*
  - If there are clinical reasons or concerns for your child's safety that indicate a need to restrict or reduce visits, these should be addressed in your child's ISP, discussed with you/family as part of the ISP development/review process, and ultimately be approved by the court.
- To receive and send mail uncensored or read by staff/foster/kinship parents, except under court order. Incoming mail from other family to the child may not be opened or read by staff/foster/kinship parents unless there is reasonable suspicion that contraband or other information or material which may jeopardize the child's health, safety, or wellbeing may be enclosed.
  - If there is reasonable suspicion, then mail may be opened by the child in the presence of a staff/foster/kinship parent.
  - Incoming mail also may be read by staff/foster/kinship parents upon request of the child.
- To rehabilitation and treatment through access and referrals to services to help remediate the issues of placement in order to have your child returned to your care.
- To be involved in resolving conflicts in treatment, care and service decisions including the development of the ISP for your child.
- To receive copies of your child's Individual Service Plan (ISP), unless restricted by the court.
- To attend and consent to appropriate medical services unless contrary to your child's health, safety, and wellbeing.
- To attend and consent to appropriate educational services unless contrary to your child's health, safety, and wellbeing.
- To make complaints, have them heard, get a prompt response, and not receive any threats or mistreatments as a result. *(please refer to Grievance Policy for specifics)*

### **YOU HAVE THE RESPONSIBILITY:**

- To treat those providing you and your child services with dignity and respect.
- To abide by program rules and expectations.
- To provide accurate information about your child's needs, patterns of behaviors, and goals.
- To work with staff in planning, reviewing, and changing your child's Service Plan.
- To report concerns about the quality of care you receive.
- To participate in your child's treatment/services, as appropriate.

### **WE HAVE THE OBLIGATION AND RESPONSIBILITY:**

- To treat you and your family with dignity and respect.
- To provide you with high quality services.
- To notify you of any changes to program rules and/or family rights.
- To notify you of any changes in your child's treatment team, providers, or placement.
- To provide, or arrange for, bilingual personnel or translators, as needed to maintain open communication.
- To abide by all federal, state, and local requirements as well as those set forth by other regulatory bodies.