

ARIZONA'S CHILDREN ASSOCIATION PRIVATE
Client Rights
And
Client Grievance Procedure
Non-Clinical Services

All individual clients and their families have the right to receive this statement in their primary language, have it fully explained to them and to receive assistance in the use of grievance procedures when requested. Additional assistance will be obtained, as needed, for the hearing or visually impaired, through community affiliations. Clients who need an advocate in order to understand, protect or exercise their rights may select an advocate and they also have the right to due process and to provide their own legal counsel.

The Arizona's Children Association (AzCA) accepts clients who can utilize and benefit from the services regardless of race, age, religion, gender, marital status, sexual orientation, national origin or handicapping condition. All clients and their families will be treated with dignity, courtesy, respect for their cultural, psychosocial, spiritual and personal values, beliefs and preferences and their right to self-determination.

No client shall be prevented or impeded from exercising their civil rights unless adjudicated incompetent or a court of competent jurisdiction determines the client is unable to exercise a specific right or category of rights.

Clients may grieve dissatisfaction with the care, treatment or services they receive from the agency, fees charged for services, involuntary discharge or other displeasures. AzCA will not discharge nor discriminate, in any way, against any client by whom, or on whose behalf, a complaint has been submitted or who has participated in a complaint investigation process.

*Clients have the right to privacy which includes the right to expect that all information pertaining to them and their treatment, care and services will be treated with confidentiality, except where required by law. Clients are allowed access to their own record and may request amendment, obtain copies and receive an accounting of disclosures regarding his or her own clinical/service information as permitted by applicable law and administrative code.

*Clients will be informed, in advance except for behavioral health crisis situations, of charges for service, itemized when possible, refund policies and procedures, consequences of nonpayment, and the limitations, if any, placed on the duration of service by outside funding sources.

* Clients have the right to informed participation in decisions regarding treatment, care and services. Clients, or in the case of minors, their parents or legal guardians, have the right to refuse any or all services offered by AzCA, or to withdraw general or informed consent, except as allowed by state law or administrative code. In turn, AzCA has the right

to discharge any client upon reasonable notice when it is determined by AzCA that they are no longer able to effectively provide a treatment program and/or the client's conduct places the safety of self or others in jeopardy. Any additional program-specific behavioral expectations will be provided.

*Clients shall clearly understand the relationship between AzCA and other agencies involved, including a referring agency, the respective roles and responsibilities of the agencies involved; and, who has ultimate responsibility for the decisions when court referrals are involved.

*Clients have the right to know the identity and professional status of persons primarily responsible and those who will provide their treatment, care or services; and, notice of and reason for any proposed changes. Staff and services are available Monday through Friday, 8am to 5pm. After-hours services are available for various programs.

* Clients have the right to be informed when audio or video recording will be used in the treatment process, including how and for what purpose such recordings will be used, and how and when such recordings will be destroyed. Clients must provide written consent and may rescind this consent for recordings or filming used by the agency in any internal or external way except with regard to Title 9, Health Services, Chapter 20-602 (A) (5).

*Clients have the right to refuse to participate in research projects or to make public statements on behalf of the agency or perform at public gatherings.

*Clients have the right to feel safe and be free from abuse, neglect, harassment, exploitation, coercion and manipulation.

*Clients have the right to a smoke free environment as stated in AzCA policies.

CONFLICT OF CARE

When there are differences in Service Planning processes, procedures, Admission, Discharge and Transfer issues and other choices among the staff itself, or between the guardian, family members, referral source or client and the service team the conflict is addressed to the appropriate Program Director. If the issue is not resolved at the Program Director level, it will be sent to the Regional Director. If the issue is not resolved at the Regional Director level, it will be sent to the Professional Staff Executive Committee for review. The decision at this level is final. Each client has the right to request the opinion of a consultant at his or her expense.

GRIEVANCE PROCEDURE:

Step One: Within 2 working days of receiving a request from a client to use the grievance procedure the therapist or other staff receiving the complaint will document the complaint on the Incident Report Form and attach any additional information from the client. At this time, the client is also given another copy of this grievance procedure.

The Incident Report Process is implemented: the client and those named in the grievance must meet within 5 working days of having initiated the Incident Report to attempt resolution. If resolved, no further action is needed. Documentation of such will be entered

on/attached to the Incident Report, entered in the record and given to the client.

If the client is not satisfied with the results of step one, he/she will request within 5 working days of the previous meeting, to proceed to step two. The request is addressed to the program Supervisor or Director.

Step Two: Within 7 working days of the client's request, the Program Director/Supervisor will review the grievance and respond, in writing, to the client with a copy to the case record. If the client is not satisfied with the results of step two, he/she will request, in writing, within 5 working days of receipt of the above letter to proceed to step three. The request is addressed to the Chief Operating Officer.

Step Three: Within 10 working days of receipt of the client's request, the Chief Operating Officer will review the grievance and respond, in writing, to the client with a copy to the case record. If the client is not satisfied with step three, he/she will request in writing to proceed to step four. The request is directed to the Chief Executive Officer.

Step four: Within 14 working days of receipt of the client's request, the Chief Executive Officer will review and address the complaint. The findings of the Chief Executive Officer are final and will be communicated to the client in writing.*

The Chief Operating Officer will summarize and present all step 3 and step 4 aggregate data to the Professional Staff Executive Committee, monthly, and to the Program Committee of the Board of Directors annually for their review and recommendations.

* Grievances may also be addressed to the following and/or any other funding source related to their service.

Arizona Department of Economic Security, Child Protective Services Hotline

PO Box 44240

Phoenix, AZ 85064-4240

Telephone: 888-767-2445

Arizona Department of Economic Security, Adult Protective Services Hotline

4520 N. Central Ave, Suite 410

Phoenix, AZ 85012

Telephone: 888-767-2385

Arizona Department of Economic Security, Office of Licensing, Certification and Regulation

P.O. Box 6123 Site 076A, Phoenix, AZ 85005

Telephone: (602) 495-1308

**Arizona Department of Economic Security, Division of Community Services
Administration**

1789 West Jefferson\3rd Floor, NW

P.O. Box 6123

Phoenix, AZ 85005

Telephone: (602) 542-6600 Telephone: (800) 357-3486 Fax: (602) 542-6655

Department of Behavioral Health Services, Office of Licensing

150 N. 18th Ave. Suite 410, Phoenix , AZ 85007

Telephone (602) 364-2595 fax: (602) 364-4801

Arizona Office of Behavioral Health

150 N. 18th Avenue, Suite 200, Phoenix, Arizona 85007

Telephone: 602-364-4558

Arizona Department of Behavioral Health Human Rights Advocate

150 N. 18th Avenue, Suite 210, Phoenix, Arizona 85007

Telephone: 800-421-2124 or (602) 364-4575

Administrative Office of the Courts

Juvenile Services Division 530

Supreme Court of Arizona

1501 West Washington Street, Phoenix, AZ 85007-3327

Telephone: (602) 542-9443

Arizona Center for Disability Law:

Phoenix:

3839 North Third Street, Ste. 209

Phoenix, AZ 85012

(602) 274-6287 (Voice or TTY)

800-922-1447(Voice or TTY)

FAX: (602) 274-6779

Tucson:

100 North Stone Ave., Ste. 305

Tucson, AZ 85701

(520) 327-9547(Voice or TTY)

800-927-2260 (Voice or TTY)

FAX: (520) 884-0992

FURTHER INFORMATION about this agency or about your rights: Clients may review the following information at the agency or the Department of Behavioral Health Services: Arizona Administrative Code for Health Services, Chapter 20; the most recent inspection report from the Department of Health Services; any plan of correction in effect; the most recent inspection report and any other plan of correction in effect as required by any accrediting body of the agency.

(We)_____ have read and been fully

informed of these Client Rights including the Client's Grievance Procedure at Arizona's Children Association.

Client Signature

Date

Client Signature

Date

Parent/Legal Guardian Signature

Date

Parent/Legal Guardian Signature

Date

AzCA Witness Signature

Date