

## **CLIENT'S RIGHT TO FAIR PRACTICE AND PRIVACY**

- ❖ Clients will be provided with fair and equitable treatment.
- ❖ Clients will be informed of their rights and responsibilities.
- ❖ Clients will be given sufficient information to make informed decisions.
- ❖ Clients will be treated with dignity and respect.
- ❖ Clients will be given a full disclosure of requirements including:
  - Fees for service (program specific)
  - Time frame for services.
  - Expectations of client and Bethany Christian Services.
  - Applicable state and federal government guidelines.
- ❖ Clients have a right to confidentiality and privacy protections.
- ❖ Clients have the ability to review and restrict access to their personal information.
- ❖ Clients have a right to referrals for services as needed.
- ❖ Clients have a right to a fair, timely, and non-judgmental mediation process.

***If you have any questions, please seek assistance from your Bethany staff member or the Supervisor.***

**COA: CR 1.02**

Approved: 2/18/2009 by TQMC  
Approved: 4/27/2009 by Leadership Team  
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