



CLIENTS RIGHTS AND OBLIGATIONS

Dear Client:

Welcome to Samost Jewish Family & Children's Service (JFCS), a non-profit social service organization providing individual, group, and family services through five main departments: Counseling, Senior Services, Family Assistance, Disability Services, and Volunteer. Be assured that our staff will do the utmost to be helpful to you. As a client of JFCS, you have the following rights and obligations in working with us:

1. You have the right to be treated with courtesy and respect by all staff and are expected to behave in a courteous and respectful manner.
2. You are responsible to provide relevant information necessary for receiving services and participating in service decisions.
3. You have the right to be informed of the benefits, risks, side effects, and alternatives to planned services.
4. You have the right to receive services in a non-discriminatory manner, regardless of race, creed, nationality, disability, age, marital status, gender, or sexual orientation, and that are responsive to cultural and linguistic differences.
5. You have the right to receive services in the least restrictive setting, free from physical restraints and isolation.
6. You have the right to the least restrictive conditions necessary to achieve the goals of treatment/services.
7. You have the right to be free from corporal punishment.
8. The right to be free from unnecessary or excessive medication (see N.J.A.C. 10:37-6.54).
9. You have the right to not be subjected to non-standard treatment or procedures, experimental procedures or research, or provider demonstration programs, without written informed consent. Should a "non-standard" or alternative treatment be recommended for referral, you have the right to refuse the referral to such referral/recommendation.
 - i. If the client has been adjudicated incompetent, authorization for such procedures may be obtained only pursuant to the requirements of N.J.S.A. 30:4-24.2(d)2.
10. You or your parent/guardian (when applicable) have the right to participate in all service decisions, and work toward mutually agreed-upon goals.
11. You have the right to privacy and dignity.
12. You have the right to receive service in a manner that is non-coercive and that protects your right to self-determination and privacy.
13. You have the right to refuse service or treatment, unless mandated by law or court order, and be informed about the consequences of such refusal, which can include discharge.
14. You have the right to the expectation that all records pertaining to your service are confidential in accordance with HIPAA and local laws and have been given our Notice of Privacy Practices to review and sign. Your information and/or records may only be released under the following circumstances:
 - a. Within the agency for purposes of supervisory review and interdisciplinary team reviews.
 - b. With your written consent/permission.



- c. When required by law (subpoenas and/or court orders).
 - d. To report cases where neglect/abuse is involved, or when threat of harm to self or others is perceived.
15. If you are age 16 or 17, you have the right to consent on your own (i.e., without requiring the consent of a parent, custodian, or guardian) to treatment for temporary outpatient services, excluding the use or administration of medication, when you believe that you are in need of behavioral health care services for the treatment of mental illness or emotional disorders.
 16. You have the right to review your case record, in accordance with established agency procedures.
 17. You have the right to submit grievances regarding your service, and end service at any time. (See Grievance Procedure Policy-Client)
 18. You are responsible for the prompt payment of all fees, if there is a charge for services rendered. Payments may be transacted in-person, via the square app, over the phone or via check. All payments should be made payable to Samost Jewish Family and Children's Service.
 19. In the case of non-payment for two consecutive counseling sessions, a third session will not be scheduled.
 20. You are responsible to provide 24-hour notice when canceling appointments except in emergency situations, otherwise a cancellation fee may be assessed.
 21. You have the right to comment on agency services and make suggestions about how they could be improved.
 22. You are responsible to follow the expectations regarding rules, behavioral expectations, and other factors that could result in discharge or termination, as outlined in the Client Safety/Intervention Procedures and Protocol.

The agency reserves the right to refuse ongoing services based on its professional judgment. This decision will be discussed with you or otherwise communicated to you before treatment is terminated, and you will have the right to appeal this decision.

I understand my rights and obligations as a client of JFCS, and I have been offered a copy of this document, which I have Accepted Rejected

Date

Signature of Client

Signature of JFCS Staff Member

On behalf of _____, I understand the rights and obligations of a client of JFCS, and I have been offered a copy of this document, which I have Accepted Rejected

Date

Signature of Parent/Guardian

Signature of JFCS Staff Member