



CLIENTS' RIGHTS AND OBLIGATIONS STATEMENT

Thank you for choosing Samost Jewish Family & Children's Service to assist you. As a client of Jewish Family & Children's Service, you should be aware of the following rights and obligations you have 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 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.
4. You have the right to receive services in the least restrictive setting, free from physical restraints and isolation, and free from corporal punishment.
5. You have the right to be free from unnecessary or excessive medication (See N.J.A.C. 10:37-6.54).
6. You have the right to not be subjected to non-standard treatment or procedures, experimental procedures or research 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.
7. You or your parent/guardian (when applicable) have the right to participate in all service decisions, and work toward mutually agreed-upon goals.
8. You have the right to receive service in a manner that is non-coercive and that protects your right to self-determination and privacy.
9. 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.
10. You have the right to dignity and privacy and the expectation that all records pertaining to your service are confidential in accordance with HIPAA and local laws. 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.
11. You have the right to review your case record, in accordance with established agency procedures.
12. You have the right to submit grievances regarding your service, and end service at any time. (See Grievance Procedure Policy-Client)
13. You have the right to comment on agency services and make suggestions about how they could be improved.
14. You are responsible to for the prompt payment of all fees for services rendered. In the case of non-payment for two consecutive sessions, a third session will not be scheduled. 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.
15. You are responsible to provide 24-hour notice when canceling appointments except in emergency situations, otherwise a \$35 cancellation fee will be assessed.
16. 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 have been offered a copy of the Clients' Rights and Obligation Statement, and I have accepted/rejected (circle one) the copy of the statement.

Date

Signature of Client/Parent/Guardian

Signature of JFCS Staff Member

Signature of Client/Parent/Guardian