

# Client Rights

## As a client of CCCS, you have the right to:

1. Be treated with respect and dignity.
2. Receive service in a manner that does not influence you and that protects your right to self-determination.
3. Receive timely response to your request for services and an explanation if we are unable to provide services to you.
4. Receive written information on the hours in which your specific program services are available to you.
5. Consent to and participate in the development of any decisions, goals, or plans regarding the services provided to you.
6. Refuse any advice, suggestions, recommendations, or services offered.
7. Request a review of your file or records.
8. Terminate your involvement with our organization at any time with full explanation of the consequences of such action.
9. Be treated confidentially, with exceptions based on your permission or court order.
10. Receive services regardless of race, color, age, sex, religion, national origin, ancestry, handicap, disability and veteran or military status in an environment free from restrictive behavior management interventions.
11. Receive written information regarding rules, behavioral expectations and other factors that could result in discharge or termination.
12. Receive basic information about how to process complaints, grievances, or appeals.