

FIRST STEPS KENT

Statement of Client/Family Rights and Responsibilities

Purpose: First Steps is committed to protecting the rights of the clients it serves.

The Client/Family has the right:

- 1. To be fully informed verbally and in writing of their rights and obligations.**
- 2. To exercise their rights as a FIRST STEPS client/family. In the event that the client/family is legally judged to be incompetent, the client's legal agent may exercise these rights.**
- 3. To be informed of the names and professional titles of the FIRST STEPS staff providing service.**
- 4. To be fully informed verbally and in writing, in a language or form understandable to the client/family about:**
 - A. The relationship between FIRST STEPS and referring organization.**
 - B. FIRST STEPS Welcome Home baby is a free, voluntary program**
 - C. The FIRST STEPS services to be provided.**
 - D. Community Resources available to meet client needs, if applicable.**
 - E. The FIRST STEPS contact number.**
- 5. To accept or refuse FIRST STEPS Welcome Home Baby program.**
- 6. To be assured that FIRST STEPS will not condition program access or otherwise discriminate against an individual based on race, ethnicity, creed, color, national origin, religion, gender, age, handicap/disability, marital status, size, sexual orientation, or financial situation. To voice concerns without discrimination or reprisal with respect to contacts provided or First Steps staff conduct. FIRST STEPS will investigate, respond to client, and document the resolution.**
- 8. To be treated with dignity, courtesy and respect.**
- 9. To have their property treated with respect.**
- 10. To be involved in seeking resolution to ethical issues identified during client contact within the framework established by FIRST STEPS.**
- 11. To expect FIRST STEPS to maintain confidentiality regarding client services in accordance with professional and legal mandates.**
- 12. To be informed of FIRST STEPS policy and procedures regarding access and disclosure of client/family records.**

THE CLIENT/FAMILY RESPONSIBILITIES ARE:

- 1. To provide an accurate history.**
- 2. To treat FIRST STEPS personnel with dignity, courtesy and respect.**
- 3. To notify FIRST STEPS if the client/family wishes to cancel or change the scheduled visit.**
- 4. To provide a safe environment for FIRST STEPS personnel and to secure animals and/or weapons.**