



Policy Title: Client Rights and Responsibilities		
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Purpose: The purpose of this policy is to provide a statement of WCA client rights and their responsibilities in relationship to the services received.

Policy and Procedure:

- A. Clients will be encouraged to read the Clients Rights and Responsibilities Policy at intake.
- B. Staff will be required to read the Client Rights and Responsibilities Policy at hire. They are responsible for upholding the rights of all clients.

Client Rights and Responsibilities

As a client of WCA (as a parent/guardian of a client of WCA), you have a right to a violence-free environment when participating in WCA activities:

1. You have the right to be treated with dignity and respect.
2. You have the right to equal and adequate service/treatment regardless of age, gender, race, ethnicity, national origin, religion, gender identity, sexual orientation, disability, language, or socioeconomic status. You and your family have a right to care that considers your social, spiritual, cultural values, and belief system.
3. You have the right to decide if you do or do not want to receive services/treatment at the WCA Omaha.
4. You have the right to be interviewed and treated in a surrounding which permits reasonable privacy from other clients when receiving individualized care.
5. You have the right to have your personal dignity, confidentiality, and privacy respected.
6. You have the right to expect that records and information about you will be kept confidential. Client records will not be disclosed to other parties without written release signed by the client except for the following: mandatory reporting of alleged or suspected child abuse; duty to warn others when client is a threat to themselves or



others; court subpoena of records; professional consultation for the staff providing service/treatment; and for accreditation/governmental reviews of the agency.

7. Professional consultants and accrediting/licensing bodies do not retain or release any client information.
8. You have the right to request to review your record in the presence of a WCA staff member.
9. You have the right to limited confidentiality when treated within support and educational groups. However, the WCA cannot guarantee absolute confidentiality in any service where there is more than one client attending a session.
10. You have the right to know by name, the staff who will be working directly with you and how they will be responsible for working with you. You have the right to know any licenses held by staff working with you. You have the right to be notified of any proposed changes in the staff that will work directly with you.
11. You have a right to be educated on the program opportunities available to you at the WCA Omaha.
12. You have the right to participate in the development of your plan of service/treatment and be informed of the objectives of your plan of service/treatment. You have the right to be informed of any known risks and benefits of specific service/treatment plan recommendations.
13. You have a right to be educated on any agency rules and policies as they apply to you.
14. You have the right to know how the agency is reimbursed for your services.
15. You have the right to request referrals for services you need that WCA Omaha does not provide.
16. You have the right to pursue a second opinion for service/treatment recommendations from an outside professional at your own expense.
17. You have the right to be informed of discharge plans and recommendations/plans for aftercare following your completion of WCA services.
18. You have the right to fully participate in the development of your service/treatment plan.
19. You have the right to question decisions made about your service/treatment plan.
20. You have the right to make a formal complaint in writing when you feel you have been mistreated, unfairly treated, or discriminated against based on age, gender, race, ethnicity, national origin, religion, gender identity, sexual orientation, disability, language or socioeconomic status.



21. You have the right to communicate to staff when you do not understand what has been requested of you or you feel the expectations for you are unmanageable or unreachable.

22. You have the right to report complaints of discrimination by the WCA to the Complaint Coordinator at the Nebraska Crime Commission in the following ways:
 - a. By mail: Complaints, Nebraska Crime Commission, 301 Centennial Mall South, PO Box 94946, Lincoln, Nebraska, 68509-9496
 - b. By phone: (402) 471-2194
 - c. By email: DAS.humanresources@nebraska.gov

As a client of WCA (as a parent/guardian of a client of WCA) we ask that you support the work by the following:

1. As a universal precaution and sign of respect for others, we ask that you keep the names of fellow group members and group topics confidential.
2. We ask that you be willing to treat others with respect and consideration, including other clients, the staff, and other visitors.
3. In support for your plan and that of others, we empower you to conduct yourself in a non-violent manner while on the property of the WCA.
4. In support of your own recovery and that of others, we empower you to be respectful of the property of WCA and other clients and visitors.
5. To support the WCA's efforts to continually improve the quality of service you will feel free to give input as to the quality of service you have received.