

**Catholic Charities Bloomington
803 N. Monroe St. Bloomington In. 47404**

Clients Rights

The mission of Catholic Charities Bloomington is to provide quality mental health services to persons in need, regardless of their religious, social or economic background and regardless of ability to pay. We consider it a privilege to deliver compassionate and caring service to help and empower those in need.

We wish to share some general information about our procedures with you. Our staff will acquaint you with more specific information about the service you are receiving.

1. Catholic Charities Bloomington offers its services without discrimination with regard to race, religion, color, creed, social-economic level, gender, sexual orientation, age or special needs.
2. Catholic Charities Bloomington is required to keep records. Your records are confidential. If you feel that there may be an error in your record, speak directly with the staff person responsible for your case.
3. All services of Catholic Charities Bloomington are received voluntarily. You shall have the right to refuse service or participation in any agency program.
4. In all cases, you are expected to actively participate in your service planning. In most cases, you can view your own file and make entries into this file if you feel it is necessary to better understand the service plan that has been developed.
5. We are eager to serve you. Should you have any concern about agency policies or procedures or about the staff working with you, please feel free to discuss your concerns with staff. You do have a right to inform the agency of such concerns and you do have the right to file a grievance. Anyone on staff with Catholic Charities Bloomington can inform you of how to pursue this course of action.
6. Catholic Charities Bloomington is interested in providing the resources to meet the needs of our community. We are eager to hear from you regarding any areas of need that you believe we should become involved with. Please feel free to tell our staff of your ideas.
7. Catholic Charities Bloomington prohibits the use of restrictive behavior management practices, by its personnel including the use of restrictive interventions such as isolation, manual or mechanical restraint, or locked seclusion.
8. A schedule of any applicable fee and estimated or actual expense will be provided to you or your representative prior to service delivery.
 - In cases involving services from our eldercare programs age guidelines apply.
 - In cases involving services which are paid for by government contracts income guidelines apply.

Client Signature _____ Date _____

Parent/Guardian Signature _____ Date _____