

CLIENTS' RIGHTS

1. All clients have a right to know and understand all rules of RESPONSE by which they must abide.
2. All clients have a right to make their own decisions, within the rules and policies of RESPONSE.
3. All clients have a right of access to their individual files.
4. All clients have the right to give suggestions and input concerning program and services, to be heard, and to receive feedback.
5. All clients have the right to have complaints concerning program and services heard. The first step is to take the complaint to the program staff. If no resolution is reached, the client has the right to follow the grievance process of Coos County Family Health Services which can be reached by calling 752-2040 or writing to Chief Executive Officer, CCFHS, 54 Willow Street, Berlin, NH 03570.
6. All clients have a right to respectful treatment.
7. All clients have the right to have individual information and records kept confidential according to NH RSA 173-C. A RESPONSE staff-person can provide information about rights provided by this statute.
8. All clients have a right to receive services free of sexual, emotional, or physical abuse, exploitation, or neglect.
9. The client shall not be required to perform services for the program, other than those required for self-care at the shelter.
10. Shelter residents shall have the right to send and receive unopened, personal mail and private use of a telephone subject to limitations on long distance calls.
11. The client shall not be denied services based upon race, religion, political affiliation, color, national origin, immigration status, gender, age, physical, mental or emotional disability, health status (including HIV-positive), marital status, sexual identity, sexual orientation, sexual preference, language, or socio-economic status.
12. All clients have a right to access continuing advocacy.
13. All clients have a right to have these rights explained to them in a manner which will ensure they understand them.