

LA FAMILIA, INC.
ADOPTION SERVICES

CLIENT RIGHTS

It is the policy of La Familia to support, protect and enhance the rights of all clients, as shown below:

1. The right to efficient and equal service, regardless of their race, sex, religion, ethnic background, education, social class, physical or mental handicap, or economic status.
2. The right of considerate, courteous and respectful care from all staff of the facility.
3. The right of complete information in terms the average client can reasonably be expected to understand.
4. The right to informed consent and full discussion of risks and benefits prior to any procedure, except in an emergency. Alternatives to the proposed procedure must be discussed with the client.
5. The right to obtain assistance in interpretation for non-English speaking clients.
6. The right to know the names, titles, and professions of the facility staff to whom the clients speak, and from whom services or information are received.
7. The right of access to client's personal records.
8. The right of respect for the client's privacy.
9. The right of confidentiality of the client's personal records as provided by law.
10. The right to expect reasonable continuity of care within the scope of services and staffing of the facility.
11. The right to respect for the client's civil rights and religious opinions.
12. The right to present complaints to the management of the facility without fear of reprisal.

13. The right to examine and receive a full explanation of any charges made by the facility regardless of source of payment.

By my signature, I affirm that I have read the above Consumer Protection: Client Rights statement, that I agree to all its provisions, and that a representative of La Familia has answered all my questions about these policies. I also affirm that I have received a copy of this document and a copy of La Familia's procedure for registering a complaint.

Client

Date

For La Familia, Inc.

Date