



# Client Rights & Responsibilities

Catholic Charities, Archdiocese of San Antonio, believes that all individuals who seek services have certain rights that will be protected through all policies and procedures. We reserve the right to determine whom we believe we can serve appropriately, within the limits of our mission, capacities, and resources.

## Your Rights:

1. To receive a copy of the Client's Rights and Responsibilities, explained to you as part of the intake or admission process, and to have it explained in a language you understand.
2. To be treated with respect, dignity, and professionalism, and to receive services free from physical, mental, or sexual abuse, financial exploitation, retaliation, humiliation, or neglect.
3. To receive services based on need and eligibility, in a culturally respectful and responsive manner that is non-coercive and protects your right to self-determination.
4. Non-discrimination: We ensure that no client is denied appropriate services based on race, color, sex, gender identity, sexual orientation, national origin, age, marital status, political beliefs, religion, or disability, except as required by law or contractual obligations.
5. To receive services from a qualified program employee, including an individualized, written service plan (if appropriate), which is reviewed periodically, updated as necessary, and signed by you and the employee.
6. To be informed of service procedures, the anticipated length of service, and the scope of services.
7. To be informed of the hours of program operation and/or service availability.
8. To be informed of rules, expectations, and other factors required to receive program services, along with the consistent enforcement of program rules and expectations.
9. To review a written fee schedule (if applicable) and to receive an explanation of your bill for service upon request, regardless of the source of payment, including the consequences of nonpayment.
10. To participate in decisions regarding the services provided to you and your family.
11. To be informed of the benefits, risks, side effects, and alternatives to planned services, and to be offered the most appropriate and least restrictive or intrusive service alternative to meet your needs.
12. To refuse any service, treatment, or medication, unless mandated by placement requirements, law, or court order, and to be informed about the consequences of such refusal, which may include discharge from program services.
13. To not be deprived of any rights, privileges, or benefits guaranteed to individuals by the state or federal constitution.
14. To make a complaint or suggest changes in service program policies and procedures or file a formal grievance by contacting the program director at the service location or emailing [ClientsRights@ccaosa.org](mailto:ClientsRights@ccaosa.org)
15. To access self-help and advocacy support services.
16. To be informed of your case termination and any further requirements related to the successful termination of your case.
17. To request in writing to review, copy, and/or receive a summary of your records in the service program office, in the presence of the caseworker or employee assigned to your case. A review may be denied or limited where confidentiality could be compromised, or in accordance with applicable laws.
18. To comment on the accuracy of the record and insert your own statements; an employee may comment or respond to your statements during the review, if applicable.
19. To have your records secured against unauthorized access and to have any release of information protected by Catholic Charities of Archdiocese of San Antonio, in accordance with all applicable laws and regulations.
20. To know that any release of confidential information will be with your (or legal guardian's) written consent (except when you are a danger to yourself or others). Such consent will include: the specific information to be given, the time in which this information remains in effect, to whom the information will be given, for what purpose, and when a release of confidential information occurs.
21. To protect your right to privacy in all public relations activities on behalf of Catholic Charities of Archdiocese of San Antonio.
22. To receive services that afford safety, privacy, and a smoke-free environment.

23. All TPCN (Texas Pregnancy Network) clients: If you have a complaint that is not resolved to your satisfaction, you can contact the HHS Office of the Ombudsman by calling 1-877-787-8999, selecting a language, and then Option 0, or by making an online submission at <https://hhs.texas.gov/about-hhs/your-rights/office-ombudsman>.
24. Clients in the Match Grant program or related initiatives must follow our internal grievance procedures. If dissatisfied with the resolution, contact USCCB/Migration and Refugee Services at [mrsfeedback@usccb.org](mailto:mrsfeedback@usccb.org). This policy also covers R&P, PC, PC-IRU, PC-IR, PC Afghan Supplemental, and RSI programs. The Safe Passages Family Reunification program is required to strictly adhere to the agency's specified procedures for client grievances.

**These rights will be:**

- Explained before services begin.
- Available for review at any time.
- Written in clear, understandable language.

## Your Responsibilities:

1. To attend and fully participate in services involving your service plan.
2. To provide accurate and necessary information required to receive program services and to report all changes in circumstances that affect your case or eligibility.
3. To treat the program staff or other persons who serve you with respect; physical threats and/or verbal abuse are not tolerated.
4. To pay for services as outlined in the fee schedule (if appropriate) before service delivery.