

## MISSION STATEMENT

- To provide exceptional, social services to a diverse population with focused efforts on the underserved and un-served members of the community.
- To provide prompt, sensitive, goal-oriented and measurable services that work together on improving and changing the quality of life for each of our clients and their families.
- To continuously develop innovative methods of services delivery that lead to positive progress for our clients, their families and the community in ways that are consistent with self-determination and preservation.

## VISION STATEMENT

To become the premier leader in providing innovative human services

## CORE VALUES

- DEDICATED
- EMPATHETIC
- PROFESSIONAL
- INTEGRITY
- SERVICE
- INNOVATIVE

# CLIENTS & STAKEHOLDERS INFORMATIONAL BROCHURE

# CLIENTS BILL OF RIGHTS



8019 South Compton Avenue  
Los Angeles, California 90001  
(323) 586-7333  
[www.tccsc.org](http://www.tccsc.org)



8019 South Compton Avenue  
Los Angeles, California 90001  
(323) 586-7333  
Fax (323) 588-5622  
[www.tccsc.org](http://www.tccsc.org)

# CLIENTS RIGHTS

Each client receiving counseling services from TCCSC has the following rights:

- The right to be treated with consideration and respect for personal dignity, autonomy and privacy;
- The right to service in a humane setting which is in the least restrictive feasible as defined in the treatment plan;
- The right to be informed of one's own condition and proposed or current services, treatment or therapies, and of the alternatives;
- The right to be informed of available program services;
- The right to give consent to or refuse any service, treatment or therapy upon full explanation of the expected physical, medical and/or agency consequence of such consent or refusal;
- The right to a current, written, individualized service plan that addresses one's own mental health, physical health, and social and economic needs, and which specifies the provision of appropriate and adequate services, as available, either directly or by referral;
- The right to active and informed participation in the establishment, periodic review and re-assessment of the service plan, and to receive a copy of it;
- The right or freedom from unnecessary or excessive medication;
- The right to freedom from unnecessary physical restraint or seclusion;
- The right to participate in an appropriate and available agency service, regardless of refusal of one or more other services, treatments, or therapies, or regardless of relapse from earlier treatment in that or other service, unless there is a valid and specific necessity which precludes and/or requires the client's participation in other services. This necessity shall be explained to the client and written in the client's current service plan;
- The right to be informed and the right to refuse any unusual or hazardous treatment procedures;
- The right to be advised and the right to refuse observation by others and techniques

- such as one-way mirrors, tape recorders, video recorders, television, movies or photographs;
- The right to consult with an independent treatment specialist or legal counsel at one's own expense;
- The right to confidentiality of communications and of all personally identifying information within the limitations such as one-way mirrors, tape recorders, video recorders, television, movies or photographs;
- and requirements for disclosure of various funding and/or certifying sources, under state and federal statutes, unless release of information is specifically authorized by the client or parent or guardian of a minor client or court-appointed guardian of the person of an adult in accordance with Rule 5122:2-3-11 of the Administrative Code;
- The right to have access to information in any agency record pertaining to one's self only, unless access to particular, identified items of information is specifically restricted for that individual client for clear treatment reasons. Clear treatment reasons shall be understood to mean only severe emotional damage to the client such that dangerous or self-injurious behavior is an imminent risk. The person restricting the information shall explain to the client and other persons authorized by the client, the factual information about the individual client that necessitates the restriction. The restriction must be renewed at least annually to retain validity. Any person authorized by the client has unrestricted access to all information. Clients shall be informed in writing of agency policy and procedure for viewing or obtaining copies of personal records;
- The right to be informed in advance of the reason(s) for discontinuation of service provision, and to be involved in planning for the consequence of the event;
- The right to receive an explanation of the reasons for denial of service;
- The right not to be discriminated against for receiving service on the basis of race, ethnicity, age, color, religion, race, sex, national origin, disability, or HIV infection, whether a-symptomatic or symptomatic, or AIDS;
- The right to know the cost of services;
- The right to be fully informed of all client rights;
- The right to exercise one's own rights without reprisal in any form including continued and uncompromised access to service;
- The right to file a grievance; and

- The right to have oral and written instructions concerning the procedure for filing a grievance.
- The right to know the cost of services;
- The right to be fully informed of all client rights;
- The right to exercise one's own rights without reprisal in any form including continued and uncompromised access to service;
- The right to file a grievance; and the right to have oral and written instructions concerning the procedure for filing a grievance.

In addition to the established rights identified above, all clients have the right to freedom from humiliation and abuse/neglect. The agency will not tolerate sexual or unlawful harassment behaviors directed toward our clients. The agency will not tolerate actions, words, jokes, or comments (oral or written) based on an individual's sex, race, ethnicity, age, religion, disability, or any other legally-protected characteristic. Clients who experience or witness any of these circumstances shall report them immediately to the Client Rights Officer. Copies of this policy, as well as the grievance procedure, are available in the business office upon request.

Clients have additional rights as they relate to their PHI as follows:

- The right to access their designated record set;
- The right to request restrictions on uses or disclosures of their PHI;
- The right to request that communications related to PHI be confidential; and
- The right to request amendment of their designated record set.

# CLIENTS RIGHTS