

Catholic Charities Diocese of Palm Beach, Inc.

Policy and Procedures Manual

No. of Policy 7001

SUBJECT: PROVISION OF CLIENT-CENTERED SERVICES

POLICY: Catholic Charities will provide services in a manner which involves integrity in decision-making, freedom of choice for clients and preference to professional responsibilities over personal interests.

PROCEDURES:

- 1) Service personnel are to adhere to the Code or Ethics of their respective professions and avoid conflict of interest in carrying out responsibilities.
- 2) The organization must provide sufficient information in the form of written rights and responsibilities for persons served to make an informed choice about using services. This information must be available in language or format that the client can understand.
- 3) Eligibility criteria and procedures for all services are written.
- 4) Persons served are to participate in decision-making regarding service, care, and/or treatment. Care of the client is based primarily on the diagnostic and treatment needs of the individual.
- 5) Clients are advised that our services are based on client choice.
- 6) Clients have the right to refuse participation in clinical studies or research.
- 7) Privacy and confidentiality protections are maintained to the extent permitted by law.
- 8) Clients are provided a means of resolving differences with regard to care and/or treatment decisions. (See Grievance Procedures for Clients of Services)
- 9) The organization provides services in a culturally competent manner, recognizing, respecting, and responding to the unique, culturally-defined needs of persons and families within its service population.

AUTHORIZED DATE: 04/28/05

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