

Client Rights and Responsibilities

Name: _____

Date: _____

Please choose the most correct answer and place your response in the blank.

___1. When must staff first provide clients with a copy of their rights and responsibilities and explain its contents to them?

- A. During their first psychiatrist appointment
- B. After completing assessment
- C. Upon admission, prior to the initiation of services
- D. At discharge
- E. None of the above

___2. Which of the following is NOT a right of clients?

- A. The right to voice a complaint or concern regarding care or service
- B. The right to review records
- C. The right to 24- hour crisis intervention
- D. The right to choose the precise times and methods of treatment
- E. Answers B and D

3. The definition of a grievance is:

- A. Any incident that makes the client upset.
- B. Any circumstance for which there is just cause for protest.
- C. A traumatic event, such as the death of a loved one, that causes emotional distress to the client
- D. Any incident in which staff are verbally accosted by a client
- E. None of the above

 4. When does a client have the right to take their grievance directly to an outside source?

- A. At any point in the grievance
- B. After the formal investigation
- C. When the agency does not agree to their requests
- D. 30 days after the initial repost
- E. None of the above

 5. The agency will not refuse admission to any client on the basis of:

- A. Race
- B. Sex
- C. National Origin
- D. All of the above
- E. None of the above

True/False-Please place the correct response (T or F) in the blank

____ 6. If at any time a staff member becomes aware of a violation of a client's rights, it is that employee's responsibility to report it directly to the Executive Director as quickly as possible.

____ 7. It is the responsibility of staff to report to the Executive Director any time that a client becomes non-compliant with treatment requirements or fails to meet their responsibilities as a client.

____ 8. The agency will not admit any client into care whose presence would be seriously damaging to the ongoing functioning of the agency or to clients already in care, or for whom the agency is not capable of providing the necessary care.

____ 9. The client does not have the right to provision of care in the least restrictive environment

____ 10. Grievances may be made verbally or in writing at any time the client feels that they have a legitimate complaint