

## PROCEDURE

<b>Series:</b>	<b>Operating Procedures</b>	<b>COA: CR. 1</b> <b>CFOP: NA</b>
<b>Procedure Name:</b>	Client Rights and Responsibilities	
<b>Procedure Number:</b>	OP-1120	
<b>Review Date:</b>	7/3/12, 10/11/16, 1/11/17, 02/27/2020, 4/17/24, 9/24/2025	
<b>Revision #/Date:</b>	NA	
<b>Effective Date:</b>	01/14/2009	
<b>Applicable to:</b>	All Family Partnerships of Central Florida Staff and Contract Providers	

**SUBJECT:** Client Rights and Responsibilities

**PURPOSE:** To document Family Partnerships of Central Florida (FPOCF) procedure for informing clients of their rights and responsibilities. The rights and dignity of clients are respected throughout the FPOCF. Therefore, a written copy of Client Rights and Responsibilities is distributed and explained to all clients. Clients can access Client Rights and Responsibilities notices posted in the lobby of each FPOCF location and on the FPOCF website.

**PROCEDURE:**

**References**

Americans with Disabilities Act, Section 504 of the Rehabilitation Act, and the Civil Rights Act of 1964, The Florida Civil Rights Act of 1992, OP1110 Auxiliary Aids Plan for Persons with Disabilities or Limited English Proficiency LEP, OP1125 Complaints and Grievances, and HR2201

**Informing Clients of their Rights and Responsibilities**

FPOCF's protects the legal and ethical rights of all clients by informing them, upon commencement of an open services case of their rights and responsibilities. The FPOCF staff provide to all clients at initial contact a written summary of their rights and responsibilities.

- a. Families involved with FPOCF have a right to:
  - 1) Receive quality services in a respectful manner without discrimination.
  - 2) Receive a description of client rights and responsibilities, including the obligations FPOCF has to the clients;
  - 3) Make an informed choice of services;
  - 4) Know the nature and purpose of services;
  - 5) Be informed of basic expectations for use of services provided;
  - 6) Be informed of the hour's services are available to them;
  - 7) Be informed of applicable, rules, expectations, and other factors that can result in discharge or termination of services;
  - 8) Receive timely responses to their needs;
  - 9) Receive a clear explanation of how to lodge complaints grievances, or appeals without interference or retaliation;
  - 10) Fair and equitable treatment without discrimination;

- 11) Reasonable accommodations to meet the written and oral communication needs of clients, taking into consideration client's written and oral language, primary and secondary languages, level of ability to understand and make their service needs known;
- 12) The right to participate in all service decisions;
- 13) Protection of confidential information about clients;
- 14) Be informed there are circumstances when FPOCF may release confidential information to include when FPOCF may be legally or ethically permitted or required to release such information without the client's consent; and
- 15) Made aware that written consent is required from the client or legal guardian prior to recording or filming for purposes other than identification, diagnosis, or treatment, or as required by law.

b. Families involved with FPOCF have a responsibility to:

- 1) Provide relevant, factual, and complete information as a basis for receiving services and participating in service decisions;
- 2) Provide a safe and nurturing environment for the children;
- 3) Prove notice of any change of residence;
- 4) Inform the appropriate FPOCF staff if there are any concerns or problems with the services they are receiving;

c. The FPOCF staff shall provide the client with an opportunity to ask questions regarding their rights and responsibilities at the time of distribution;

d. The FPOCF staff shall obtain a client signature for receipt and understanding of the client rights and responsibilities document;

e. The FPOCF staff shall file the original signed client rights and responsibility receipt in the client's case file and document in a FSFN note;

f. A written summary of client rights and responsibilities shall be posted in the reception areas of all FPOCF locations.

**Additionally, FPOCF prohibits discrimination toward clients on the basis of age, race, color, gender identity, religion, sexual orientation, physical or mental disability, national origin, protected Veteran's status and complies with all state and federal nondiscrimination laws, including the Florida Civil Rights Act, the Americans with Disabilities Act, Section 504 of the Rehabilitation Act, and the Civil Rights Act of 1964.**

BY DIRECTION OF THE PRESIDENT AND  
CHIEF EXECUTIVE OFFICER:



PHILIP J. SCARPELLI  
President and Chief Executive Officer  
Family Partnerships of Central Florida

APPROVAL DATE: 10/31/2025