

**St. Elizabeth Catholic Charities**  
**702 E. Market St., New Albany, In. 47150**

**Clients Rights**

The mission of our agency states:

*To affirm the dignity of and respect for all human life by assisting individuals and families in need to achieve empowerment and self-sufficiency.*

We wish to share some general information about our procedures with you. Our staff will acquaint you with more specific information about the service you are receiving.

1. St. Elizabeth Catholic Charities offers its services without discrimination with regard to race, religion, color, creed, social-economic level, gender, sexual orientation, age or handicapping conditions.
2. St. Elizabeth Catholic Charities is required to keep records. All client records are confidential. If you feel that there may be an error in your record, speak directly with the staff person responsible for your case.
3. In all cases, clients are expected to actively participate in their service planning. In most cases, they can view their own file and make entries into this file if they feel it is necessary to better understand the service plan that has been developed.
4. We are eager to serve you. Should you have any concern about agency policies or procedures or about the staff working with you, please feel free to discuss your concerns with staff. You do have a right to inform the agency of such concerns and you do have the right to file a grievance. Anyone on staff with St. Elizabeth Catholic Charities can inform you of how to pursue this course of action.
5. All services of St. Elizabeth Catholic Charities are received voluntarily. Any client or prospective client of the agency shall have the right to refuse service or participation in any agency program.
6. St. Elizabeth Catholic Charities is interested in providing the resources to meet the needs of our community. We are eager to hear from you regarding any areas of need that you believe we should become involved with. Please feel free to tell our staff of your ideas.
7. St. Elizabeth Catholic Charities is committed to providing and maintaining a safe environment for clients, staff, and volunteers. There is zero tolerance for weapons, harassment, and violence on the campus. Any acts of violence or harassment will result in removal from the property by police or emergency medical services.
8. St. Elizabeth Catholic Charities prohibits the use of restrictive behavior management practices, by its personnel including the use of restrictive interventions such as isolation, manual, mechanical, or chemical restraint, or locked seclusion.
  - In cases involving services for our residential maternity home age guidelines apply.
  - In cases involving services which are paid for by government contracts income and age guidelines apply.

Client Signature \_\_\_\_\_ Date \_\_\_\_\_

Parent/Guardian Signature \_\_\_\_\_ Date \_\_\_\_\_