

Missouri National Guard Family Program

Client Bill of Rights and Responsibilities

All persons obtaining services from the Missouri National Guard Family Program Office are entitled to certain rights and are also subject to certain responsibilities. The observance of these rights and responsibilities by both Clients and the Family Program Office Staff is vital to ensuring that services are delivered in an appropriate and efficient manner.

CLIENT RIGHTS:

As a client, you have certain rights, and understanding your rights will help you get the best supportive services. We will make every effort to:

- Provide reasonable and impartial access to service regardless of race, creed, gender, national origin, religion, physical disabilities, sexual orientation, rank, branch of service, and/or military status.
- Offer considerate and supportive services with regard for your comprehensive fitness (Mental, Spiritual, Social, and Physical).
- Treat you with consideration and respect in a safe setting free from any and all forms of abuse and harassment. Your privacy will be respected
- Safeguard your personal privacy and confidentiality.
- Retain knowledgeable, competent, professional, cooperative, and welcoming staff members.
- Prompt, accurate, and reasonable response to your questions and requests.
- Provide applicable and accurate information relevant to assessing your needs.
- Solicit your feedback on services received.
- Keep you informed of rights and responsibilities applicable to you as a client.

CLIENT RESPONSIBILITIES:

Clients, Supporters, and Family Members have responsibilities, and we ask that you make every effort to:

- Provide accurate, complete information and required documentation to support the services requested.
- Communicate updated changes in your status and personal information since your last visit.
- Provide staff member's feedback about your needs and expectations, desired services and satisfaction.
- Consider the rights of others and treat them with respect
- Ask questions to ensure you understand instructions and information.

STATEMENT OF UNDERSTANDING

You can expect the Family Program Staff to respect your right to privacy. The Family Program Staff is **NOT provided complete privileged communication**. As in civilian life, Family Program Staff Members are **required by law, with or without your consent to contact proper authorities if they believe you pose a risk to yourself or others or if a Family Member is suspected of but not limited to: maltreatment, molestation, child neglect, elderly abuse, and/or drug use**. Additionally, minors do not receive services without the consent of their parents or legal guardian unless a reasonable cause exists to suspect that a child has been or may be subjected to abuse or neglect or observation of a child being subjected to conditions or circumstances which may reasonably result in abuse or neglect. In this situation, a hotline call would be made without the parents or legal guardians consent.

A copy of this document is available upon request.