
NICAO Client Rights and Responsibilities

All Participants in NICAO Programs have the *Right*:

- To be treated with dignity and respect
- To fair treatment, regardless of their race, color, gender, ethnicity, national origin, religion, age, sexual orientation, medical or physical ability, or source of payment
- To receive services in a safe, secure, and non-violent environment
- To privacy regarding household information, medical records, case management records and services
- To have information released only in the following circumstances: (a) When you sign a written release of information; (b) When there is a medical emergency; (c) When a clear and immediate danger to you or another is present; (d) When ordered by a Court of Law.
- To receive information in a language they can understand
- To receive an explanation and information regarding program options, eligibility, and plans for assistance
- To receive information about all NICAO services provided including office locations and hours of operation
 - NICAO Administrative hours are generally 8:00 am to 4:30 pm, Monday through Friday
- To know when their assigned staff are mandatory reporters of suspected child or dependent adult abuse and neglect
- To an explanation of the complaint, grievance and appeal process adopted by NICAO
 - Either verbally or in writing contact the Program Coordinator about the process
 - If no response within 10 days, contact the Administrative office of NICAO for further guidance
- To information regarding State and Federal regulations
- To withdraw voluntary consent to participate in NICAO program(s) or service(s)

All Participants in NICAO Programs have the *Responsibility*:

- For providing the information necessary to determine their eligibility for services
- For arriving on time for appointments, late arrivals may require waiting for an opening in the schedule or a rescheduling of their appointment
- For notifying NICAO as soon as possible if they need to cancel an appointment
- For responding to NICAO staff letters or phone calls to the best of your ability
- For informing NICAO of changes in status that may effect program eligibility and/or program delivery if they no longer wish to receive program services.
- For following mutually agreed upon service plans as well as reporting changes in income, household members, and other changes directly impacting their service plans.
- For working with NICAO staff in a mutually respectful manner
- To behave in a non-threatening and non-violent manner to other clients, and/or to NICAO staff
- For asking for clarification if they have questions about NICAO services or individual service plans
- For informing NICAO about any potential problems with fee payment when fees are applicable

Additional participant responsibilities may be assigned by specific programs.