**Open Doors Client Rights and Responsibilities**

**Policy:** All clients have rights that must be acknowledged and respected. It is important to Open Doors that clients have a clear understanding of their rights and responsibilities as they relate to the utilization of services provided. The rights and responsibilities listed below will be available for clients to review and will be explained to them upon request.

**Rights:** Each client utilizing services at Open Doors has the right to:

1. Be treated with dignity and respect
2. Have freedom from discrimination
3. Be assured of confidentiality of information and privacy for both current and closed records
4. Be made aware of reasons for denial of services or exclusion from the program. In the case of involuntary termination, the client will be made aware of criteria for re-admission. Reasons may include, but are not limited to, the potential for harm or acts of violence toward self, other clients or staff.
5. Present their grievances about inadequacies or inequities in the program and/or services provided
6. Be given information abut grievance or complaint procedures

**Responsibilities:** Each client utilizing services at Open Doors must:

1. Treat staff with dignity and respect
2. Complete and sign appropriate paperwork for the services they receive
3. Follow the outlined rules of conduct for the services they receive. (Client may request a copy of these rules from the agency personnel providing services.)
4. Refrain from bringing firearms or knives into Open Doors facility or any sponsored activity
5. Comply with the Utah Clean Air Act (No smoking in the building)

**Fair Hearing Statement:** If you believe you have been discriminated against, or if you disagree with any action, person, service, or decision of this agency, you have the right to request an agency conference. This is a meeting, either by telephone or in person, with agency personnel and their supervisor. This conference must be requested within one week (7 days) of the incident. Every effort will be made at this meeting to remedy your disagreement, or to explain the agency policy to your satisfaction.

If you are not satisfied with the results of the agency conference, you have the right to appeal to a grievance committee, which will be composed of three members of the Executive Staff, including the Executive Director. Your appeal to the grievance committee must be made in writing within 2 weeks (14 days) of the original agency conference.

**Eligibility for Services:** Eligibility for services at Open Doors is determined by a variety of factors. These factors vary depending on the services requested, including but not limited to, availability, admission criteria, funding etc. If you’ve been informed that you are not eligible for services, you have the right to appeal the decision at a fair hearing. You also have this right if such services are stopped, or if they are not made available to you with reasonable promptness. This agency has posted the Fair Hearing Statement.

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