



Service Recipient Rights & Responsibilities

In order to ensure the best possible service to you, Catholic Charities of the Diocese of La Crosse provides you the following outline of your rights and responsibilities.

Your Rights...

- To be welcomed as Christ
- To be treated with respect and dignity, free from any abuse or neglect
- To be informed of the service recipient's rights and responsibilities
- To confidentiality
- To be free from service discrimination in accordance with our Civil Rights Compliance Plan
- To prompt and adequate service
- To participate in decisions regarding the services provided to you
- To have your family or legal guardian participate in decisions regarding the services provided to you, as appropriate
- To refuse any service or treatment unless mandated by law or court order and to be educated about the consequences for such refusal
- To file a grievance in accordance with CCDL's grievance procedure
- To terminate services at any time
- To request a review of your case record
- To be informed about and choose or refuse to participate in any research or experimental services
- To be informed in writing of the cost (if any) of services provided to you

Your Responsibilities...

- To conduct yourself appropriately in order to ensure effective service
- To demonstrate appropriate social conduct in order to ensure a welcoming and safe environment
- To participate and follow through with the recommendations in your service plan
- To interact with service providers in a respectful manner
- To promptly pay for any services you receive for which there is a fee
- To provide all relevant information required for service delivery
- To participate in service decisions

Persons accessing services of Catholic Charities of the Diocese of La Crosse will not be denied, suspended or terminated from services or have services reduced for exercising their rights.

Most of our services are available during regular business hours or by special appointment. See program staff for specific details regarding availability.