

Travis County HHS/VS Procedure Manual

Procedure Number	HHSVS PR3
Procedure Title	Client and Participant Rights and Informed Consent
Key Words	Informed Consent, Client, Participants
Related County Policy	NA
Submitted by	Travis County HHS&VS Procedures Committee (Corie Cormie, Laura Sovine, Christinia Kuehn, Jane Prince-Maclean, Stacy Landry)
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Responsible Party	HHS&VS Department Staff

Client and Participant Rights

All HHS&VS clients and participants in programs and activities provided by HHS&VS have the right to:

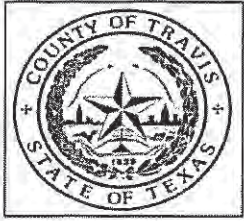
- Be treated with respect and dignity;
- A professional relationship with HHS&VS staff with clearly defined roles
- Be provided services, financial assistance and intervention without regard to age, creed, color, disability, gender, marital status, national origin, race, religion, sex, or sexual orientation.
- Be provided services in a manner that respects their culture and is delivered in their preferred communication language or method whenever possible.
- Be provided accessible person centered services with respect and care honoring their strengths and differences.
- Be informed participation is voluntary.
- Be informed of their rights and responsibilities as clients.
- Be given access to their client files and documents regarding their services at HHS&VS when requested.
- Be informed of the program grievance process before program participation, including specific information about with whom and how to initiate a grievance.

Informed Consent

Informed consent means that individuals agree to participate after having a full understanding of the risks and benefits of participation. Written documentation of informed consent is required for all HHS&VS programs that serve clients. Clients are program participants who are seeking services, financial assistance or intervention from the Department. Individuals who participate in community forums, trainings and other community development activities are considered participants rather than clients.

All HHS&VS clients shall have their rights provided to them in writing. These rights shall be explained to them in a manner they can understand. This understanding will be documented with the client's signature.

Sherril E. Fleming



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This document must include all the rights for HHS&VS clients and participants listed above as well as the following informed consent rights:

- Be informed of what participation will involve and the risks of participation including transportation and any legal implications in participation.
- Be informed of any consequences to not participating.
- Be informed of their responsibilities in participation and what would result in termination of their services, financial assistance or intervention.
- Be provided with how the information shared with HHS&VS will be used and the limits of confidentiality including data shared for research, reports, the media and any other uses.

ACKNOWLEDGEMENT STATEMENT

I have read and understand the above procedure and agree to abide by it. I understand that failure to follow Department Procedure may lead to disciplinary action up to and including termination of employment.

Employee Signature

Date