

Community Center for the Deaf and Hard of Hearing



CLIENT RIGHTS

As a client of CCDHH at Cleveland Hearing & Speech Center, you have the right:

1. To be treated with respect.
2. To use services if you are eligible and they are available.
3. To choose your goals.
4. To have a copy of your plan and the right to have help to understand it.
5. To be involved in planning yourself.
6. To know how long you will receive services and when the services will end
7. To refuse services.
8. To privacy.
9. To know what information about you will be kept and where it will be kept.
10. To see your client file/record.
11. To receive cancellation or changed appointment or workshop within 24 hours.
12. To have an appointment or workshop start on time.
13. To ask for another decision and/or make a complaint about your services.
14. To be safe from being hurt by our staff and our clients. This includes somebody taking your money, making fun of you, threatening you, hitting you or touching you when you don't want to be touched.
15. To services that respect your beliefs, gender identity, sexuality, religion, and culture.

I have read and agree to the above Client Rights:

Signature

Date