



## West Michigan Partnership for Children Client Rights and Responsibilities

West Michigan Partnership for Children (WMPC) strives to provide the best possible professional service to you in an atmosphere that is positive and encouraging.

Individuals receiving services at WMPC or through a network partner have a right to:

### *Access to Services*

WMPC's general office hours are Monday through Friday 8:30 am to 5:00 pm. Staff are available by appointment, by phone, and through electronic communication.

Arrangements can be made to meet outside of these hours on a as needed basis and as mutually agreed.

### *Fair and Equitable Treatment*

The right to fair and equitable treatment including:

- The right to receive non-coercive services in a non-discriminatory manner that promotes self-determination. WMPC does not discriminate on the basis of race, culture, ethnicity, religion, national origin, age, gender, sexual identity/orientation, height, weight, marital status, veteran status, socio-economic status, disability or other legally protected characteristics as required by law.
- Consistent enforcement of program rules and expectations.
- The right to receive services that are respectful of and responsive to cultural and linguistic differences.

### *Access to Case Information*

The right to review one's case record information and add information pertaining to their case.

### *Reasonable Accommodations\**

- Accommodations to ensure written and oral communication needs are met through provision of bilingual personnel, translators or communication technology at no cost.
- The right to receive services in a barrier free location in accordance with the law.
- Assistance as needed to fully understand service goals and to

participate fully (as a minor receiving services and as a parent of a minor receiving services) in service planning.

### *Consent to Treatment*

- Provide consent for treatment unless services are court-ordered.
- The right to refuse treatment or medication, unless those rights have been limited by law or court order, and when that is the case, to be informed of the consequences of such refusal.

### *Fees*

The right to receive a schedule of all fees and/or estimated or actual expenses prior to starting in services.

### *Confidentiality*

The right to protection of private and confidential information, except when WMPC is legally or ethically required to release such information. This includes situations covered by Mandated Reporting requirements (abuse/neglect), Duty to Warn (threatened harm to self or others) and Federally Mandated Health reporting (positive communicable disease and high lead levels).

### *Grievance*

The right to file a grievance and to be informed of and helped to understand the steps to file a grievance. See Grievance Policy for more information.

Individuals receiving services at WMPC or through a network partner are expected to:

1. Provide written consent of parent/guardian for a voluntary minor child's participation in agency services.
2. Provide relevant information as a basis for receiving services and participating in service decisions.
3. Be respectful of WMPC and network staff, foster parents and volunteers, as well as the property of others.
4. Avoid behaviors that are determined to be dangerous or harmful to themselves or others. Individuals that are physically violent and/or refuse to follow program guidelines may be excluded from services at WMPC or network partners.

WMPC accommodates oral and written communication and language needs, as well as the visual, auditory, linguistic, and motor abilities of persons served. Translation services are provided through:

Bromberg & Associates – (855) 221-9700 –

[www.brombergtranslations.com](http://www.brombergtranslations.com)

Linguistica International – (866) 908-5744 –

[www.linguisticainternational.com](http://www.linguisticainternational.com)

For ASL Translation services, the following resources are available in the state of Michigan:

Deaf Community advocacy Network – DEAF C.A.N.! – [www.deafcan.org](http://www.deafcan.org)

Sign Language Services of Michigan – 586-778-4188

Michigan Online interpreter Systems –

<https://w2.lara.state.mi.us/interpreter/>



## West Michigan Partnership for Children Client Rights and Responsibilities

WMPC accommodates oral and written communication and language needs, as well as the visual, auditory, linguistic, and motor abilities of persons served. Translation services are provided through:

Bromberg & Associates – (855) 221-9700 –

[www.brombergtranslations.com](http://www.brombergtranslations.com)

Linguistica International – (866) 908-5744 –

[www.linguisticainternational.com](http://www.linguisticainternational.com)

For ASL Translation services, the following resources are available in the state of Michigan:

Deaf Community advocacy Network – DEAF C.A.N.! –

[www.deafcan.org](http://www.deafcan.org)

Sign Language Services of Michigan – 586-778-4188

Michigan Online interpreter Systems –

<https://w2.lara.state.mi.us/interpreter/>



## West Michigan Partnership for Children Client Rights and Responsibilities

WMPC accommodates oral and written communication and language needs, as well as the visual, auditory, linguistic, and motor abilities of persons served. Translation services are provided through:

Bromberg & Associates – (855) 221-9700 –

[www.brombergtranslations.com](http://www.brombergtranslations.com)

Linguistica International – (866) 908-5744 –

[www.linguisticainternational.com](http://www.linguisticainternational.com)

For ASL Translation services, the following resources are available in the state of Michigan:

Deaf Community advocacy Network – DEAF C.A.N.! –

[www.deafcan.org](http://www.deafcan.org)

Sign Language Services of Michigan – 586-778-4188

Michigan Online interpreter Systems –

<https://w2.lara.state.mi.us/interpreter/>