

Client Rights

When you receive services from the Sheboygan County Health and Human Services Department, you have the following rights under state and federal law...

Personal & Treatment Rights

You have the right to be treated with dignity and respect and free from any verbal, physical, emotional or sexual abuse.

You have the right to have staff make fair and reasonable decisions about your services.

You may not be treated unfairly because of your race, national origin, sex, age, religion, disability or sexual orientation.

You have the right to receive prompt and adequate services appropriate for you.

You must be allowed to participate in the planning of your services.

You must be informed about your services, treatment and care, including possible side effects.

No services, treatment or care may be given to you without your written, informed consent unless needed in an emergency to prevent serious harm to you or others, or ordered by a court.

Unless ordered by a court, you have the right to withdraw your consent for services in writing at any time.

For treatment with medications, you may not be given unnecessary or excessive medication.

You must be informed in writing of any costs of your services, treatment or care, which you or a family member may have to pay.

You must be treated in the least restrictive manner and settings necessary to achieve the purposes of your plan within the limits of available funds.

Record Privacy & Access

Your treatment information must be kept confidential unless the law or court order permits disclosure.

Your records may not be released without your informed, written consent unless the law allows for it.

Consent for the release of records may be withdrawn by you in writing at any time, except in the case of any records already released based on your permission.

You may ask to see your records. Staff may limit how much you may see while you are receiving services. You must be informed of the reasons for any limits and may challenge those reasons through a grievance process.

After discharge, you may see your entire record, with information about other persons (if any) removed, if you ask to do so.

You may challenge the accuracy of your records. If staff will not change your records, you may file a grievance or put your own version of events in your record.

Information about confidentiality laws and rules is available on request.

Grievance Procedure & Right of Access to the Courts

Before services begin, you must be informed of your rights and how to use the grievance process if you feel your rights have been violated. A copy of the Department's grievance procedure is available upon request.

You may not be threatened or penalized in any way for presenting your concerns informally by talking with staff or by filing a grievance.

You may instead of filing a grievance, at the end of the grievance process, or at any time during it, choose to take the matter to court to sue for damages or other court relief.

Grievance Resolution Stages

1. Informal Discussion

- You are encouraged in all instances to talk with staff about any concerns you have, including:
- The social worker, case manager, nurse, or other staff member working with you,
- The staff member's supervisor,
- The program area manager.

2. Formal Grievance

- If you want to file a formal grievance, you should do so within 45 days of becoming aware of a problem. The program area manager, for good cause, may grant an extension beyond 45 days.
- A Client rights Specialist (CRS) will investigate and attempt to resolve your grievance.
- Unless the grievance is resolved informally, the CRS will write a report within 30 days from the date you filed the grievance. You will get a copy of the report.

- If the program area manager and you agree with the CRS's report, the recommendations shall be put into effect within an agreed upon time frame.
- You may file as many grievances as you want. However, the CRS will usually only work on one at a time. The CRS may ask you to rank them in order of importance.

3. Program Area Manager's Decision

- If the grievance is not resolved by the CRS's report, the program area manager or their designee will prepare a written decision within 10 days of receiving the CRS's report.

4. County Director Review

- You may appeal the program manager's decision to the Health and Human Services Director. You must do so within 14 days of the day that you receive the program manager's decision. You may ask the program manager to forward your grievance or you may send it yourself.
- The Director must issue his or her written decision within 30 days after your request this appeal.

5. State Level Review

- If you are dissatisfied with the decision of the director, you may appeal it to a State examiner. You must do so within 14 days of receiving the Director's decision.
- Staff may assist you with filing an appeal or provide you with information on how to file an appeal yourself if you prefer.

Sheboygan County is dedicated to providing friendly and courteous service to the public and wants your rights to be protected.

**SHEBOYGAN COUNTY
HEALTH & HUMAN
SERVICES**

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WISCONSIN

**HEALTH &
HUMAN
SERVICES**

**PROCEDURES ON
CLIENT RIGHTS
AND
GRIEVANCES**

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