



### Participant Rights & Responsibilities

**All NMCS programs and staff shall recognize and respect the rights of our program participants**  
Our mission is to empower youth, adults and families in our diverse community to achieve well-being, growth and success, and we envision a strong community with opportunities for all. We have been serving the community since 1972, and our daily work is guided by our values of cultural humility and equity, integrity, excellence, collaboration and teamwork, and fostering a learning environment. Thank you for choosing North Marin Community Services. We ask that participants read the following rights and responsibilities, and sign below. Please let staff know if you have any questions. Thank you.

#### **Participant Rights**

You have the right to:

- Respect & Non-Discrimination - Be treated with dignity and receive services free from discrimination, harassment, intimidation, or coercion.
- Information About Services - Be informed of your rights, program fees (if any), available services, and the ability to refuse services unless otherwise required by law.
- Participation in Your Care - Help create and review your service plan, choose available services, and request changes in services or providers.
- Privacy & Confidentiality - Have your Protected Health Information (PHI) kept confidential as required by HIPAA, the California Confidentiality of Medical Information Act (CMIA), and other applicable laws. Information may be released without your consent only when required or permitted by law—for example:
  - Medical emergencies
  - Suspected child, elder, or dependent-adult abuse
  - Risk of serious harm to self or others
  - Court orders
  - Mandated public-health or safety reporting
- Access to Your Records - Request to inspect or receive a copy of your records, add comments to your record, or request corrections as permitted by law.
- Freedom to Report Concerns - File a complaint or grievance without retaliation. All grievances are reviewed promptly and fairly.

#### **Participant Responsibilities**

To ensure effective and safe services, you agree to:

- **Provide Accurate Information** - Share truthful and complete information relevant to your health, safety, and services, and tell staff about changes that could affect your care.
- **Respectful Conduct** - Treat staff, volunteers, visitors, and participants respectfully.

NMCS may suspend or terminate services for behavior including:

- Verbal or physical threats
- Harassment or intimidation
- Aggression, violence, or destruction of property
- Substance use and/or abuse
- Possessing weapons on NMCS property (as permitted by law)
- Defamation (spreading false statements that harm another's reputation)



### Participant Rights & Responsibilities

**All NMCS programs and staff shall recognize and respect the rights of our program participants**

- Active Participation - Attend scheduled appointments on time, follow attendance and cancellation policies, and participate in agreed-upon services and goals.
- Financial Responsibility - Pay fees as agreed and cooperate with billing, insurance, or third-party payer processes when applicable.
- Compliance With Law & Safety Requirements - Understand that NMCS staff are mandated reporters and must act to protect safety when required by law.

---

#### **Confidentiality & Privacy (Summary)**

NMCS protects your information according to **HIPAA, CMIA**, and other California laws. Your information may only be used or disclosed for:

- Treatment, payment, and necessary operations
- Situations required or allowed by law
- Safety concerns
- Quality assurance and regulatory review

You may request copies of your records and learn who has accessed them as permitted by state and federal law.

---

#### **Grievances**

If you have a concern:

1. Speak first with your NMCS provider. If you are the recipient of government funded services through NMCS, other grievance processes may apply.
2. If unresolved, submit a grievance at [northmarincs.org/contact-us/](http://northmarincs.org/contact-us/), email [leadership@northmarincs.org](mailto:leadership@northmarincs.org), or call (415) 892-1643 ext. 228. There is no retaliation for filing a complaint.

---

#### **Acknowledgment**

I have received and understand the above rights and responsibilities.

---

Name (printed)

---

Name (signed)

---

Date

IF UNDER 18 YEARS OF AGE – PARENT SIGNATURE REQUIRED (in addition to youth signature, above)

---

Parent/Guardian name (signed)

---

Parent/Guardian name (printed)

---

Date



Participant Rights & Responsibilities

All NMCS programs and staff shall recognize and respect the rights of our program participants

.....