

## CHR wants to know how we can improve our services.

CHR works to provide high quality behavioral healthcare that meets the needs of the children and families who seek our services. We are committed to clinical excellence and exceptional customer service. CHR strives to work with individuals in a trauma informed, gender responsive way and to help resolve concerns with courtesy, privacy and respect.

### There are different types of concerns:

- Concerns regarding services
- Concerns regarding staff
- Concerns regarding a site
- Difficulty accessing services or long wait times



## RESOLUTIONS:

We encourage you to resolve your concerns.

-  Talk directly with a trusted staff member most closely related to your treatment.
-  If you need further assistance, ask to speak with a supervisor.
-  If you haven't been able to resolve your concern, ask to speak with a more senior manager.
-  If you feel your concerns have still not been resolved, you may ask to speak with the Client's Rights Officer. Any of our staff may direct you to the Client's Rights Officer at their site.

**For information or to learn more about CHR please visit:**  
[www.chrhealth.org](http://www.chrhealth.org).



## CHR Child & Family Services

### Rights and Responsibilities & Addressing Your Concerns



## Convenient Locations

### BLOOMFIELD

693 BLOOMFIELD AVENUE -  
SUITE 101  
BLOOMFIELD • CT 06002

### DANIELSON

71 WESTCOTT ROAD  
DANIELSON • CT 06239

### EAST HARTFORD

474 SCHOOL STREET  
EAST HARTFORD • CT 06108

### ENFIELD

153 HAZARD AVENUE  
ENFIELD • CT 06082

### ENFIELD - NEW DIRECTIONS

113 ELM STREET -  
SUITE 204  
ENFIELD • CT 06082

### HARTFORD

999 ASYLUM AVENUE -  
SUITE 502  
HARTFORD • CT 06105

**HARTFORD-  
CHARTER OAK  
HEALTH CENTER**  
21 GRAND STREET  
HARTFORD • CT 06106

**MANCHESTER -  
THE CENTER FOR  
HEALTH & WELLNESS**  
444 CENTER STREET  
MANCHESTER • CT 06040

### MIDDLETOWN

955 SOUTH MAIN STREET  
MIDDLETOWN • CT 06457

### NORWICH

55 MAIN STREET -  
SUITE 410  
NORWICH • CT 06360

### PUTNAM

391 POMFRET STREET  
PUTNAM • CT 06260

### WILLIMANTIC - CHR OUTPATIENT

1310 MAIN STREET  
WILLIMANTIC • CT 06226

**WILLIMANTIC**  
1491 WEST MAIN STREET  
WILLIMANTIC • CT 06226

## YOUR RIGHTS

- Confidentiality.
- Privacy.
- Treatment with respect and dignity.
- Request your medical record.
- Participate in your treatment planning and have treatment options fully explained.
- Refuse treatment.
- Appropriate treatment.
- Freedom from sexual harassment or abuse.
- Not be discriminated against due to race, gender, sexual orientation, gender expression, physical appearance, religion, physical or psychiatric disability.
- Examine the agency's policies and procedures.
- Make your treatment wishes known in advance.
- Be informed of the qualification of your assigned provider(s).
- File a formal grievance or safety concern without fear.
- Refuse to be a research subject.

## YOUR RESPONSIBILITIES

- Actively participate in treatment.
- Treat staff, clients and others with respect and courtesy.
- Treat agency property with respect.
- Cancel appointments with at least 24 hours notice.
- Pay all fees at the time of visits.
- Follow through on agency grievance procedures.
- Resolve conflicts with non-aggressive, non-violent means
- There is no smoking allowed in any CHR facility or on the CHR grounds.

We are a Trauma Informed and Gender Responsive System that Promotes Principles of:

