

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.



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

77 HARTLAND STREET -
SUITE 415
EAST HARTFORD • CT 06108

ENFIELD

153 HAZARD AVENUE
ENFIELD • CT 06082

HARTFORD

999 ASYLUM AVENUE -
SUITE 502
HARTFORD • CT 06105

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

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:

