

Client Rights and Responsibilities

Client Rights

- You have the right to professional quality service.
- You have the right to ethical and moral service.
- You have the right to participate in the development of any personalized service plan and to refuse any services.
- You have the conditional right to review your record. A letter to the Executive Director initiates this. You will not be permitted to review information provided by other sources without their written consent. The laws of the Commonwealth of Virginia may supersede this policy.
- You are protected by professional laws, rules of ethics and confidentiality. No information about services you have received will be released to anyone without your knowledge, unless mandated by law.
- You have the right to air any grievances as outlined in our Grievance Procedure.
- You have a right to an explanation of America World program fees and you will receive a copy of the final, signed agreement stating these fees.
- You have the right to receive information on our current program fee and a list of other estimated expenses.
- Pursuant to Hague Standard 96.39(b) you have the right to request the following America World data from the past 3 calendar years (1) the number of adoption placements per year, and the number and percentage of placements that remain intact, are disrupted or have dissolved; (2) the number of applicants each year; and (3) the number of children eligible for adoption and awaiting an adoptive placement, when applicable.

Client Responsibilities

- It is the client's responsibility to know the payment schedule and make listed payments on time and in full unless given permission to pay fees on an individual payment schedule.
- If the client is unable to make a payment in full or on time, for whatever reason, it is the client's responsibility to contact America World, before the payment is due, in order to seek permission to set up an individual payment schedule.
- It is the client's responsibility to request a grievance form and file an official grievance if any situation, directly related to America World's service, displeases the client.
- It is the client's responsibility to treat all America World staff with respect and professionalism in all forms of communication including, but not limited to, phone conversations, e-mails, and face-to-face meetings.

- If the client feels an America World staff member is not treating him or her with respect and professionalism, it is the client’s responsibility to file an official grievance report so that, if it is appropriate, the proper authorities can evaluate the situation, come up with a solution, and administer restitution.
- It is the client’s responsibility to be honest and upfront about all topics brought up in the application process, home study process and international paperwork process. If, at any point in the adoption process from application to final post-placement report, any important changes happen within the immediate family, it is the client’s responsibility to immediately inform America World of these changes. Examples of “important” immediate family changes include; births, pregnancies, deaths, new household members, loss of job, substantial changes in income, marriages, divorces, separations, moves and life-threatening illnesses or injuries.
- It is the client’s responsibility, with the assistance of their family coordinator and America World’s instruction paperwork, to put together all the required documents for the foreign government to review and to mail the completed set of documents to America World.
- It is the client’s responsibility to inform their Family Coordinator of any problems with their adoption. This includes, but is not limited to USCIS, Home Study and Dossier document problems.
- It is the client’s responsibility to complete the home study, post placement and USCIS requirements.
- It is the client’s responsibility to choose which country they prefer to adopt from and to accept or reject the final referral based upon the information given to them.
- Normal office hours are 9am to 5pm, Monday through Friday. It is the client’s responsibility to check the website, mailings and their e-mail accounts to find out about recent updates, office closings, and important upcoming events.
- It is the client’s responsibility to be financially, emotionally, mentally, spiritually and physically prepared to love and raise a child (or children) from a foreign country.

I have read and understand the above rights and responsibilities. I further understand that if our family fails to meet any of the above responsibilities, America World reserves the right to discontinue services to my family.

Family Name _____
 Please print your names

Adoptive Father _____ Date _____

Adoptive Mother _____ Date _____