



Title: Client Rights		
Chapter: 1- Quality Business Standards	Section: 1 – Leadership & Integrity	Number: 1.1.10
Effective Date: 6/1/24	Revision Date(s):	
Approved By: Alicia Boreman, LPCC-S		
Applies To: ALL		
Rule/Accreditation Reference: CARF E.1; OAC 5122-26-18		

Purpose:

To ensure that all clients served by Unity Behavioral Health (Unity), are informed of all rights afforded to them under laws, regulations, etc., and that clients are supported appropriately in understanding and maintaining their rights.

Policy:

At Unity, we are committed to upholding the rights and dignity of our clients. We recognize that individuals seeking behavioral health services deserve to be treated with respect, compassion and fairness. Therefore, we adhere to the following principles to safeguard our clients' rights.

Procedure:

- Unity personnel will explain and maintain documentation of explanation of client rights to each client served prior to the beginning of service delivery or at the initiation of service delivery – the assessment and/or orientation process and annually thereafter.
 - In a crisis situation, or when the client does not present for services in person, personnel may verbally advise the client of at least the immediately pertinent rights only, such as the right to consent to or to refuse the offered treatment and the consequences of that agreement or refusal. Full verbal explanation of the client rights policy shall be provided at the first subsequent meeting.
 - Explanation of rights shall be provided in a manner appropriate for the client's understanding
- Client Rights are available at all times for clients for review and clarification (electronically via email, downloadable via the website, in paper form at Unity facilities)
- All Unity personnel are required to follow the client rights policy and client grievance procedure. Documentation that they received a copy of these policies and agree to abide by them will be housed in their personnel file.

Client Rights:

- Right to Participation – We believe in the importance of client participation in their treatment process. Clients have the following rights:
 - The right to participate in any appropriate and available service that is consistent with their treatment plan (Individual treatment plan [ITP] or person-centered plan [PCP]), regardless of the refusal of any other service, unless that service is a necessity for clear treatment reasons and requires the person's participation.
 - The right to participate in the development, review and revision of one's own treatment plan (ITP or PCP) and receive a copy of it.
- Right to receive services in the least restrictive, feasible environment.
- Right to Dignity and Respect – We promote an environment that values diversity and honors the inherent worth and dignity of each individual.

- Clients have the right to be treated with consideration and respect for personal dignity, autonomy and privacy.
- Right to Safety – We prioritize the safety and well-being of our clients. In regards to safety, clients have the following:
 - The right to reasonable protection and freedom from physical, sexual, or emotional abuse, neglect, financial or other exploitation, humiliation, retaliation and inhumane treatment.
 - The right to freedom from unnecessary or excessive medication, and to be free from restraint or seclusion unless there is immediate risk of physical harm to self or others.
- Right to Informed Consent – We believe in the importance of informed decision-making. Clients have the right to be fully informed about the nature of their treatment, including potential risks, benefits, and alternatives. Clients have the right to informed consent, refusal, expression of choice and withdrawal of consent for the following:
 - Any service, treatment, or therapy, including medication absent an emergency.
 - Any releases of information.
 - Observation by others and by techniques such as one-way vision mirrors, tape recorders, video recorders, television, movies, photographs or other audio and visual technology, and involvement in research projects (as applicable). This right does not prohibit an agency from using closed-circuit monitoring to observe seclusion rooms or common areas, which does not include bathrooms or sleeping areas
 - Right to adherence to research guidelines and ethics when clients are involved, if applicable
 - Composition of personnel on service delivery and/or treatment team
 - Concurrent services
- Right to Confidentiality – We respect the privacy of our clients and ensure the confidentiality of their personal information and treatment records in accordance with applicable laws and ethical standards.
 - Clients have the right to confidentiality of communications and personal identifying information within the limitations and requirements for disclosure of client information under state and federal laws and regulations.
- Right to Access and/or Referral – We strive to ensure that our services are accessible to all individuals and that they have access to information appropriate for treatment and care. Clients have the following:
 - The right not to be discriminated against for receiving services on the basis of race, ethnicity, age, color, religion, gender, national origin, sexual orientation, gender identity, physical or mental handicap, developmental disability, genetic information, human immunodeficiency virus (HIV/AIDS) status, or in any manner prohibited by local, state or federal laws.
 - The right to have access to pertinent information to the client, in sufficient time to facilitate decision making associated with immediate, pending and potential future treatment needs (such as complaints/grievances, referrals, etc.). In these instances, information (separate from actual record documents) may only be immediately available verbally with access to some written resources.
 - The right to have access to one’s own client record unless access to certain information is restricted for clear treatment reasons. If access is restricted, the treatment plan shall include the reason for the restriction, a goal to remove the restriction, and the treatment being offered to remove the restriction.
 - The right to access or referral to legal entities for appropriate representation

- The right to access or referral to self-help support services
- The right to access or referral to advocacy support services
- Right to Information and Communication – We believe that treatment is a collaborative process where information is shared, and communication is open and active. Clients have the following:
 - The right to be informed and the right to refuse any unusual or hazardous treatment procedures.
 - The right to be advised and the right to refuse observation by others and by techniques such as one-way vision mirrors, tape recorders, video recorders, television, movies, photographs or other audio and visual technology. This right does not prohibit an agency from using closed-circuit monitoring to observe seclusion rooms or common areas, which does not include bathrooms or sleeping areas
 - The right to be informed in a reasonable amount of time in advance of the reason for terminating participation in a service, and to be provided a referral, unless the service is unavailable or not necessary
 - The right to be informed of the reason for denial of a service
 - The right to know the cost of services
 - The right to be verbally informed of all client rights, and to receive a written copy upon request
 - The right to be informed of one's own condition
- Right to Inquiry & Voice: We encourage feedback from our clients regardless of content and seek to find resolutions to any issues related to their care. Clients can expect this feedback to be openly accepted without fear of retaliation. Clients have the following:
 - The right to investigation and resolution of alleged infringement of rights
 - The right to exercise one's own rights without retaliation and/or reprisal (except that no right extends so far as to supersede health and safety concerns)
 - The right to file a grievance
 - The right to have oral and written instructions concerning the procedure for filing a grievance, and to assistance in filing a grievance if requested
 - The right to consult with an independent treatment specialist or legal counsel at one's own expense
 - Other legal rights

Accompanying Documents:

- *Client Rights – Public*

Associated Documents:

- *Personnel Handbook*
- *Client Handbook*