

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. Regarding safety, clients have the following:
  - The right to reasonable protection from physical, sexual or emotional abuse, neglect, 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 as well as the following:
  - The right to give informed consent to or to refuse any service, treatment, or therapy, including medication absent an emergency.
  - 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
- 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 – 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.

Effective Date: 6/1/24	Applies To: Clients & Personnel
Rule/Accreditation Ref: CARF 1.E; OAC 5122-26-18	Policy/Procedure Ref: 1.1.10 – Client Rights

- 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.
- 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 exercise one’s own rights without 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

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