

## CLIENT RIGHTS

Each Client will sign Client rights and responsibilities form acknowledging receipt and understanding of the following:

- a. Is admitted to treatment without regard to race, color, creed, national origin, religion, sex, gender identification, sexual orientation, marital status, age or disability.
- b. Is reasonably accommodated in the event of sensory or physical disability, limited ability to communicate, limited English proficiency, and cultural differences.
- c. Is treated in a manner sensitive to the individual needs such as: age, gender, social preference, cultural orientation, psychological characteristics, sexual preference, physical situation and spiritual beliefs.
- d. Is treated in a manner that promotes dignity and self-respect such as, adequate space to accommodate the need for privacy during visits and therapeutic sessions, drug screen collection, etc.
- e. To receive services free from retaliation, humiliation, and/or neglect.
- f. Is involved in all aspects of their individual plans, including, but not limited to, treatment planning, transition planning, treatment termination, medication changes, etc.
- g. Is protected from unwarranted invasion of privacy except that facility staff may ask direct questions and request to search items brought into the facility to detect and prevent possession or use of contraband, weapons and unapproved drugs on facility premises.
- h. Has the right to refuse participation in any experimental or investigative research, data or other demonstration projects without written and informed consent.
- i. To have all clinical and personal information treated in accordance with federal and state confidentiality laws, regulations and guidelines, and as contained in these Policies and Procedures.
- j. Has the opportunity to review his / her own Client treatment records in the presence of the Program Director or designee.
- k. Has the opportunity to know the identification and professional status of staff persons providing services and have primary clinical contact with a same gender counselor, if requested, and a same gender counselor is available.
- l. Is fully informed regarding fees charged for treatment services and methods of payment options available, to include applicable administrative fees such as fees for copying records, etc.
- m. Is allowed necessary communication:
  - i. With an attorney
  - ii. Other persons of choice in an emergency situation
- n. Is protected from abuse by staff at all times and from other Clients who are on facility premises, including:
  - i. Sexual abuse or harassment
  - ii. Sexual or financial exploitation

- iii. Racism or racial/ethnic harassment
- iv. Psychological abuse
- v. Physical abuse or punishment
- o. Receives a copy of the Client complaint and grievance procedures upon request. Complaint and grievance procedures will be prominently displayed and posted in designated facility Client gathering and waiting areas.
- p. Is entitled to the following in the event of a non-emergency facility closure:
  - i. Thirty-day advance notice
  - ii. Assistance with relocation
  - iii. Advisements of how to access records to which the Client is entitled
- q. Is entitled to all the following:
  - i. Services in accordance with standards of professional practice
  - ii. Services appropriate to individual needs
  - iii. Services designed to afford an assisted and reasonable opportunity to realize and attain individualized treatment goals and objectives
- r. Will be informed of the following:
  - i. General nature of the treatment proposed and available
  - ii. Known effects of receiving and of not receiving the treatment
  - iii. Availability of alternative treatments, if any
- s. Is made aware of the informed consent (form #1001) or refusal or expression of choice regarding concurrent services, when and if applicable.
- t. Will be given the opportunity to have any restrictions on their rights or privileges that have been lost while in treatment (e.g. due to rule violation, etc.) re-evaluated by staff, in order to assess how lost rights or privileges may be regained.
- u. Not be deprived of any constitutional, civil and/or legal rights solely because of receiving services from the facility.
- v. Expect privacy while at The Willow Center and confidentiality of all information and records regarding care, including HIV/AIDS status.
- w. Not be required to perform services for this facility.
- x. Is entitled to the individual rights that would be in addition to these rights and afforded by the various state and local jurisdictions where the facility is located.

Recipients of The Willow Center shall not be denied, suspended or terminated from services or have services reduced for exercising their rights, or expressing a grievance. Justification for any restriction of your individual rights shall be documented in your individual record.