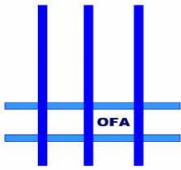


*OPPORTUNITIES FOR ALL, INC*

## **CLIENT RIGHTS**

The client is informed at admission and annually of:

- a. Confidentiality of all personal and treatment related information.
- b. The right to privacy, security, and respect of property.
- c. The right for protection from abuse, neglect, retaliation, humiliation, exploitation.
- d. The right to have access to, review, and obtain copies of pertinent information needed to make decision regarding treatment in a timely manner.
- e. The rights to informed consent or refusal or expression of choice regarding participation in all aspects of care/services and planning of care/services to the extent permitted by law including: 1) Service delivery, 2) Release of Information, 3) Concurrent services, 4) Composition of the service team.
- f. The right to access or referral to legal entities for appropriate representation.
- g. The right to access to self-help and advocacy support services.
- h. The right to investigation and resolution of alleged infringements of rights.
- i. The right to provision of care in the least restrictive environment.
- j. The right to adequate and humane care.
- k. The right to evidence-based information about alternative treatments, medications, and modalities
- l. The cost of services that will be billed to his/her insurance(s) and/or self (verbally and in writing).
- m. The value or purpose of any technical procedure that will be performed, including the benefits, risks, and who will perform the task/procedure.



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- n. The right to protection from the behavioral disruptions of other person served.
- o. The right to 24-hour crisis intervention.
- p. The right to equal access to treatment for all persons in need regardless of race, ethnicity, gender, age, sexual orientation, or sources of payment.
- q. The right to a grievance procedure that includes the rights to: be informed of appeal procedures, initiate appeals, have access to the grievance procedures posted in a conspicuous place, receive a decision in writing, and appeal to an unbiased source.

If any restrictions are placed on a client's rights, the clinical supervisor will meet with the client to inform them of any and all restrictions and regularly evaluate the restrictions placed on the persons served through client interviews, case notes, staffing minutes, incident reports, and any formally filed grievance reports. Only clinical supervisors are able to make medical/clinical decisions that will place limits or return the restricted rights and privileges of the persons served.

## **CONSUMER RESPONSIBILITIES**

Because it is not possible to provide effective treatment without ongoing participation and input from clients, all clients and responsible parties are charged with certain responsibilities in order to participate in the program.

It is the duty of all staff to be aware of the responsibilities of the client, to educate and inform those in their care of these responsibilities, and to continually monitor and assist clients to be more compliant.

The administration will educate staff on all clients' responsibilities.

**IMPORTANT** - If at any time a client becomes non-compliant with treatment requirements, or otherwise fails to meet their responsibilities as a client, it is the responsibility of staff to report these issues to the Clinical Supervisor, Administrator, or Executive Director, as applicable, in order to address the problem as quickly as possible.