



Client Rights & Responsibilities

- Clients have the right to be treated with personal dignity and respect.
- Clients have the right to treatment and services that are considerate and respect their personal values and belief system.
- Clients have the right to personal privacy and confidentiality of information.
- Clients have the right to receive information about services, guidelines, fees, consequences of non-payment and client rights and responsibilities.
- Clients have the right to reasonable access to services, regardless of race, religion, national origin, gender, sexual preference, age, disability or veteran status.
- Clients have the right to participate in an informed way in the decision making process regarding their service planning, refuse service and be informed of the consequences of refusal.
- Clients have the right to discuss their service options with their providers regardless of cost or benefit coverage.
- Clients have the right for family members to participate in treatment or program planning. Clients have the right to individualized services, including:
 - Adequate and humane services regardless of the source(s) of financial support,
 - Provision of services within the least restrictive environment possible,
 - An individualized treatment or program plan, as appropriate to the service,
 - Periodic review of the treatment or program plan, and
 - An adequate number of competent, qualified, and experienced professional staff to supervise and carry out the treatment or program plan.
- Clients have the right to participate in the consideration of ethical issues that arise in the provision of services, including:
 - Resolving conflict,
 - Participating in public relations or marketing activities or media exposure, and
 - Participating in investigational studies or research.
- Clients have the right to designate a surrogate decision-maker if they are incapable of understanding a proposed service plan or are unable to communicate their wishes.
- Clients and their families have the right to be informed of their rights in a language (or with a communication device, such as telephone relay for the deaf) they understand.
- Clients have the right to voice complaints or appeals about the organization or their service provider.
- Clients have the right to make recommendations regarding the organization's rights and responsibilities policies.
- Clients have the right to be informed of rules and regulations concerning clients' conduct and to expect consistent enforcement of program rules and expectations.
- Clients have the responsibility to give their provider and the organization information needed in order to receive services.
- Clients have the responsibility to follow their agreed upon treatment or program plan and related instructions.
- Clients have the responsibility to participate, to the degree possible, in understanding their behavioral health, financial or other problems and developing with their service provider mutually agreed upon treatment or program goals.

Hours vary by Program. Clients will receive information regarding hours of operation.