

# **Client Rights & Responsibilities**

**SCOPE:** All clients enrolled in the agency's program(s).

**PURPOSE:** To assure that all clients understand their rights and responsibilities and all staff understand and treat each client with the proper respect.

**POLICY:** To ensure the process that a client will be an active, informed participant in his/her plan of care, the client will be empowered with certain rights and responsibilities as described in the Client Rights and Responsibilities. A client may designate someone to act as his/her client representative. This representative, on behalf of the client may exercise any of the rights provided by the policies and procedures established by the agency.

All policies are available at all times to the agency personnel, clients and representatives as well as other organizations and the interested public to assist with fully understanding the client's rights and responsibilities.

## **PROCEDURE:**

1. Before or upon admission, the staff will provide each client and/or their representative with a copy of the Client Rights and Responsibilities.
2. The Client Rights and Responsibilities will be explained and distributed to the client prior to the initiation of agency services and annually. This explanation will be in a language he/she can reasonably understand. Communication of these rights and responsibilities can occur through:
  - a) Verbal
  - b) Written
  - c) For non-english speakers, all related information will be translated

## **CLIENT RIGHTS**

The client is informed at admission and annually of:

- a. Confidentiality of all personal and service 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 services 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 services, 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 right to protection from the behavioral disruptions of other persons served.
- n. The right to 24-hour crisis intervention.
- o. The right to equal access to services for all persons in need regardless of race, ethnicity, gender, age, sexual orientation, or sources of payment.
- p. 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.
- q. The individual/legally responsible person has the right to consent to, or refuse any treatment offered by the agency and that consent may be withdrawn at any time.
- r. The individual/legally responsible person may refuse treatment without threat of termination of service.
- s. The individual/legally responsible person has the right to treatment including access to medical care and habilitation, regardless of age or degree of mental illness, intellectual disabilities, or substance abuse.
- t. To be free to contact the **Disability Rights North Carolina**  
3724 National Drive Suite 100  
Raleigh, NC 27612  
Telephone: Voice (919) 856-2195 Toll Free (877) 235-4210  
TTY 888-268-5535  
Fax: (919) 856-2244

If any restrictions are placed on a client's privileges, the Supervisor/Administrator 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 Supervisor/Administrator are able to make medical decisions that will place limits or return the restricted privileges of the persons served.

## **CLIENT RESPONSIBILITIES**

Client agrees to meet the following guidelines for successful completion of treatment.

- a. To maintain communication with QP about progress and the performance of their staff.
- b. Sign time sheets to verify that staff is documenting their hours worked accurately.
- c. It is required that you arrive on time for all group and individual sessions.
- d. Failure to meet scheduled appointments will be defined as non-compliance.
- e. Participation in any illegal or suspicious activity or acting out, or defacing Pathways for People property, will not be tolerated. Any threat or act of violence directed toward staff, other clients, or visitor to the clinic is grounds for immediate dismissal from the program. Any individual dismissed under these circumstances will be barred from reentry for one (1) year and must have approval from the staff and Executive Director.
- f. Selling, giving away or using drugs on Pathways for People' premises will be defined as non-compliance and will result in an immediate discharge.
- g. Stealing from Pathways for People, its staff or other clients will result in an immediate discharge.
- h. Known or suspected abuse or neglect will be reported immediately.
- i. Spouses, family members or significant others will be permitted to participate in your treatment with your expressed permission and consent.
- j. You are encouraged to discuss with your assigned counselor sexual and/or physical abuse, with expectation of a referral to the most appropriate service provider for assistance.
- k. You will be expected to dress appropriately whenever entering Pathways for People.
- l. Pathways for People is not responsible for loss or theft of any personal property.
- m. You will be expected to honor the Federal Confidentiality Law.