

## **RIGHTS OF CLIENTS SERVED AT ADRIEL**

- A. The following rights are applicable to all Adriel clients receiving foster care services:
- (1) The right to enjoy freedom of thought, conscience, and religion or to abstain from the practice of religion.
  - (2) The right to reasonable enjoyment of privacy.
  - (3) The right to have their opinions heard and be included, to the greatest extent possible, when any decisions are being made affecting their life.
  - (4) The right to receive appropriate and reasonable adult guidance, support, and supervision.
  - (5) The right to be free from physical abuse and inhumane treatment.
  - (6) The right to be protected from all forms of sexual exploitation.
  - (7) The right to receive adequate and appropriate medical care.
  - (8) The right to receive adequate and appropriate food, clothing, and housing.
  - (9) The right to their own money and personal property in accordance with the child's service or case plan.
  - (10) The right to live in clean, safe surroundings.
  - (11) The right to participate in an appropriate educational program.
  - (12) The right to communicate with family, friends and "significant others" from whom they are living apart, in accordance with the child's service or case plan.
  - (13) The right to be taught to fulfill appropriate responsibilities to themselves and to others.
- B. Any client utilizing clinical mental health services provided by Adriel has the following rights:
- (1) The right to be treated with consideration and respect for personal dignity, autonomy and privacy.
  - (2) The right to reasonable protection from physical, sexual or emotional abuse and inhumane treatment.
  - (3) The right to receive services in the least restrictive, feasible environment.
  - (4) The right to participate in any appropriate and available service that is consistent with an individual service plan (ISP), regardless of the refusal of any other service, unless that service is a necessity for clear treatment reasons and requires the person's participation;.
  - (5) The right to give informed consent to or to refuse any service, treatment or therapy, including medication absent an emergency.
  - (6) The right to participate in the development, review and revision of one's own individualized treatment plan and receive a copy of it.
  - (7) 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.
  - (8) The right to be informed and the right to refuse any unusual or hazardous treatment procedures.
  - (9) 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.

(10) 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.

(11) 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.

(12) The right to be informed 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.

(13) The right to be informed of the reason for denial of a service.

(14) The right not to be discriminated against for receiving services on the basis of race, ethnicity, age, color, religion, gender, national origin, sexual orientation, physical or mental handicap, developmental disability, genetic information, human immunodeficiency virus status, or in any manner prohibited by local, state or federal laws.

(15) The right to know the cost of services.

(16) The right to be verbally informed of all client rights, and to receive a written copy upon request.

(17) The right to exercise one's own rights without reprisal, except that no right extends so far as to supersede health and safety considerations.

(18) The right to file a grievance.

(19) The right to have oral and written instructions concerning the procedure for filing a grievance, and assistance in filing a grievance if requested.

(20) The right to be informed of one's own condition.

(21) The right to consult with an independent treatment specialist or legal counsel at one's own expense.

C. Families and youth receiving Family Preservation services have the right to:

1. Receive proper notification of a cancelled appointment.
2. Receive service in the individual's primary language.
3. Reschedule an appointment if the agency is not able to accommodate the appointment
4. Receive fair and equal treatment.
5. Be treated with dignity and respect.
6. Confidentiality of communications and of all personally identifying information within the limitations and requirements for disclosure of various funding and/or certifying sources, state or federal statute, unless release of information is specifically authorized by the client or parent or legal guardian of the person of an adult client.
7. Know and understand the expectations of the program.
8. Receive equal consideration and attention regardless of age, race, religion, gender, sexual orientation nationality or handicap.

9. Rights Specific to Supervised Visitation:

- a. Receive staggered arrival and departure times.
- b. A safe, private, and comfortable environment to visit.
- c. As appropriate bring food, music, and practice religious/cultural traditions.

D. The following apply to all clients of Adriel services

1. The right to fair and equitable treatment including:

- a. The right to receive services in a non-discriminatory manner.
- b. The consistent enforcement of program rules and expectations-
- c. The right to receive services that are respectful of, and responsive to, cultural and linguistic differences (as described in COA CR 1)

2. Clients provide consent prior to receiving services and have the right to:

- a. participate in all service decisions;
- b. be informed of the benefits, risks, side effects, and alternatives to planned services;
- c. be offered the most appropriate and least restrictive or intrusive service alternative to meet their needs;
- d. receive service in a manner that is free from harassment or coercion and that protects the person's right to self-determination;
- e. refuse any service, treatment, or medication, unless mandated by law or court order; and
- f. be informed about the consequences of such refusal, which can include discharge.