

## Client Rights for Inpatient or Residential Services

### Overview

Positive Alternatives shall protect the legal and ethical rights of all clients by informing clients and guardians of their rights and responsibilities, providing fair and equitable treatment, and providing clients and guardians sufficient information so they can make informed decisions regarding the services and supports they receive.

Clients and guardians should be made aware of Client Rights during the intake and Denial of Rights processes. Clients and guardians are expected to sign the Client Rights form acknowledging receipt. Client Rights posters shall be posted in common areas for easy access and viewing.

Clients and guardians have the right to file a grievance (complaint) about any limits on your rights. Please see the Program Director to do so.

### Treatment and Related Rights

- You must be provided prompt and adequate treatment, rehabilitation and educational services appropriate for your condition, within the limits of available funding.
- You must be allowed to participate in the planning of your treatment and care.
- You must be provided consistent enforcement of program rules and expectations.
- You must be informed of your treatment and care, including alternatives to and possible side effects of treatment, including medications.
- No treatment or medications may be given to you without your written, informed consent, unless it is needed in an emergency to prevent serious physical harm to you or others, or if a court orders it. (If you have a guardian, however, your guardian may consent to treatment and medications on your behalf.)
- You may not be given unnecessary or excessive medication.
- You may not be subjected to electro-convulsive therapy or any drastic treatment measures such as psychosurgery or experimental research without your written informed consent.
- You must be informed in writing of any costs of your care and treatment for which you or your relatives may have to pay.
- You must be treated in the least restrictive manner and setting necessary to achieve the purposes of admission to the facility, within the limits of available funding.
- You must receive services that adapt to your visual, auditory, linguistic, and motor ability needs.

- You must not be restrained or placed in a locked room (seclusion) unless in an emergency when it is necessary to prevent serious physical harm to you or to others.

### **Personal Rights**

- You must be treated with dignity and respect, free from any verbal, emotional, sexual or physical abuse.
- You have the right to have staff make fair and reasonable decisions about your treatment and care.
- You have the right to participate in diverse cultural beliefs and practices including religious services, social, recreational and community activities away from the living unit to the extent possible.
- You have the right to receive services that are respectful of and responsive to cultural and linguistic differences.
- You may not be made to work except for personal housekeeping chores. If you agree to do other work, you must be paid, with certain minor exceptions.
- You may make your own decisions about things like getting married, voting and writing a will, if you are over the age of 18, and have not been found legally incompetent.
- You may not be treated unfairly because of your race, national origin, sex, age, religion, disability or sexual orientation.
- Your surroundings must be kept safe and clean.
- You must be given the chance to exercise and go outside for fresh air regularly and frequently, except for health and security concerns.
- You have the right to receive treatment in a psychologically and physically humane environment.

### **Communication and Privacy Rights**

- You may call or write to public officials or your lawyer.
- Except in some situations, you may not be filmed, taped or photographed unless you agree to it.
- You may use your own money as you choose, within some limits.
- You may use a telephone daily. \*
- You may see visitors daily. \*
- You must have privacy when you are in the bathroom and while receiving care for personal needs. \*
- You may wear your own clothing. \*
- You must be given the opportunity to wash your clothes. \*
- You may use and wear your own personal articles. \*
- You must have access to a reasonable amount of secure storage space. \*
- You may send and receive private mail. Staff may not open or read your mail unless you ask them to do so; or if there is a court order in place requiring staff to open your mail. (Staff will physically inspect your

mail/packages for contraband. However, staff may do so only if you are watching.)

**Denial of Rights**

Your rights may be limited or denied for treatment, safety, or other reasons. If your rights are limited or denied you must be informed of the reasons for doing so. Any denials of your rights must be documented on a Denial of Rights form and placed in your file, including any court ordered denials.

\* Some of your rights may be limited or denied for treatment, safety or other reasons. (See the rights within an \* after them.) Your wishes and the wishes of your guardian should be considered.

\_\_\_\_\_  
Client

\_\_\_\_\_  
Date

\_\_\_\_\_  
Guardian

\_\_\_\_\_  
Date

\_\_\_\_\_  
Staff

\_\_\_\_\_  
Date