

Wings Support & Recovery	Appendix Section: Appendix II
Subject: Client Rights Approved on: 7/1/17 Latest Board Approved Revision: 07/27/2023	Revision Date(s): 08/27/2020 07/27/2023

CLIENT RIGHTS:

According to 5122-26-18 of administrative Code, Client rights and grievance procedure, each client has all of 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 and withdrawal informed consent, to or to refuse any service, release of information, concurrent services, composition of service delivery team, 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 advised of and the right to refuse observation by others including 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, but does not include bathrooms or sleeping areas
9. 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
10. 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
11. The right to have access to pertinent information to one's own record in sufficient time to facilitate the person's decision making
 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 unnecessary
 13. The right to be informed of the reason for denial of 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, 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 to receive 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
 22. The right to freedom from abuse, financial or other exploitation, retaliation, humiliation and neglect
 23. The right to access or receive a referral to legal entities for appropriate representation, self-help or advocacy support services