

## **CLIENT COPY OF CLIENT RIGHTS**

Arizona Statutes R9-20-203" Department of Behavioral Health Licensure; (hereafter known as "Department") require that you be informed of your rights as a client and, if applicable the client's parent, guardian, custodian, designated representative, or agent receive a copy of this document.

All clients shall be afforded the following basic rights:

1. The right to be treated with dignity, respect, and consideration.
2. The right not to be discriminated against based on race, national origin, religion, gender, sexual orientation, age, disability, marital status, diagnosis, or source of payment.
3. The right to receive treatment that supports and respects the client's individuality, choices, strengths and abilities; supports the client's personal liberty and only restricts the client's personal liberty according to a court order; by the client's general consent; or as permitted in A.R.S. 36-504 through A.R.S. 36-514; and is provided in the least restrictive environment that meets the client's treatment needs.
4. The right to not be prevented or impeded from exercising the client's civil rights unless the client has been adjudicated incompetent or a court of competent jurisdiction has found that the client is unable to exercise a specified right or category of rights.
5. The right to submit grievances to agency staff members and complaints to outside entities and other individuals without constraint or retaliation.
6. The right to have grievances considered by a licensee in a fair, timely, and impartial manner.
7. The right to seek, speak to, and be assisted by legal counsel of the client's choice, at the client's expense.
8. The right to receive assistance from a family member, designated representative, or other individual in understanding, protecting, or exercising the client's rights.
9. The right, if enrolled by the Department or a regional behavioral health authority as an individual who is seriously mentally ill, to receive assistance from human rights advocates provided by the Department or the Department's designee in understanding, protecting, or exercising the client's rights.
10. The right to have the client's information and records kept confidential and released only as permitted under R9-20-211 (A)(3) and (B).
11. The right to privacy in treatment, including the right not to be fingerprinted, photographed, or recorded without general consent, except for photographing for identification and administrative purposes, as provided by A.R.S. 36-507(2); for a client receiving treatment according to A.R.S. Title 36, Chapter 37; for video recordings used for security purposes that are maintained only on a temporary basis; or as provided in R9-20-602(A)(5).
12. The right to review, upon written request, the client's own record during the agency's hours of operation or at a time agreed upon by the clinical director, except as described in R9-20-211 (A)(6).
13. The right to review the following at the agency or at the "Department": the A.A.C. Title 9, Chapter 20 Rules; the report of the most recent inspection of the premises conducted by the "Department"; a plan of correction in effect as required by the "Department"; if the licensee has submitted a report of inspection by a nationally recognized accreditation agency in lieu of having an inspection conducted by the Department, the most recent report of inspection conducted by the nationally recognized accreditation agency; and if the licensee has submitted a report of inspection by a nationally recognized accreditation agency in lieu of having an inspection conducted by the Department, a plan of correction in effect as required by the nationally recognized accreditation agency.
14. The right to be informed of all fees that the client is required to pay and of the agency's refund policies and procedures before receiving a behavioral health service, except for a behavioral health service provided to a client experiencing a crisis situation.

15. The right to receive a verbal explanation of the client's condition and a proposed treatment, including the intended outcome, the nature of the proposed treatment, procedures involved in the proposed treatment, risks or side effects from the proposed treatment, and alternatives to the proposed treatment.
16. The right to be offered or referred for the treatment specified in the client's treatment plan.
17. The right to receive a referral to another agency if the agency is unable to provide a behavioral health service that the client requests or that is indicated in the client's treatment plan.
18. The right to give general consent and , if applicable, informed consent to treatment. refuse treatment or withdraw general or informed consent to treatment, unless treatment is ordered by a court according to A.R.S Title 36, Chapter 5, is necessary to save the client's life or physical health, or is provided according to A.R.S. 36-512.
19. The right to be free from: abuse; neglect; exploitation; coercion; manipulation; retaliation for submitting a complaint to the Department or another entity; discharge or transfer, or threat of discharge or transfer, for reasons unrelated to the client's treatment needs, except as established in a fee agreement signed by the client or the client's parent, guardian, custodian, or agent; treatment that involves the denial of: food, the opportunity to sleep, or the opportunity to use the toilet; and restraint or seclusion, of any form, used as a means of coercion, discipline, convenience, or retaliation.
20. The right to participate or, if applicable, to have the client's parent, guardian, custodian or agent participate in treatment decisions and in the development and periodic review and revision of the client's written treatment plan.
21. The right to control the client's own finances except as provided by A.R.S 36-507(5);
22. The right to participate or refuse to participate in religious activities.
23. The right to refuse to perform labor for an agency, except for housekeeping activities and activities to maintain health and personal hygiene.
24. The right to be compensated according to state and federal law for labor that primarily benefits the agency and that is not part of the client's treatment plan.
25. The right to participate or refuse to participate in research or experimental treatment.
26. The right to give informed consent in writing, refuse to give informed consent, or withdraw informed consent in writing, refuse to give informed consent, or withdraw informed consent to participate in research or treatment that is not a professionally recognized treatment.
27. The right to refuse to acknowledge gratitude to the agency through written statements, other media, or speaking engagements at public gatherings.
28. The right to receive behavioral health services in a smoke-free facility, although smoking may be permitted outside the facility.
29. These rights to be acknowledged by each agency as appropriate.

FEE REFUND PROCEDURE:

In the event that a client has paid their fee and is unable to complete their session, either on the part of the client or the counselor, or the client has paid a fee in error, the client will be eligible to reschedule a follow-up appointment at no cost or to receive a refund of their fee.