

Client Rights & Confidentiality

Client Rights Committee

Our Client Rights and/or Self Governance Committee are made up of the following persons:

- *One Professional Staff*
- *One Group Leader*
- *One or More Clients*
- *One Parent or Guardian*
- *One Company Stakeholder*

What does the committee do?

The committee will meet on a monthly basis to discuss the a predetermined agenda that can consist but not limited to the following examples:

- *Review Incident Reports*
- *Review Incidents of Physical Restraint*
- *Review Allegations of Abuse or Neglect*
- *Review Client Complaints and Grievances*
- *Review Intervention Plans*
- *Discuss Activity Planning*
- *Review Violation of Consumer Rights*
- *Reviews or Disapproves any restriction of a Client's Right*
- *Reviews the Menu and House Rules*

Client Rights and Responsibilities

- *Rights are those things in which a client is legally entitled*
- *Responsibilities are the things that a person should do so they do not infringe upon the rights of others*

What are a Client's Rights?

- They have the right to receive care suited to them and their situation that respects their dignity and protects their health and safety.
- They have the right to know the benefits and risks involved with their treatment plan and to help in designing a plan that meets their needs.
- They have the right to refuse tasks in their treatment plan.
- They have the right to receive services even if they are unable to pay at the time services are given and to receive prompt and confidential services.
- They have the right to see their record, and/or obtain a copy, with a company representative going over it with them. They will be notified within 24 hours when they can review their record.
- As a citizen, they are entitled to all civil, political, personal, legal, and property rights.
- They have the right not to be physically, verbally, sexually, or financially abused. This also includes sexual harassment.
- They have the right not to be humiliated, neglected, or to experience retaliation.
- They have the right to privacy.
- They have the right to have access to information that is important to them in enough time so that they can make the right decisions.
- They have the right to expect that we will follow all company policies and observe our standards of ethics when they are involved.
- They have the right to have any suspected violations of their rights to be investigated and resolved.
- They have the right to be informed of the company's ON-Call services
- They have the right to be informed of the staff member serving in the supervisory aspect of their case.

Client Rights & Confidentiality

- They have the right to agree to, refuse, or express their choice about the following:
 - *The way that their services are delivered*
 - *How information about them will be released*
 - *Services that will be provided to them*
 - *Who will be involved in their plan*
- **No restrictive interventions** will be utilized in any Clear Sky Behavioral, LLC facility.

Individual Responsibility

- *Honor your Word*
- *Follow the Rules*
- *Follow Procedures and Protocol*
- *Treat others fairly and with respect*
- *Be acceptant of consequences*

Teaching Responsibility

- *Making Choices*
- *Understanding the consequences*
- *Accepting outcomes*
- *Self-Advocacy*
- *Educate others*

Confidentiality

- *Protected Health Information may not be shared*
- *Steps must be taken to safeguard confidentiality*
- *Be careful in public places or on the phone*
- *Be sure that written information is kept secure*
- *Violation of confidentiality is punishable by law*
- *People may need support in understanding the importance of confidentiality*

Guardianship

- We must at all times have access to documents pertaining to the guardianship of the client.
- Guardians protect the client's rights only they do not make ALL decisions for the client

Grievance Procedure

Grievances are not complaint based. They are a tool that also helps us make decision that will improve the quality of services provided to our clients. Clients or Employees can file grievance by simply filing out the form and placing it in the lockable box inside the facility. Company leadership will review and acknowledge the grievance within 72 hours.

Abuse Neglect or Exploitation

- **Physical Abuse:** *Any action that results or could result in harm. Spanking, Hitting, Rough Treatment, or Unauthorized use of restraints.*
- **Verbal Abuse:** *Any verbal communication which are degrading or threaten an individual. It includes the use of profanity, calling people degrading nicknames, or any other verbal gesture that could jeopardize the growth of self-esteem within the client.*
- **Emotional Abuse:** *Any action or threat that may cause a person to feel humiliation, harassment, deprivation, or intimidation.*
- **Sexual Abuse:** *Any sexual activity between service recipients and company staff. Any unwanted touching or gestures that make someone feel uncomfortable in the facility.*
- **Neglect:** *Any action or absence of action that fails to provide for proper care or treatment in a safe environment.*
- **Exploitation:** *The use of a client's resources for another person's profit or advantage.*