

# Client's Rights

- The client has a right to exercise his or her rights as a client of the facility and as a citizen or resident of the United States.
- The client has a right to be free from interference, **coercion**, discrimination, or **reprisal** from the facility in exercising his or her rights.
- The client has the right to refuse treatment and to refuse to participate in experimental research.
- The client has the right to personal privacy and the confidentiality of his or her personal and clinical records. Personal privacy includes the residence area, medical treatment, written and telephone communications, personal care visits, and meetings of family and resident groups, but this does not require the facility to provide a private room.
- The client has the right to voice grievances with respect to treatment or care that is, or fails to be furnished, without discrimination or reprisal for voicing the grievances.
- The client has the right to privacy in written communications, including the right to send and receive mail promptly that is unopened, and have access to stationery, postage, and writing implements at the client's own expense.
- The client has the right to regular access to the private use of a telephone.
- The client has the right to retain and use personal possessions, including some furnishings and appropriate clothing, as space permits, unless to do so would infringe upon the rights or health and safety of other clients.

- The client has the right to share a room with his or her spouse when married clients live in the same facility and both spouses consent to the arrangement.
- The client has the right to be free from any physical restraints imposed or psychoactive drug administered for purposes of discipline or convenience, and not required to treat the client's medical symptoms.
- The client has the right to be free from verbal, sexual, physical or mental abuse, corporal punishment, and involuntary seclusion.
- The client has the right to interact with members of the community both inside and outside the facility.
- The client has the right to participate in social, religious, and community activities that do not interfere with the rights of other clients in the facility.
- The client has the right to be treated with consideration, respect and full recognition of his or her dignity and individuality, including privacy in treatment and in care for his or her personal needs. (Never use nicknames such as "Honey," "Sweetie," "Gramps," or "Cutie." These nicknames show disrespect.) Use the name the client prefers, such as Mrs. Jones, or Elizabeth.