





**COBB COUNTY COMMUNITY SERVICES BOARD
DOUGLAS COUNTY COMMUNITY SERVICES BOARD**

Policy # 1010	Client Rights and Responsibilities
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Approved:	
 Bryan G. Stephens Interim Executive Director	 Jamie Allison, Chief Quality Officer

POLICY:

The Cobb County Community Services Board and the Douglas County Community Services Board supports the philosophy of client-centered care with the responsibility for the treatment being shared by the clients and the entire staff. The following client rights and responsibilities are compliant with state and federal statutes.

PROCEDURE:

1. Each new staff member receives training at orientation in Client Rights and Responsibilities.
2. At the beginning of each client's treatment, the client or his/her parent or guardian, is given a copy of the Clients Rights and Client Responsibilities and asked to review and sign the document. (Attachment A)
3. The signed copy of the Client Rights and Responsibilities is placed/scanned in the client's clinical record or signed via electronic signature in the Electronic Clinical Record (ECR).
4. Prior to the restriction of any client's rights permitted by Client Rights and Responsibilities, the client, or his/her parent or guardian, if applicable, is informed of his/her right to administrative compliant of that restriction, except in cases where the client's condition makes this impractical, and in such cases the client shall be informed at the time when his/her condition permits.
5. Each year a client remains in services, the client or his/her parent or guardian is given a copy of the Client Rights and Responsibilities and asked to review and sign the document.
6. The signed copy of the Client Rights and Responsibilities is placed/scanned in the client's clinical record or signed via electronic signature in the ECR.



CLIENT RIGHTS

The Cobb County Community Services Board and the Douglas County Community Services Board supports the philosophy of client-centered care with the responsibility for the treatment being shared by the clients and the entire staff.

Your rights as a client include:

1. The right to prompt and confidential individual treatment services regardless of your ability to pay.
2. The right to receive services suited to your needs in the least restrictive environment available that respect your dignity and protect your health and safety.
3. The right to basic necessities such as clothing, nutrition, shelter, rest and sleep without any of these being withheld.
4. The right to treatment without discrimination for any reason including race, religion, sex, sexual orientation, ethnicity, age, handicap, cultural background.
5. The right to a written individualized plan of care with periodic review, and a right to be involved to the extent possible, in your own plan of care.
6. The right to sufficient information to provide informed consent prior to the start of any type of treatment including the specific nature and duration of treatment as well as the risks, side effects and benefits of treatment.
7. The right to exercise all civil, political, personal and property rights to which you are entitled as a citizen.
8. The right to refuse service unless it is determined by a physician or licensed psychologist that you are not able to care for yourself, a danger to yourself or others or mandated by court.
9. The right to be free of threats, physical or verbal abuse, neglect, humiliation, exploitation and retaliation.
10. The right to review and obtain copies of your records unless your physician or other designated staff feels it is not in your best interest to do so. If approved for copies, you are responsible for paying for copies of the medical record.
11. The right to be free of time-out procedures except for providing effective treatment and protecting your safety or the safety of other individuals.
12. The right to have a personal advocate.
13. The right to be referred to self-help and advocacy support services or legal entities for appropriate representation.
14. The right to file a complaint if you think any of these rights have been restricted or denied without reprisal, including reprisal in the form of denial of any appropriate available service. Instructions for contacting the agency Client Rights Representative are available on a poster at each agency site.
15. The right, if you are a residential client, to converse privately, to have reasonable access to the telephone, to receive and send mail, to have visitors and to retain your personal effects, clothing and money unless clinically counter indicated and to have access to individual storage space for private use while a client at the facility. This is subject to reasonable inspections conducted solely for the purpose of confiscating illegal or dangerous articles.
16. The right to pursuit of employment, education and religious expression.
17. The right to be fully informed of all services available to you and the charges for those services.
18. The right to obtain from the treatment staff complete and current information regarding your diagnosis in understandable terms.
19. The right to protect your records regarding treatment from inspection in accordance with local, state and federal law and to review the state and federal laws on file with the Program Director.
20. The right to privacy regarding your treatment program and to confidential communication in consultations, examinations, and case discussions involving your case.
21. The right to expect that all communications and records pertaining to your case will be treated as confidential and in accordance with legal statutes and professional ethics.
22. The right to receive a copy of the CSB's Notice of Privacy Practices.
23. The right to refuse to participate in research projects.
24. The right to voice opinions, recommendations and grievances in relation to policies and services offered by the facility, without fear of restraint, interference, coercion, discrimination or reprisal and the right to expect to receive responses via a procedure of due process.
25. The right to know what rules and regulations shall apply to your conduct while at the program/facility.
26. The right to practice religious/spiritual activities unless such practice interferes with the treatment program or the operation of the program/facility.
27. The right not to be asked to perform any work duties that are not (a) voluntary, (b) part of the individualized plan of care and (c) in compliance with local, state and federal laws.
28. The right if you live independently or semi-independently and receive support services in your home (a) to be

- informed of the name, business telephone number and business address of the person supervising the services and how to contact that person, (b) to have property and residence treated with respect, (c) the right to receive a written notice of the address and telephone number of the state licensing authority, i.e., the department which further explains that the department is charged with the responsibility of licensing the provider and investigating client complaints which appear to violate licensing regulations and the right to obtain a copy of the provider's most recently completed report of licensure inspection from the provider upon written request. The provider is not required to release the report of licensure inspection until the provider has had an opportunity to file a written plan of correction for the violations, if any, identified. The facility may charge the client reasonable photocopying charges.
29. The right to receive a copy of program specific rules and regulations upon entry into an agency program.

CLIENT RESPONSIBILITIES

1. All clients receiving treatment/services or their parents/guardians have responsibilities as part of their treatment. These responsibilities are:
 - To participate with the interdisciplinary team in planning of their treatment.
 - To be honest about matters that relate to their treatment.
 - To be respectful of the rights and dignity of other clients, as well as staff.
 - To respect the confidentiality and privacy of others in treatment.
 - To support and respect the program at the facility by participating to the best of their ability and by being on time for scheduled functions and activities.
 - To learn and comply with the codes and rules of the program.
 - To meet whatever financial obligations may be incurred as it relates to their treatment.
 - To advise the provider of services of any changes in the client's condition or any events that affect the client's service needs.

2. All clients/guardians should understand that the following may be grounds for immediate suspension/termination from treatment, as determined appropriate by the interdisciplinary team:
 - a. Possession of any form of alcohol or drugs on the grounds,
 - b. Sexual intimacy on the job/or grounds,
 - c. Physical violence
 - d. Gambling
 - e. Leaving the grounds unauthorized
 - f. Possession of a weapon while on premises,
 - g. Failure to comply with client responsibilities.

3. The Cobb and Douglas County Community Services Boards have a denial of care policy which may be necessary to invoke based on pre-established criteria. These criteria may include but is not limited to:
 - a. Lack of cooperation with treatment as evidenced by persistent medication non-compliance, failure to follow through/participate in lab/urine drug testing, or provided consultations.
 - b. Refusal to participate in the recommendations mutually agreed to on the Plan of Care.
 - c. Refusal to permit needed and essential collaboration between internal/external care providers.
 - d. Flagrant or repetitive program rule violations.

Denial of care at one point in time does not preclude a client's access to care at a future time.

After you have reviewed your Rights and Responsibilities, if you have questions or do not understand your rights please call the site supervisor.

I have received a copy of the Client Rights and Responsibilities.

Client/Guardian/Personal Representative Signature

Date

Signature of Witness (Title or Relationship to Client)

Date



CLIENT RIGHTS for Private Home Care clients

The Cobb County Community Services Board and the Douglas County Community Services Board supports the philosophy of client-centered care with the responsibility for the treatment being shared by the clients and the entire staff.

Your rights as a client include:

1. The right to be informed about your plan of service and to participate in the planning of this plan.
2. The right to be promptly and fully informed of any changes in your plan of service.
3. The right to accept or refuse services.
4. The right to be fully informed of the charges for these services.
5. The right to be informed of the name, business telephone number and business address of the person supervising the services and how to contact that person.
6. The right to be informed of the complaint procedures and the right to submit complaints without fear of discrimination or retaliation and to have them investigated by the provider within a reasonable period of time. The complaint procedure provided shall include the name, business address and telephone number of the person designated by the provider to handle complaints and questions.
7. The right of confidentiality of your record.
8. The right to have property and residence treated with respect.
9. The right to receive a written notice of the address and telephone number of the state licensing authority, i.e., the department, which further explains that the department is charged with the responsibility of licensing the provider and investigating client complaints which appear to violate licensing regulations.
10. The right to obtain a copy of the provider’s most recent completed report of licensure inspection from the provider upon written request. The provider is not required to release the report of licensure inspection until the provider has had an opportunity to file a written plan of correction for the violations, if any, identified. The facility may charge the client reasonable photocopying charges.
11. The right to know the procedure to present complaints, either orally or in writing, about services and to have your complaints addressed and resolved as appropriate by the provider in a timely manner.
12. The right to be supplied with the specific telephone number of the provider for information, questions or complaints about services being delivered by the provider.

CLIENT RESPONSIBILITIES

1. All clients receiving treatment/services or their parents/guardians have responsibilities as part of their treatment. These responsibilities are:
 - To advise the provider of services of any changes in the client’s condition or any events that affect the client’s service needs.

After you have reviewed your Rights and Responsibilities, if you have questions or do not understand your rights please call the site supervisor.

I have received a copy of the Client Rights and Responsibilities.

Client/Guardian/Personal Representative Signature

Date

Signature of Witness (Title or Relationship to Client)

Date