

# CLIENT RIGHTS

- A. All Clients shall be afforded the following basic rights:
1. The right to treatment and services under conditions that support your personal liberty and restrict such liberty only as necessary to comply with treatment needs.
  2. The right to an individual written service plan; treatment based on the plan; periodic review and reassessment of needs; and revisions of the plan including a description of the services that may be needed for follow-up.
  3. The right to ongoing participation in the planning of services to be provided as well as participation in the development and periodic revision of the treatment plan, and the right to be provided with an explanation in all aspects of your condition and treatment.
  4. The right to refuse treatment as outlined in A.R.S. SS 36-512 and 36-513.
  5. The right to refuse to participate in experimentation without your informed, voluntary, written consent of if a minor, that of your parent or guardian; the right to protection associated with such participation; and the right and opportunity to revoke such consent.
  6. The right to freedom from restraint or seclusion. Restraint and seclusion may only be used in situations where there is imminent danger that you will injure self or others, and all other less restrictive methods of control have been exhausted.
  7. The right to a humane treatment environment that affords protection from harm, appropriate privacy, and freedom from verbal and/or verbal abuse.
  8. The right to access, upon written request, your own client records in accordance with state law.
  9. The right to be informed of all rights, in the language of your choice.
  10. The right to legal counsel and all other requirements of due process.
  11. The right to not be subjected to remarks that ridicule you or others.
  12. The right to refuse to make public statements acknowledging gratitude to the program or perform at public gatherings.
  13. The right to assert grievances with respect to infringement of these rights, including the right to have such grievances considered in a fair, timely, and impartial procedure.
  14. The rights of access to an advocate in order to understand, exercise, and protect your rights.
  15. The right to exercise your civil rights, including but not limited to, the right to register and vote in elections, the right to acquire and dispose of property, execute instruments, enter into contractual relationships, to marry and obtain a divorce, to hold professional or occupational or vehicle operator's licenses, unless you have been adjudicated incompetent or there has been a specific finding that you are unable to exercise the specific right or category of rights. When a client is adjudicated incompetent, these rights may be transferred to the client's guardian, if so specified by the court.
  16. The right to all available services without discrimination because of race, creed, color, sex, age, handicap, national origin, or marital status and the right to referral, as appropriate, to other providers of behavioral health services.
  17. The right to a smoke-free environment as stated in the clinic's policies and procedures.
  18. The right to be informed of cost of services rendered prior to treatment.
- B. Client rights relating to confidentiality:
1. You have the right to confidentiality of treatment
  2. Your records shall be considered confidential in accordance with Federal and State laws and regulations. Information will be released to an outside party only with your written consent or order of the court.
  3. The confidentiality of alcohol and drug abuse patient records maintained by this clinic is protected by laws and regulations. Generally, the clinic may not say to a person outside the clinic that a patient attends the program or disclose any information identifying a patient as an alcohol and drug user UNLESS:
    - a. The patient consents in writing;
    - b. The disclosure is allowed by a court order; or
    - c. The disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation. Violation of the Federal law and regulations by a program is a crime. Suspected violations of this law may be reported to the appropriate authorities in accordance with Federal regulations. Federal law and regulations do not protect any information about suspected child abuse or neglect from being reported under State law to appropriate state or local authorities.
  4. I am required by law to report cases of child abuse. I also cannot guarantee confidentiality to situations in which life is threatened or criminal acts are involved.
  5. Photographs or video tapes of you shall not be used by East Valley Christian Counseling without written consent from you or your parent or guardian if you are a minor. Before any such tapes or pictures are used, a dated and signed consent form indicating how they will be used shall be placed in your client record and you will be given a copy.

## GRIEVANCE RIGHTS AND PROCEDURES

As a client, you have the right to initiate a complaint or grievance. The recommended means of initiating a complaint or grievance and/or requesting a hearing or review shall be to write or type the complaint or grievance and first discuss the issue with your counselor. If unable to be resolved, you may contact the Arizona Board of Behavioral Health Examiners to initiate a formal complaint.

**I have read and understand my Client Rights and those of East Valley Christian Counseling and Jamie Kobsar, MA, LPC**

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Client/Guardian

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Date