



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. We therefore, subscribe to the following:

1. All clients' fundamental, human, civil, constitutional and statutory rights are supported and protected.
2. All clients have the right to basic necessities and under no circumstances will the agency withhold any basic necessity, i.e., clothing, shelter, rest or sleep.
3. All clients shall have access to treatment without discrimination for any reason including race, religion, sex, sexual orientation, ethnicity, age, handicap, cultural background or ability to pay.
4. All clients have the right to receive care that is considerate, respectful and professional and that is customized to the individual's needs, feelings, preferences and requirements, which include the right to appropriate assessment and referral for management of pain.
5. All clients have the right to participate in the development of their individualized plan of care.
6. All clients have the right to a written individualized plan of care regularly reviewed by competent and professional staff in an environment that protects the client's rights, freedom, and privacy.
7. All clients have 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 the treatment as well as risks, side effects and benefits of treatment. Such information shall be given by the interdisciplinary team providing the treatment in terms that can be understood fully by the client.
8. All clients/guardians have the right to be fully informed of all services available to them. The charges for those services are available to clients as well as the right to examine and review bills for treatment, regardless of payment source.
9. All clients have the right to know of alternatives to the program's care and to receive their treatment in the least restrictive environment.
10. All clients have the right to obtain from the treatment staff complete current information regarding their diagnosis in terms they can fully understand. Clients have the right to know by name the staff person coordinating their treatment.
11. All clients/guardians have the right to request the opinion of a consultant for an in-house review of their individual plan of care as provided in specific procedures of the program/facility.

12. All clients have the right to continuity of care. Clients will not be discharged or transferred except for medical reasons, for their own personal welfare, or for the welfare of others.
13. Should a transfer or discharge become necessary, clients will be given reasonable advance notice unless an emergency situation exists, and the interdisciplinary team will help find a more suitable placement.
14. All clients/guardians have the right to refuse treatment if, after an explanation of the consequences, they do not believe the treatment to be in their best interests. All clients/guardians need to be fully advised of the risk and potential consequences of such refusal.
15. All clients have the right to protect their records regarding treatment from inspection in accordance with local, state and federal law. All clients have the right to review the state and federal laws on file with the Program Director.
16. All clients have the right to privacy regarding their treatment program and to confidential communication in consultations, examinations, and case discussions involving their case. All clients have the right to expect that all communications and records pertaining to their case will be treated as confidential and in accordance with legal statutes and professional ethics.
17. All clients have the right to keep and use personal possessions, including toilet articles, unless the treatment staff determine that possession of a particular item or personal property would infringe upon the rights and safety of clients and others; or be contrary to the client's written plan of care.
18. All clients have the right to keep and spend their discretionary funds, as they please, after their financial obligations are met.
19. All clients have the right to manage their personal financial affairs. If the client desires assistance, the program/facility will arrange for help.
20. All clients have the right to wear their own clothing except in instances where care and treatment would dictate otherwise.
21. All clients have the right to open communication, including mail, telephone and private visitation with and by families and other persons important to the client regardless of age and without hindrance of censorship. Staff shall not deny this accessibility unless clinically contraindicated, or the visitors are under the influence of alcohol or other drugs. Any restrictions to accessibility will be made with the client's and the significant others' knowledge and input. A staff member in the presence of the client will examine bulky envelopes and packages.
22. All clients have the right to access 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.

23. All clients have the right to practice religious/spiritual activities unless such practice interferes with the treatment program or the operation of the program/facility.
24. All clients have the right to advance directives regarding resuscitative services. It is the policy of the Cobb and Douglas Community Services Board to resuscitate clients until they reach medical/emergency facilities where advanced directives will be implemented in accordance with the client's directions.
25. Clients will not be asked to perform any work duties that are not:
 - a. voluntary
 - b. part of the individualized plan of care
 - c. in compliance with local, state and federal laws.
26. Clients will recognize that chores that maintain personal and group participation are part of the therapeutic community concept endorsed by the Cobb County Community Services Board and the Douglas County Community Services Board.
27. All clients have the right to prior notification of any individual or educational group visitations. Such visitations will be conducted so as to minimally interrupt scheduled activities of therapy and protect the privacy of the clients.
28. All clients have the right to protection from cameras and tape recorders, which are not permitted on the premises, unless such devices are being used in treatment and if clients have been informed of the activity.
29. All clients have the right to accept or refuse visitors from outside the program.
30. All clients have the right to know what rules and regulations shall apply to their conduct while at the program/facility.
31. All clients have the right to be fully informed of their rights while at the program/facility and will receive a copy of these rights. Signed documentation as part of the Consent for Services is filed in their medical record. Copies of these rights are posted throughout the facilities.
32. Clients have the right to review their medical record/designated record set unless such review is determined by a physician to be detrimental to their well being. Clients may make their request verbally or in writing to the Medical Director or the physician who will approve or disapprove the request based on his/her clinical judgment. Should the request be disapproved, the client may appeal, in writing, to the Program Director or Executive Director and/or file a complaint with the Privacy Officer as outlined in the Notice of Privacy Practices. After 30 days the denial to access to the medical record expires, and the client may resubmit his/her request to see the medical record. The client is responsible for paying for copies of the medical record.
33. Clients have a right to receive a copy of the Cobb County Community Services Board and Douglas County Community Services Board Notice of Privacy Practices.
34. Clients have a right to request amendment to information he/she believes is inaccurate or incomplete in their medical record/designated record set.

35. Clients have the right to request restrictions on communications.
36. Clients have the right to request confidential communications.
37. Clients have the right to an accounting of disclosures made of their protected health information.
38. All clients/guardians may have a copy of all consent forms, releases and other documents signed while in treatment. Copying costs are the responsibility of the client/guardian.
39. All clients have 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. Clients have the right to expect to receive responses via a procedure of due process.
40. All clients have the right to refuse to participate in research projects.
41. All clients have the right to be free of physical, chemical and mental abuse. Physical restraint may only be applied when necessary to protect the clients from injury to himself or others, according to the procedures outlined by the program.
42. All clients have the right to be transported safely by an authorized insured driver and vehicle.
43. All clients have the right to have a personal advocate.
44. All clients who live independently or semi-independently and receive support services in their homes have:
 - a. 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;

Name: _____

Address: _____

Telephone: _____
 - b. the right 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;

The Georgia Department of Community Health
2 Peachtree Street NW
Atlanta, Georgia 30303-3142
(404) 656-4507

- d. 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.

CLIENT RESPONSIBILITIES

Clients of the Cobb County Community Services Board and the Douglas County Community Services Board have responsibilities. These responsibilities are listed below.

1. All clients/guardians have the responsibility to participate with the interdisciplinary team in planning of their treatment.
2. All clients/guardians have the responsibility to be honest about matters that relate to their treatment.
3. All clients have the responsibility to be respectful of the rights and dignity of other clients, as well as staff.
4. All clients have the responsibility to respect the confidentiality and privacy of others in treatment.
5. All clients, upon decision to participate, have the responsibility 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.
6. All clients/guardians have the responsibility to learn and comply with the codes and rules of the program.
7. All clients/guardians have the responsibility to meet whatever financial obligations may be incurred as it relates to their treatment.
8. All clients/guardians have the responsibility to advise the provider of services of any changes in the client's condition or any events that affect the client's service needs.
9. All clients/guardians should understand that the following may be grounds for immediate temporary suspension 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.
10. The Cobb and Douglas County Community Services Board has a denial of care policy which may be necessary to invoke based on pre-established criteria. This 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 and signed 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

Date

Signature of Witness(Title/Relationship to Client)

Date