

# CLIENT BILL OF RIGHTS

**Not be physically or mentally abused or exploited.**

**Not be physically or chemically restrained** unless the restraining is necessary in an emergency to protect the person or others from imminent danger, or is authorized in writing by a licensed physician for a limited and specified period of time.

**★Participate in restrictive interventions only in accordance with least restrictive treatment guidelines.★**

**Be treated with the respect, consideration, and recognition** of the individual's dignity and individuality. In a residential program, a person shall receive personal care and private treatment in a safe and decent living environment.

**Not be denied appropriate care on the basis of the individual's race, religious practices, color, national origin, sex, age, disability, marital status or source of payment.**

**Not be prohibited from communicating in the individual's native language with other individuals or employees for the purpose of acquiring or providing any type of treatment, care or services.**

**★Be encouraged and assisted in the exercise of the individual's rights. A person may present grievances on his/her own or another's behalf to the director, manager, state agencies, or other persons without threat of reprisal** in any manner. The person providing services shall develop procedures for submitting complaints and recommendations and for assuring a response by the person providing the services.★

**Receive and send unopened mail.**



# CLIENT BILL OF RIGHTS

*(CONTINUED)*

**Engage in unrestricted communication, including personal visitation with any person of the individual's choice**, including family members and representatives of advocacy groups and community service organizations at any reasonable hour.

★**Make contacts with the community and achieve the highest level of independence, autonomy, and interaction with the community of which the person is capable.**★

**Manage financial affairs** or shall be given at least quarterly accounting of financial transactions made on the individual's behalf by the program should the program accept the individual's written delegation of this responsibility for any period of time in conformance with state law.

**Have confidential records** that cannot be released without the individual's written permission. A person may inspect his or her personal records maintained by service providers.

★**Have the person providing services answer questions** concerning health, treatment, and condition unless a physician determines that the knowledge would harm the individual. The physician must record that determination in the individual's record.★

**Choose a personal physician.**

★**Participate in planning the individual's service plan.**★

**Be given the opportunity to refuse treatment, including medications**, after the possible consequences of refusing are fully explained.

**Be provided unaccompanied access to a telephone** at a reasonable hour in case of an emergency or personal crisis.

★**Privacy (not necessarily a single bedroom).**★



# CLIENT BILL OF RIGHTS

*(CONTINUED)*

**Retain personal clothing and possessions** as space permits. The number of personal possessions may be limited for health and safety reasons which are documented in the individual's record.

**Determine the individual's dress, hairstyle, or other personal effects according to individual preference**, except the resident has the responsibility of maintaining personal hygiene.

**Retain and use personal property in the immediate living quarters and to have a private locked area (cabinet, closet, drawer, footlocker, etc.) in which to keep personal property.**

**Refuse to perform services for the program**, except as contracted for the individual and facility.

★ **Be informed, in writing, by the person providing services of available services and the applicable charges if the services are not covered by Medicare, Medicaid, or other form of health insurance.** ★

★ **Unless previously arranged, not be transferred or discharged**, except in an emergency situation. The individual, the guardian (if applicable) and other responsible persons shall be notified immediately. ★

★ **Leave the program temporarily or permanently**, subject to contractual or financial obligations. ★

★ **Not be deprived of a constitutional, civil, or legal right solely by reason of residence in a program for persons with brain injury.** ★

★ **Have access to the services of a representative of the state agency or program charged with regulating licensing, or monitoring the program.** ★

