

# Client Rights

New Life Recovery Center holds true to the principle that all human beings deserve and need dignity and respect. It is considered part of the mission on New Life Recovery Center to enhance the dignity of all clients and to protect their rights as human beings while clients at New Life Recovery Center.

Staff members shall have a primary commitment to the welfare and care of our clients and shall carry out their duties in a manner that preserves the self-respect and individuality of each client.

Further, it is the policy of New Life Recovery Center that at the time of admission all clients will be informed of their rights as clients in order to enhance the quality of the treatment services delivered.

In order to achieve these ends the following procedures have been instituted:

1. The client will be given a written copy of *Client Rights*, as delineated by these Policies and Procedures.
2. The Client Rights form is designed to let the client and/or parent/guardian know the rights of the client while in treatment. The Assessment Clinician presents the form to the client and/or parent/guardian for review, discussion and signature during the assessment process.
3. The form is then filed in the "Intake" section of the client's Clinical Chart.
4. A copy of the *Client Rights* will be posted in the waiting area of the facility.
5. Following are the *Client Rights* which will be given to all newly admitted clients of New Life Recovery Center.
6. The right to be informed of these rights, as evidenced by the client's written acknowledgement of by documentation by staff in the clinical record that the client was offered a written copy of these rights and given a written or verbal explanation of these rights in terms the client could understand;
7. The right to be notified of any rules or policies the program has established governing client conduct in the facility;
8. The right to be informed of services available in the program, the names and professional status of the staff providing and/or responsible for the clients care, and fees and related charges, including the payment, fee, deposit, and refund policy of the program and any charges for services not covered by sources of third-party payment or the program's basic rate;
9. The right to be informed if the program as authorized other health care and educational institutions to participate in his or her treatment, the identity and function of these institutions, and to refuse to allow their participation in his or her treatment;

10. The right to receive from his or her physicians or clinical practitioner(s) an explanation of his or her complete medical/health condition or diagnosis, recommended treatment, treatment options, including the option of no treatment, risk(s) of treatment, and expected result(s), in terms that he or she understands;
11. The right to participate in the planning of his or her care and treatment, and to refuse medication and treatment;
12. The right to participate in experimental research only when the client gives informed, written consent to such participation, or when a guardian or legally authorized representative gives such consent for an incompetent client in accordance with law, rule and regulation;
13. The right to voice grievances or recommend changes in policies and services to program staff, the governing authority, and/or outside representatives of his or her choice either individually or as a group, free from restraint, interference, coercion, discrimination, or reprisal;
14. The right to be free from mental and physical abuse, exploitation, and from use of restraints;
15. The right to confidential treatment of information about the client;
16. The right to be treated with courtesy, consideration, respect, and with recognition of his or her dignity, individuality, and right to privacy, including, but not limited to, auditory and visual privacy;
17. The right to exercise civil and religious liberties, including the right to independent personal decisions;
18. The right not to be discriminated against because of age, race, religion, sex, nationality, sexual orientation, disability (including and not limited to, blind, deaf, hard of hearing), or ability to pay; or be deprived of any constitutional, civil, and/or legal right;
19. The right to be transferred or discharged only for medical reasons, for the client's welfare, that of other clients or staff upon written order of a physician or other licensed clinician, or for failure to pay required fees as agreed at time of admission (except as prohibited by sources of third-party payment);
20. The right to be notified in writing, and to have the opportunity to appeal, an involuntary discharge: and
21. The right to have access to obtain a copy of his or her clinical record, in accordance with the program's policies and procedures and applicable Federal and State laws and rules.