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| **ORGANIZATIONS:**  Map to Health, LLC DBA Recovery Unplugged  Recovery Unplugged Austin, LLC  Recovery Unplugged Encore, LLC  Recovery Unplugged Northern Virginia  Recovery Unplugged Nashville, LLC | **POLICY TITLE:**  Client Rights |
| **EFFECTIVE DATE:**  8/1/19 | **POLICY NUMBER:**  OP-CL-7.01 |
| **DEPARTMENT/PRIORITY:**  Clinical | **REVISION DATE(S):** |
| **JOINT COMMISSION STANDARD:**  RI.01.01.01; RI.01.01.03; RI.01.02.01; RI.01.03.01; RI.01.03.05; RI.01.04.01; RI.01.06.03; RI.01.06.05; RI.01.06.07; RI.01.07.01; RI.01.07.03; RI.01.07.07; RI.02.01.01 | **LEGAL REFERENCE:**  FL- 65D-30.004(16)(b)(3), (29)(a-d); §397.501(1-10)  TX- §448.701  VA- 12VAC35-105-660, 665, 690  TN- 0940-05-06-.06, T.C.A.71-6-103(b) |

**POLICY:**

It is the policy of Recovery Unplugged to ensure that individuals who are seeking, are admitted for and or receiving substance abuse and mental health services are guaranteed the protection of fundamental human, civil, constitutional and statutory rights, and shall also have an organizational non-relationship policy that protects a party’s right to file a grievance or express their opinion and invokes applicability of state and federal protections (Whistle Blower Protection).

It is the purpose of this policy to ensure that all individuals who apply for services, regardless of sex, race, age, color, creed, financial status, or national origin, are assured that their lawful rights as clients shall be guaranteed and protected. While being served, the client is assured and guaranteed the following rights.

**PROCEDURE:**

All clients will be afforded their individual rights at any and all of the Recovery Unplugged treatment facilities. Our facilities in the United States include:

1. Recovery Unplugged Austin, LLC and Recovery Unplugged Encore, LLC in Texas
2. Map to Health dba Recovery Unplugged in Florida
3. Recovery Unplugged Northern Virginia in Virginia
4. Recovery Unplugged Nashville, LLC in Tennessee

Below are the Client Bill of Rights/Individual Rights that are provided to each client at each Recovery Unplugged facility.

**Recovery Unplugged Austin, LLC/Recovery Unplugged Encore, LLC**

**Client Rights**

All individuals who apply for services, regardless of sex, race, age, color, creed, financial status, or national origin, are assured that their lawful rights as Clients shall be guaranteed and protected. While being served, you the Client are assured and guaranteed the following rights:

Please be advised that your rights include the following:

1. The facility shall respect, protect, implement and enforce each client right required to be contained in the facility's Client Bill of Rights. The Client Bill of Rights for all facilities shall include:
2. You have the right to accept or refuse treatment after receiving this explanation.
3. If you agree to treatment or medication, you have the right to change your mind at any time (unless specifically restricted by law).
4. You have the right to a humane environment that provides reasonable protection from harm and appropriate privacy for your personal needs.
5. You have the right to be free from abuse, neglect, and exploitation.
6. You have the right to be treated with dignity and respect.
7. You have the right to appropriate treatment in the least restrictive setting available that meets your needs.
8. You have the right to be told about the program's rules and regulations before you are admitted, including, without limitation, the rules and policies related to restraints and seclusion. Your legally authorized representative, if any, also has the right to be and shall be notified of the rules and policies related to restraints and seclusion.
9. You have the right to be told before admission:
   1. the condition to be treated;
   2. the proposed treatment
   3. the risks, benefits, and side effects of all proposed treatment and medication;
   4. the probable health and mental health consequences of refusing treatment;
   5. other treatments that are available and which ones, if any, might be appropriate for you; and
   6. the expected length of stay.
10. You have the right to a treatment plan designed to meet your needs, and you have the right to take part in developing that plan.
11. You have the right to meet with staff to review and update the plan on a regular basis.
12. You have the right to refuse to take part in research without affecting your regular care.
13. You have the right not to receive unnecessary or excessive medication.
14. You have the right to have information about you kept private and to be told about the times when the information can be released without your permission.
15. You have the right to be told in advance of all estimated charges and any limitations on the length of services of which the facility is aware.
16. You have the right to receive an explanation of your treatment or your rights if you have questions while you are in treatment.
17. You have the right to make a complaint and receive a fair response from the facility within a reasonable amount of time.
18. You have the right to complain directly to the Texas Commission on Alcohol and Drug Abuse at any reasonable time.
19. You have the right to get a copy of these rights before you are admitted, including the address and phone number of the Texas Commission on Alcohol and Drug Abuse.
20. You have the right to have your rights explained to you in simple terms, in a way you can understand, within 24 hours of being admitted.
    1. For residential sites, the Client Bill of Rights shall also include:
       1. You have the right not to be restrained or placed in a locked room by yourself unless you are a danger to yourself or others.
       2. You have the right to communicate with people outside the facility. This includes the right to have visitors, to make telephone calls, and to send and receive sealed mail. This right may be restricted on an individual basis by your physician or the person in charge of the program if it is necessary for your treatment or for security, but even then you may contact an attorney or the Texas Commission on Alcohol and Drug Abuse at any reasonable time.
       3. If you consented to treatment, you have the right to leave the facility within four hours of requesting release unless a physician determines that you pose a threat of harm to yourself and others.
    2. If a client's right to free communication is restricted under the provisions of subsection (b)(2) of this section, the physician or clinical director shall document the clinical reasons for the restriction and the duration of the restriction in the client record. The physician or clinical director shall also inform the client, and, if appropriate, the client's consenter of the clinical reasons for the restriction and the duration of the restriction.

Address:

Substance Abuse Facility Investigations (MC 1979) Texas Department of State Health Services

PO Box 149347 Austin, TX 78714-9347

Toll Free: (800) 832-9623   Phone: (512) 834-6700

**THESE RIGHTS ARE POSTED CONSPICUOUSLY THROUGHOUT THE FACILITY**

**Map to Health LLC d/b/a Recovery Unplugged**

**Client Rights**

Individuals receiving substance abuse services at Map to Health LLC d/b/a Recovery Unplugged are guaranteed the protection of fundamental human, civil, constitutional and statutory rights.

1. You have the right to be treated with dignity and respect at all times and upon all occasions. Free from abuse, financial or other exploitation, retaliation, humiliation or neglect.
2. You have the right to receive services regardless of race, gender, ethnicity, and age, sexual preference, HIV status, or   disability, and will not be denied services based solely on these issues.
3. You have the right to privacy and security in the treatment environment.
4. You have the right to be involved in all aspects of your care and services, including participating in the formulation of your individualized treatment plan, review this plan on a regular basis and continuity of care.
5. You have the right to access the most appropriate, least restrictive level of treatment based upon your needs and best interests.
6. You have the right to participate in activities designed to enhance your self-esteem.
7. You have the right to quality services suited to your needs, administered skillfully, safely, humanely, and with full respect for your dignity and personal integrity.
8. You have the right to communicate freely and privately with other persons, within the guidelines of the program’s policies.
9. You have the right to be informed of the program’s rules and expectations for *patient* behavior.
10. You have the right to possess clothing and personal effects, unless they pose a threat to health or safety, according to the guidelines of the program’s policies and procedures.
11. You have a right to confidentiality.  Your presence in substance abuse treatment, and the records of your treatment, is protected under 42CFR, Part 2, Code of Federal Regulations.
12. You have the right to confidentiality and privacy of your protected healthcare information. Your protected healthcare information is protected under HIPAA.
13. You have the right to be fully informed of the services available to you, including the cost of those services. You have the right to examine and receive an explanation of your bill.
14. You have the right to refuse treatment to the extent permitted by law, and to be informed of the consequences of this right.
15. You have the right to appropriate assessment and management of pain.
16. You have the right to a competent treatment team that strives for the highest standards of ethical practice.
17. You have the right to file a grievance if you believe that your rights as a *patient* have been violated without retaliation.
18. You have the right to contact the Department of Children and Families if you believe your rights have been violated.  No *patient* will be discouraged or prevented from doing so.

**FLORIDAINDIVIDUAL RIGHTS**

1. **RIGHT TO INDIVIDUAL DIGNITY**
   1. The individual dignity of the Patient must always be respected and upon all occasions, including any occasion when the Patient is admitted, retained, or transported. Substance abuse Patients who are not accused of a crime or delinquent act may not be detained or incarcerated in jails, detention centers, or training schools of the state, except for purposes of protective custody in strict accordance with this chapter. A Patient may not be deprived of any constitutional right.
2. **RIGHT TO NONDISCRIMINATORY SERVICES**
   1. Service providers may not deny a Patient access to substance abuse services solely based on race, gender, ethnicity, age, sexual preference, and human immunodeficiency virus status, prior service departures against medical advice, disability, or number of relapse episodes. Service providers may not deny a Patient who takes medication prescribed by a physician access to substance abuse services solely on that basis. Service providers who receive state funds to provide substance abuse services may not, provided space and sufficient state resources are available, deny a Patient access to services based solely on inability to pay.
   2. Each Patient in treatment must be afforded the opportunity to participate in the formulation and periodic review of his or her individualized treatment or service plan to the extent of his or her ability to so participate.
   3. It is the policy of the state to use the least restrictive and most appropriate services available, based on the needs and the best interests of the Patient and consistent with optimum care of the Patient.
   4. Each Patient must be afforded the opportunity to participate in activities designed to enhance self-image.
3. **RIGHT TO QUALITY SERVICES**
   1. Each Patient must be delivered services suited to his or her needs, administered skillfully, safely, humanely, with full respect for his or her dignity and personal integrity, and in accordance with all statutory and regulatory requirements.
   2. These services must include the use of methods and techniques to control aggressive Patient behavior that poses an immediate threat to the Patient or to other persons. Such methods and techniques include the use of restraints, the use of seclusion, the use of time-out, and other behavior management techniques. When authorized, these methods and techniques may be applied only by persons who are employed by service providers and trained in the application and use of these methods and techniques. The department must specify by rule the methods that may be used and the techniques that may be applied by service providers to control aggressive Patient behavior and must specify by rule the physical facility requirements for seclusion rooms, including dimensions, safety features, methods of observation, and contents.
4. **RIGHT TO COMMUNICATION**
   1. Each Patient has the right to communicate freely and privately with other persons within the limitations imposed by service provider policy.
   2. Because the delivery of services can only be effective in a substance abuse free environment, close supervision of each Patient's communications and correspondence is necessary, particularly in the initial stages of treatment, and the service provider must therefore set reasonable rules for telephone, mail, and visitation rights, giving primary consideration to the well-being and safety of Patients, staff, and the community. It is the duty of the service provider to inform the Patient and his or her family if the family is involved at the time of admission about the provider's rules relating to communications and correspondence.
5. **RIGHT TO CARE AND CUSTODY OF PERSONAL EFFECTS OF PATIENTS**
   1. Each Patient has the right to possess clothing and other personal effects.
   2. The service provider may take temporary custody of the Patient's personal effects only when require for medical or safety reasons, with the reason for taking custody and a list of the personal effects recorded in the Patient's clinical record.
6. **RIGHT TO EDUCATION OF MINORS**
   1. Each minor Patient in a residential service component is guaranteed education and training appropriate to his or her needs. The service provider shall coordinate with local education agencies to ensure that education and training is provided to each minor Patient in accordance with other applicable laws and regulations and that parental responsibilities related to such education and training are established within the provisions of such applicable laws and regulations. Nothing in this chapter may be construed to relieve any local education authority of its obligation under law to provide a free and appropriate education to every child.
7. **RIGHT TO CONFIDENTIALITY OF PATIENT RECORDS**
   1. The records of service providers which pertain to the identity, diagnosis, and prognosis of and service provision to any individual Patient are confidential in accordance with this chapter and with applicable federal confidentiality regulations and are exempt from the provisions of s. 119.07(1) and s. 24(a), Art. I of the State Constitution. Such records may not be disclosed without the written consent of the Patient to whom they pertain except that appropriate disclosure may be made without such consent:
      1. To medical personnel in a medical emergency.
      2. To service provider personnel if such personnel need to know the information in order to carry out duties relating to the provision of services to a Patient.
      3. To the secretary of the department or the secretary's designee, for purposes of scientific research, in accordance with federal confidentiality regulations, but only upon agreement in writing that the Patient's name and other identifying information will not be disclosed.
      4. In the course of review of records on service provider premises by persons who are performing an audit or evaluation on behalf of any federal, state, or local government agency, or providing financial assistance or reimbursement to the service provider; however, reports produced as a result of such audit or evaluation may not disclose Patient names or other identifying information and must be in accord with federal confidentiality regulations.
      5. Upon court order based on application showing good cause for disclosure. In determining whether there is good cause for disclosure, the court shall examine whether the public interest and the need for disclosure outweigh the potential injury to the Patient to the service provider-Patient relationship, and to the service provider itself.
   2. The restrictions on disclosure and use in this section do not apply to Communication from provider personnel to law enforcement officers which:
      1. Are directly related to a Patient's commission of a crime on the premises of the provider or against provider personnel or to a threat to commit such a crime; and
      2. Are limited to the circumstances of the incident, including the Patient status of the individual committing or threatening to commit the crime, that individual's name and address, and that individual's last known whereabouts.
   3. The restrictions on disclosure and use in this section do not apply to the reporting of incidents of suspected child abuse and neglect to the appropriate state or local authorities as required by law. However, such restrictions continue to apply to the original substance abuse Patient records maintained by the provider, including their disclosure and use for civil or criminal proceedings which may arise out of the report of suspected child abuse and neglect.
   4. Any answer to a request for a disclosure of Patient records which is not permissible under this section or under the appropriate federal regulations must be made in a way that will not affirmatively reveal that an identified individual has been or is being diagnosed or treated for substance abuse. The regulations do not restrict a disclosure that an identified individual is not and never has been a Patient.
   5. Minor:
      1. Since a minor acting alone has the legal capacity to voluntarily apply for and obtain substance abuse treatment, any written consent for disclosure may be given only by the minor Patient. This restriction includes, but is not limited to, any disclosure of Patient identifying information to the parent, legal guardian, or custodian of a minor Patient for the purpose of obtaining financial reimbursement.
      2. When the consent of a parent, legal guardian, or custodian is required under this chapter in order for a minor to obtain substance abuse treatment, any written consent for disclosure must be given by both the minor and the parent, legal guardian, or custodian.
   6. An order of a court of competent jurisdiction authorizing disclosure and use of confidential information is a unique kind of court order. Its only purpose is to authorize a disclosure or use of Patient identifying information which would otherwise be prohibited by this section. Such an order does not compel disclosure. A subpoena or a similar legal mandate must be issued in order to compel disclosure. This mandate may be entered at the same time as, and accompany, an authorizing court order entered under this section.
   7. An order authorizing the disclosure of an individual’s records may be applied for by any person having a legally recognized interest in the disclosure which is sought. The application may be filed alone or as part of a pending civil action or an active criminal investigation in which it appears that the individual’s records are needed to provide evidence. An application must use a fictitious name, such as John Doe or Jane Doe, to refer to any individual and may not contain or otherwise disclose any identifying information unless the individual is the applicant or has given a written consent to disclosure or the court has ordered the record of the proceeding sealed from public scrutiny.
   8. For applications filed alone or as part of a pending civil action, the individual and the person holding the records from whom disclosure is sought must be given adequate notice in a manner which will not disclose identifying information to other persons, and an opportunity to file a written response to the application, or to appear in person, for the limited purpose of providing evidence on the statutory and regulatory criteria for the issuance of the court order. Applications filed as part of an active criminal investigation may, in the discretion of the court be granted without notice. Although no express notice is required to the agents, owners, and employees of the treatment provider or to any individual whose records are to be disclosed, upon implementation of an order so granted, any of these persons must be afforded an opportunity to seek revocation or amendment of the order, limited to the presentation of evidence on the statutory and regulatory criteria for the issuance of the order. Any oral argument, review of evidence, or hearing on the application must be held in the judge’s chambers or in some manner which ensures that identifying information is not disclosed to anyone other than a party to the proceeding, the individual, or the person holding the record, unless the individual requests an open hearing. The proceeding may include an examination by the judge of the records referred to in the application.
   9. A court may authorize the disclosure and use of Patient records for the purpose of conducting a criminal investigation or prosecution of a Patient only if the court finds that all of the following criteria are met:
      1. The crime involved is extremely serious, such as one which causes or directly threatens loss of life or serious bodily injury, including but not limited to homicide, sexual assault, sexual battery, kidnapping, armed robbery, assault with a deadly weapon, and child abuse and neglect.
      2. There is reasonable likelihood that the records will disclose information of substantial value in the investigation or prosecution.
      3. Other ways of obtaining the information are not available or would not be effective.
      4. The potential injury to the Patient, to the physician-Patient relationship and to the ability of the program to provide services to other Patients is outweighed by the public interest and the need for the disclosure.
8. **RIGHT TO COUNSEL--**Each Patient must be informed that he or she has the right to be represented by counsel in any involuntary proceeding for assessment, stabilization, or treatment and that he or she, or if the Patient is a minor his or her parent, legal guardian, or legal custodian, may apply immediately to the court to have an attorney appointed if he or she cannot afford one.
9. **RIGHT TO HABEAS CORP*.--***At any time, and without notice, a Patient involuntarily retained by a provider, or the Patient's parent, guardian, custodian, or attorney on behalf of the Patient, may petition for a writ of habeas corpus to question the cause and legality of such retention and request that the court issue a writ for the Patient's release.
10. **LIABILITY AND IMMUNITY**
    1. Service provider personnel who violate or abuse any right or privilege of Patient under This chapter are liable for damages as determined by law.
    2. All persons acting in good faith, reasonably, and without negligence in connection with the preparation or execution of petitions, applications, certificates, or other documents or the apprehension, detention, discharge, examination, transportation, or treatment of a person under the provisions of this chapter shall be free from all liability, civil or criminal, by reason of such acts.

**FLORIDA ABUSE HOTLINE 1-800-2873**

**OR REPORT ONLINE AT** [**HTTPS://REPORTABUSE.DCF.STATE.FL.US/**](HTTPS://REPORTABUSE.DCF.STATE.FL.US/)

**SOUTHEAST REGION OFFICE OR SUBSTANCE ABUSE AND MENTAL HEALTH**

**(561)227-6680 or (954)762-3700**

**AMERICANS WITH DISABILITIES ACT (ADA) 1-800-514-0301 (VOICE)**

**or 1-800-514-0383 (TTY)**

**DISABILITY RIGHTS OF FLORIDA 1-800-342-0823 (VOICE)**

**Or 1-800-346-4127 (TTY)**

FULL BILL OF CLIENT RIGHTS CAN BE VIEWED IN YOUR HANDBOOK GIVEN TO YOU UPON ADMISSION

**RECOVERY UNPLUGGED NORTHERN VIRGINIA**

**Statement of Client Rights**

1. **Client Rights**
   1. Each person who is a client of resident in a hospital or other facility operated, funded or licensed by the Department of Mental Health, Mental Retardation, and Substance Abuse Services shall be assured his legal rights and care consistent with basic human dignity insofar as it is within the reasonable capabilities and limitations of the Department or Licensee is consistent with sound therapeutic treatment. Except as many be limited on the basis of legal incompetence s adjudicated by the court of competent jurisdiction, each person admitted to a hospital or other facility operated, funded or licensed by the Department shall have the following rights:
2. **Access to Care**
   1. The client shall be accorded with impartial access to appropriate medical care and chemical dependency treatment care regardless of sex, race, religion, ethnicity, handicap, or source of payment for care.
   2. People with disabilities have a right to be assessed for capability of self-preservation in the event of an internal disaster and must be able to benefit from the group nature of treatment.
3. **Respect and Dignity**
   1. The client has a right to considerate, respectful and individualized care to the least restrictive and safe environment and, where appropriate, to active participation in planning his/her treatment.
4. **Individualized Treatment**
   1. The client shall receive the following individualized treatment, including at least the following:
      1. The provision of an individualized treatment plan.
      2. The periodic review of the treatment plan.
      3. The provision of an adequate number of competent qualified and experienced professional clinical staff to supervise and implement the treatment plan.
5. **Information**
   1. The client has the right to receive full information on the following:
      1. The rights of clients in a language the client understands.
      2. The professional staff members responsible for the client's care, their professional status and their staff relationship.
      3. The nature of care, procedures, and treatment that he or she will receive.
      4. The current and future use and disposition of products of special observation, audiovisual techniques, such as one-way vision mirrors, tape recorders, television, movies, or photographs
      5. The risk, side effects, and benefits of all medications and treatment procedures used, especially those that are unusual or experimental.
      6. The alternate treatment procedure(s) that is available.
      7. The right, to the extent permitted by law, to refuse specific medications or treatment procedures.
      8. The responsibility of Recovery Unplugged Northern Virginia when the client refuses appropriate legal alternatives or orders of involuntary detainment, or in accordance with professional treatment, to seek standards, to terminate the relationship with the client upon reasonable notice when client refusal unduly compromises the treatment provided.
      9. The reasons for any proposed change in the professional staff for the client or for any transfer of the client either within or outside of the organization.
      10. The rules and regulations of Recovery Unplugged Northern Virginia applicable to the client's conduct.
      11. The right to initiate a complaint or grievance procedure and the appropriate means of requesting legal counsel, a hearing or review of the complaint.
      12. The discharge plans and follows up procedures.
      13. The plans for meeting continuing mental and physical health requirements following discharge.
6. **Costs**
   1. The client has the right to receive, as appropriate, the cost, itemized when possible, of services rendered.
   2. The source of the organization's reimbursement, and any limitations placed on the duration of services.
7. **Legal**
   1. The client has a right to retain his legal rights as provided by state and federal laws.
   2. The client has the right to appeal any program decision and receive a just and impartial resolution of any complaint without fear of reprisal or prejudice.
   3. The client has the right to access the Regional Advocate who ensures the observance of all rights acknowledged and accorded.
   4. The client has the right to seek and receive assistance in accessing any public service, which he/she is entitled.
8. **Privacy and Confidentiality**
   1. The client has a right to have access to his medical records and mental records and to be assured of their confidentiality, but not withstanding other provisions of law such rights shall be limited to access consistent with his/her condition and sound therapeutic treatment.
   2. The client has a right to inspect, copy, challenge where inaccurate, and have amended any and all records.
9. **Refusal of Treatment**
   1. The client has the right to refuse treatment of the extent permitted by law, and to be informed of the consequences of his/her refusal. When refusal of treatment by the client or his legally authorized representative prevents the provision of appropriate care in accordance with professional standards, the relationship with the patient may be terminated upon reasonable notice.
   2. The client has the right not to be the subject of experimental or investigational research without his prior and informed consent or that of his guardian or committee.
   3. A client has the right to leave Recovery Unplugged Northern Virginia against staff advice to the extent permitted by law. If the client leaves against staff advice, Recovery Unplugged Northern Virginia and his/her doctor is not responsible for any harm that this action may cause him/her or others.
10. **Transfer and Continuity of Care**
    1. The client may not be transferred to another facility unless he/she has received a completed explanation of the need for the transfer and the alternatives to such a transfer, and unless the transfer is acceptable to the other facility. The client has the right to be informed by the practitioner responsible for his/her care, or his/her designee of any continuing health care requirements following discharge from Recovery Unplugged Northern Virginia.

**IF YOU BELIEVE YOUR RIGHTS HAVE BEEN TAKEN AWAY, YOU MAY CALL OR WRITE:**

**Recovery Unplugged Northern Virginia, Clinical Director**

**5105 Q Backlick Rd., Annandale, VA 22003**

**703-256-6474**

**Regional Human Rights Advocate: Ann Pascoe**

**Department of Mental Health, Mental Retardation and Substance Abuse Services**

**9901 Braddock Rd. Fairfax, VA 22032-1941**

**Direct: (804) 297-1503**

**Toll Free: (877) 600-7437**

**RECOVERY UNPLUGGED NASHVILLE, LLC**

**Client Rights**

1. The following rights shall be afforded to all clients by all licensees and are not subject to modification:
   1. Clients have the right to be fully informed before or upon admission about their rights and responsibilities and about any limitation on these rights imposed by rules of Recovery Unplugged. Recovery Unplugged shall ensure that the client is given information about his or her rights that shall include at least the following:
      1. A statement of the specific rights guaranteed the client by these rules and applicable state and federal laws;
      2. A description of the facility’s complaint and grievance procedures;
      3. A listing of all available advocacy services which include at minimum the phone numbers for the following:
         1. Adult Protective Services
         2. The Local Ombudsman
         3. TDMHSAS Office of Licensure
         4. Department of Children’s Services
         5. Disability Law and Advocacy Center
         6. Office on Aging
         7. Community Mental Health Centers
         8. Free Health Clinics
         9. Mental Health Hospitals
         10. Mobile Crisis
         11. Local Food Banks
         12. Transportation
         13. Veteran’s Administration
      4. A copy of all general facility rules and regulations for clients; and,
      5. The information must be presented in a manner or format that promotes understand by clients of their rights and an opportunity must be given to clients to ask questions about the information.
         1. If a client is unable to understand this information at the time of admission and later becomes able to do so, the information must be represented to this client at that time.
         2. If a client is likely to continue indefinitely to be unable to understand this information, the facility must promptly attempt to provide the required information to a parent, guardian, or other appropriate person or agency responsible for protecting the rights of the client;
   2. Clients have the right to voice grievances to staff of the facility, to the licensee, and to outside representatives of their choice with freedom from restraint, interference, coercion, discrimination, or reprisal;
   3. Clients have the right to be treated with consideration, respect and full recognition of their dignity and individuality;
   4. Clients have the right to be protected by the licensee from neglect; from physical, verbal and emotional abuse (including corporal punishment); and from all forms of misappropriation and/or exploitation;
   5. Clients have the right to be assisted by the facility in the exercise of their civil rights;
   6. Clients have the right to be free of any requirement by the facility that they perform services which are ordinarily performed by facility staff;
   7. If residential services are provided, clients must be allowed to send personal mail unopened and to receive mail and packages which may be opened in the presence of staff when there is no reason to believe that the contents thereof may be harmful to the clients or others;
   8. Clients have the right to privacy while receiving services;
   9. Clients have the right to have their personal information kept confidential in accordance with state and federal confidentiality laws;
   10. Clients have the right to ask the facility to correct information in their records. If the facility refuses, the client may include a written statement in the records of the reasons they disagree;
   11. Clients have the right to be informed about their care in a language they understand; and
   12. Clients have the right to vote, make contracts, buy or sell real estate or personal property, or sign documents, unless the law or a court removes these rights.
2. The following rights must be afforded to all clients by all licensed facilities unless modified in accordance with rules 0940-05-06-.07 or 0940-05-06-.08:
   1. Clients have the right to participate in the development of the client’s individual program or treatment plans and to receive sufficient information about proposed and alternative interventions and program goals to enable them to participate effectively;
   2. Clients have the right to participate fully, or to refuse to participate, in community activities including cultural, educational, religious, community services, vocational and recreational activities;
   3. If residential services are provided, clients must be allowed to have free use of common areas in the facility with due regard for privacy, personal possessions, and the rights of others;
   4. Clients have the right to be accorded privacy and freedom for the use of bathrooms when needed;
   5. Clients shall be permitted to retain and user personal clothing and appropriate possessions including books, pictures, games, toys, radios, arts and crafts materials, religious articles, toiletries, jewelry and letters;
   6. If residential services are provided and if married clients reside in the facility, privacy for visits by spouse must be ensured, and if both spouses are residing in the facility, they must be permitted to share a room;
   7. If residential services are provided, clients have the right to associate and communicate privately with persons of their choice including receiving visitors at reasonable hours; and
   8. If residential services are provided, persons supported have the right to be given privacy and freedom in the use of their bedroom/sleeping area.

**Advocacy Numbers**

**Tennessee Statewide Crisis Line**

**855-CRISIS-1 (855-274-7471)**

**Tennessee Department of Human Services**

**1-888-APS-TENN (1-888-277-8366)**

**Tennessee Department of Mental Health and Substance Abuse Services Helpline**

**800-560-5767 or 615-532-6700**

**Americans with Disability Act**

**1-800-514-0301**