



Client Rights

CR 1, 1.04, FKC 2.02, MHSU 1.02, CGS 17a-540 to 550

Effective – 07/05

Revision – 06/16, 2/17; 10/18

Policy

Clients sign the client rights and responsibilities during initial contact when seeking admission to the agency. A signed copy of the client rights and responsibilities is kept in their client record. Another is given to the client.

Procedure

While a client is at Boys & Girls Village, he/she has the right to:

- 1) be notified of his/her rights before agreeing to services
- 2) non-discriminatory treatment delivered with compassion, dignity and respect.
- 3) receive a service delivered in a culturally sensitive manner that is voluntary and client/family driven
- 4) participate in the development of the plan of services, to review individual treatment plans, and to express opinions and to disagree with the plan
- 5) be informed regarding the specific services being recommended, including alternatives that could be offered, potential benefits and/or risks, and recommendations for medications.
- 6) refuse services/treatment unless mandated by law or court order and to be informed of any known consequences of such refusal
- 7) confidentiality of information. Unless permissible under law or written permission is given, no information regarding client or client's family is to be shared outside Boys & Girls Village.
- 8) feel safe. Boys & Girls Village staff is not to physically touch any client or member of the client's family except in emergency safety situations. Boys & Girls Village staff is not to continue to call, write to, or visit with clients or their families after discontinuation of services unless staff receives specific approval from the Agency. Boys & Girls Village staff is not to threaten clients or their families with physical, sexual, or psychological harm for any reason.
- 9) be heard when voicing concerns regarding potential violations of their rights
- 10) request a review of care, treatment and service plans

Clients have the following responsibilities:

- 1) Treat others with compassion, dignity and respect
- 2) Maintain the confidentiality of other clients
- 3) Notify staff of any potential hazards to the safety and well-being of other clients
- 4) Notify staff of any information that may impact upon his/her treatment
- 5) Participate in his/her treatment and care planning to the best of his/her ability
- 6) To follow all Boys & Girls Village rules while on Boys & Girls Village property including, but not limited to, being free of substances while on the property and not carrying weapons of any type

A written summary of client rights and their responsibilities is posted in the reception areas of each facility. Client rights and responsibilities are also made available on the agency's website. These do not preclude the requirement to engage clients in an active dialogue about their rights and responsibilities.