

mation. Clients shall be informed in writing of agency policies and procedures for viewing or obtaining copies of personal records.

15. The right to be informed in advance of the reason(s) for discontinuance of service provision, and to be involved in planning for the consequences of that event.
16. The right to receive an explanation of the reasons for denial of service.
17. The right not to be discriminated against in the admission to and the provision of service on the basis of religion, race, color, creed, sex, national origin, age, lifestyle, physical or mental handicap, developmental disability, ethnicity, sexual orientation, HIV infection, AIDS-Related Complex, or inability to pay.
18. The right to know the cost of services.
19. The right to be fully informed of all rights.
20. The right to exercise any and all rights without reprisal in any form including continued and uncompromised access to services.
21. The right to file a grievance.
22. The right to have oral and written instructions for filing a grievance.

23. Corporal punishment and/or verbal abuse shall be prohibited. Corporal punishment and verbal abuse include, but are not limited to the following: acts of physical violence against a client; acts which unduly restrict the treatment or care of a client; and acts which violate the human rights of a client.
24. No client shall be denied a meal as a form of discipline or for any other reason except as specified in the individualized client plan.
25. No client shall be denied educational programming for any reason except as specified in the individualized client plan.

**All questions and complaints about Client Rights should be directed to:**

**Velma Williams**  
**Client Rights Officer**  
**Woodland Centers, Inc.**  
**3086 State Route 160**  
**Gallipolis, OH 45631**  
**Phone: (740) 446-5500**



Woodland  
Centers, Inc.

# CLIENT RIGHTS

**November 2003**

# CLIENT RIGHTS

It is the policy of Woodland Centers, Inc. to protect and enhance the rights of persons applying for or receiving mental health services by establishing specific rights of clients and procedures for responsive and impartial resolution of client grievances.

All clients will be apprised of their rights, verbally and in writing, upon admission to the agency. A copy of the Client Rights and Grievance Procedure will be given and explained to the client. A copy will be posted in each facility operated by Woodland Centers, Inc. Additional copies are available from the front desk upon request.

## ALL CLIENTS OF THE AGENCY HAVE THE FOLLOWING CLIENT RIGHTS.

1. The right to be treated with consideration and respect for personal dignity, autonomy, and privacy.
2. The right to confidentiality of communications and of all personally identifying information within certain limitations and requirements for disclosure to various funding and/or certifying sources, state or federal statutes, unless release of information is specifically authorized by the

client, or parent or legal guardian of a minor client or court-appointed guardian of an adult client.

3. The right to service in a humane setting which is the least restrictive feasible as defined in the treatment plan.
4. The right to be informed of one's own condition, or proposed or current services, treatment or therapies, and of the alternatives.
5. The right to consent to or refuse any service, treatment or therapy upon full explanation of the expected consequences of such consent or refusal. A parent or legal guardian may consent to or refuse any service, treatment or therapy on behalf of a minor client.
6. The right to a current, written, individualized service plan that addresses one's own mental health, physical health, social and economic needs, and that specifies the provision of appropriate services, as available, either directly or by referral.
7. The right to active and informed participation in the establishment, periodic review and reassessment of the service plan.
8. The right to freedom from unnecessary or excessive medication.
9. The right to freedom from unnecessary restraint or seclusion.
10. The right to participate in any appropriate and available agency service, regardless of refusal of one or more other services, or therapies, or regardless of relapse from earlier treatment in that or another services, unless there is a valid

and specific necessity which precludes and/or requires the client's participation in other services. This necessity shall be explained to the client and written in the client's current service plan.

11. The right to be informed and refuse and unusual or hazardous treatment procedures.
12. The right to be advised of and refuse observation by techniques such as one-way vision mirrors, tape recorders, television monitors, movies, or photographs.
13. The right to have the opportunity to legal consult with independent treatment specialists or legal counsel at one's own expense.
14. The right to have access to one's own psychiatric, medical or other treatment records, unless access to particular identified items of information is specifically restricted for that individual client for clear treatment reasons in the client's treatment plan. "Clear treatment reasons" shall be understood to mean only severe emotional damage to the client such that dangerous or self-injurious behavior is an imminent risk. The person restricting the information shall explain to the client and other persons authorized by the client the factual information about the individual client that necessitates the restriction. The restriction may be renewed at least annually to retain validity. Any person authorized by the client has unrestricted access to all infor-