

# Client Rights

## DO YOU KNOW?

- As a client you have certain rights.

## WE PROMISE:

- To protect your legal rights.
- To treat you with respect.
- To honor your privacy.
- To respect your dignity.
- To help you see your choices.
- To keep confidentiality.
- To inform you of emergency procedures.
- To include you in writing your service plan.
- To provide you humane care.
- Freedom from mental and physical abuse, neglect, and exploitation.
- To be informed of any potential risks of the services.
- To offer you the right to refuse treatment.
- To provide an individualized service plan.
- Not to sell any goods to you or buy any goods from you.

PLUS

## WHAT WE DO:

- ❖ We will not share any information about you or your family without your written permission, except:
  - ✓ When you sign a release form
  - ✓ When we believe that you or a family member might harm yourself or someone else, or that you have committed a crime
  - ✓ In an emergency medical situation
  - ✓ When a judge issues a court order directing the release of your records.
- ❖ **If we come to your home and we suspect child abuse or neglect, we are required by law to make a report to The Department of Social Services.**

## WHAT CAN YOU DO?

- If you have concerns or have a complaint, you can contact the Governor's Advocacy Council for Person's with Disabilities (GACPD), the statewide agency designated under Federal and State law to protect and advocate the rights of persons with disabilities. Their phone number is **1-800-821-6922**.