



Main Office:

3840 Packard, Suite 270
Ann Arbor, MI 48108

Office - (734) 995-6755

Fax - (734) 557-3995

www.whitebehavioral.com

Client Rights and Responsibilities

It is the policy of WBC Counseling to provide quality services in an environment in which the needs of clients are met through the protection of individual interests. Such an environment is based on respect of the dignity of the person served as an individual who is provided care in a courteous and compassionate manner. The dedication of each employee to the components outlined in this policy is essential in achieving our goal of protection of individual rights and interests.

I. CLIENT RIGHTS:

- A. All persons receiving services from WBC Counseling shall retain all rights, benefits and privileges guaranteed by Federal, State, and local law, except those specifically lost through the due process of law.
- B. Clients have the right to live in the community of their choice without restraints on their independence, except those restraints to which all citizens are subject.
- C. Clients have the right to be treated with courtesy and dignity and are at all times entitled to respect for their individuality, and the recognition that their strengths, abilities, needs, and preferences are not determinable based on a psychiatric diagnosis.
- D. Clients have the right to be notified of all rights accorded them as recipients of services at time of admission or intake, and in terms that he or she understands.
- E. Clients have the right to be treated in the least restrictive setting to meet their needs.
- F. Clients have the right to receive services conducted in a manner reflecting quality professional and ethical standards of practice and shall be apprised of the organization's code of ethics/conduct.
- G. Clients have the right to receive services without discrimination based on race, color, sex, sexual orientation, age, religion, national origin, domestic/marital status, political affiliation or opinion, veteran's status, physical/mental handicap, or ability to pay for services.
- H. Clients have the right to be treated in an environment free from physical abuse, sexual abuse, physical punishment, or psychological abuse by threatening, intimidating, harassing, or humiliating actions on the part of staff.
- I. Clients have the right to be fully informed of the services to be provided, the right to consent to services, and the right to refuse services (with the exception of legally mandated services) without fear of retribution or loss of rights.
- J. Clients have the right to privacy during facility visits. Individuals and/or group visits are permitted only when the purpose of the visitation is education or professional in nature. Planning for outside visitors shall provide for limited interruption of consumer routine, therapeutic or rehabilitative programs, and related activities. Clients will be given notice of such visitation.
- K. Clients have the right to confidentiality. Information may not be released without the consumer's written permission, except as the law permits or requires.
- L. Clients, or the consumer's legal guardians, have the right to review the consumer's record at any reasonable time upon request, including prior to an authorized release, and shall be afforded the assistance of an appropriate clinical employee in cases where a reasonable concern exists of a

possible harmful effect to the consumer through the misinterpretation of information in the record.

M. Clients, along with family or significant other(s), when appropriate, have the right to participate in their treatment and treatment planning. Clients have a right to a full and complete explanation of the nature of treatment and any known or potential risks involved therein.

N. Clients have the right to an individualized, written treatment plan to be developed promptly following admission, treatment based on the plan, periodic review and reassessment of needs, and appropriate revisions of the plan including a description of services that may be needed following discharge from services.

O. Clients have the right to request and receive outside (other than WBC Counseling employees) professional consultation regarding their treatment at their own expense.

P. Legally competent Clients have the right to refuse treatment, except in emergency situations or other circumstances required by law. Clients shall not be denied treatment, services, or referral as a form of reprisal, excepting that no individual provider shall be obligated to administer treatment or use methods contrary to his or her clinical judgment.

Q. Clients shall have access to written information about fees for services and their rights regarding fees for services and will not be refused services due to an inability to pay.

R. Clients have the right to an explanation if services are refused to them for any reason including admission ineligibility or continued care ineligibility and have the right to appeal such decisions.

S. Client shaves the right to informal complaint and/or formal grievance regarding practices or decisions that impact their treatment or status without fear or concern for reprisal by the organization or its staff and have the right to have this process clearly communicated to them upon entry to services and throughout participation in services.

T. Clients have the right to refuse to participate in research without loss of services and participate in research on a voluntary basis only with full written informed consent.

U. Clients have the right to access guardians, self-help groups, advocacy services and legal services at any time. Access will be facilitated through the person responsible for the consumer's service coordination.

V. Clients have the right to be treated in the least restrictive environment, be provided evidence-based information about alternative treatments, have access they're to their records, have equal access to treatment regardless of race ethnicity, gender, age, sexual orientation, and sources of payment.

W. Clients have the right to be informed of appeal procedures, initiate appeals, have access to grievance procedures, receive a grievance appeal decision in writing, and appeal a grievance decision to an unbiased source.

X. Clients have the right to be protected from the behavioral disruptions of other Clients.

II. CLIENT RESPONSIBILITIES

A. Clients have the responsibility to treat other Clients and employees with courtesy.

B. Clients have the responsibility to behave in such a way as to protect themselves and others from exposure to or transmission of any infectious or communicable disease, including diseases that are sexually transmitted.

C. Clients have the responsibility to make their concerns known to WBC Counseling staff and to ask questions when they require information from staff.

D. Clients have the responsibility to follow all of WBC Counseling's safety rules and posted signs.

E. Clients have the responsibility to keep scheduled appointments.

F. Clients have the responsibility to attend services without the use of alcohol or illicit drugs.