TITLE: **Rights of the Person Served**	POLICY NUMBER: **RPS 8.1**	EFFECTIVE DATE: **1/2020**
CARF REFERNCE: **Rights of Persons Served 1.K.1**	PAGE NUMBER: **1 of 3**	**Rights of Persons Served**

OSE: To define systems that ensure and monitor the implementation of the rights of persons served.

Y: Carolina Center for Recovery commits to ensuring that all appropriate safeguards are implemented to address the rights of persons served through agency services, including client involvement in all elements of services, strict adherence to confidentiality laws (Federal and State), cultural sensitivity, and freedom from any form of abuse or neglect as a result of involvement in services. The rights of persons served are communicated in a meaningful way to each client, shared with the client at the time of intake and updated annually. Additional copies of the rights are posted in visible areas within the facility.

PROCEDURE:

- Each individual is fully informed before or upon admission about his/her rights and responsibilities and about any limitation on these rights imposed by the rules of the facility. The client is given both oral and written explanations of these rights. This is documented by client and witness signature indicating that s/he understands his/her rights and responsibilities. The client is able to have any questions or concerns addressed at any time during or after treatment. The client is offered a copy of the rights and responsibilities within the client handbook. The original document with signature becomes a part of the client record. The client rights provide the client with a statement of specific rights guaranteed to the client by these rules and applicable laws.

- If a client who is unable to understand this information at the time of admission later becomes able to do so, the information must be presented at that time. 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 the parent, guardian or other appropriate person or agency responsible for protecting the rights of the individual.

Each client is also provided with information regarding HIPAA and signature

- is retained regarding receipt of privacy notice.

- For any client involved in Carolina Center for Recovery services longer than one year, the client rights and responsibilities are again reviewed and signatures obtained by the primary therapist or designated staff.

- The client rights are posted prominently at the facility

- Modification or limitations of client rights may only occur as follows:

  - It is demonstrated and documented that a legitimate program purpose cannot reasonably be achieved without such modification or limitation;
  - No modification or limitation may be made solely for the convenience of staff or be more stringent that is necessary to achieve the demonstrated purpose;
  - Clients or representatives of clients must be fully informed of purposed rules, policies or procedures modifying or limiting rights and the reasons for this. They must be given the opportunity to object, propose alternatives and consult with family, friends and/ or advocacy agencies prior to implementation.

Carolina Center for Recovery believes you and your family members are entitled to services provided in a physically safe environment promoting mutual trust. CCR staff members are knowledgeable about mental health problems and the disease of addiction, have an accepting attitude with non-judgmental behavior, and are expected to treat everyone courteously with unconditional positive regard.

As a CCR client, you have the following rights:

These rights are based on our policies, as well as in the "Client Rights in the Community Mental Health, Developmental Disabilities, and Substance Abuse Services," Subchapter 27C-27F and with General Statute 122C, Article 3, regarding client rights as well as the U.N. Declaration of Rights and US Constitution Bill of Rights.

We will:

- Protect your legal rights
- Treat you with respect
- Honor your privacy
- Help you see your choices
- Provide confidentiality
- Provide humane care
- Include you in writing your service plan
- Inform you of emergency procedures

- Provide freedom from mental and physical abuse, neglect and exploitation
- Inform you of any potential risks of the services

You have the right to:

- See your record and to have a copy of your record, unless our clinical staff decides it would be harmful to you to have it;
- Refuse any part of treatment as a voluntary client without threat of termination. If you refuse all available treatment you may be discharged from services;
- Be treated with dignity;
- Have an individualized service plan based on your needs and preferences and to receive a

TITLE: **Rights of the Person Served**	POLICY NUMBER: **RPS 8.1**	EFFECTIVE DATE: **1/2020**
CARF REFERNCE: **Rights of Persons Served 1.K.1**	PAGE NUMBER: **3 of 3**	**Rights of Persons Served**

- copy of your plan
- If you are 18 years or older and able to decide and communicate health care decisions, to make an advanced care directive detailing the type of mental health/heath care you want in case you lose the ability to make these decisions;
- To be treated with your consent except: (1) in an emergency, (2) if treatment is court ordered, (3) if you are under 18 and your parents give permission, or (4) if a guardian has been appointed by the court and your guardian gives permission;
- To discuss problems or concerns about your service with any staff. If you do not understand any part of your rights, please ask for help.

– For more of your rights check the lobby for posting and handouts.

TITLE: **Client Grievance**	POLICY NUMBER: **RPS 8.2**	EFFECTIVE DATE: **1/2020**
CARF REFERNCE: **Rights of Persons Served 1.K.3.a.**	PAGE NUMBER: **1 of 2**	**Rights of Persons Served**

Y: Carolina Center for Recovery is committed to ensuring that all appropriate safeguards are implemented to ensure that clients are free to voice comments related to care or services. The grievance and complaint processes will be utilized as mechanisms for assuring that comments are addressed in the manner stated above. All grievances will adhere to guidelines set forth by regulatory bodies. This process may also include tracking of clients expressions of gratitude and compliments.

RPOSE: Client orientation to treatment includes a review of the rights of the clients at Carolina Center for Recovery, including the right to file a grievance when client believes that the program or staff has violated their rights. The formal grievance procedure is posted in a prominent location where the clinical services are provided. The formal grievance procedure is also included in the client handbook. Forms to begin the grievance process are readily accessible throughout the facility, from any staff member and included in the client handbook. Staff members will in no way discourage clients from filing a grievance, but rather view it as a valuable tool in the therapeutic process.

EDURE:

If you feel unfairly treated for any reason, please talk with your counselor. If you feel the problem needs to be formally reviewed, you may follow the Grievance Procedure:

1. The primary counselor is the first contact for your grievance. If the grievance cannot be resolved at this informal level, the client shall request a conference with Clinical Director. At this time, your primary counselor will ask you to put the grievance in writing.
2. The Clinical Director will discuss the grievance with you within five working days.
3. The Clinical Director will attempt at this meeting to identify and dispose of any portion of the grievance, which represents misunderstanding of instructions, recommendations, requirements, policies, or practices.
4. If you are not satisfied at this point, you may file a formal written grievance and a hearing will be scheduled with the CEO and/or COO.
5. Within 10 working days after the Grievance Hearing, the CEO and/or COO will provide a written statement of the events surrounding the grievance with a final decision.
6. You have the right to file any grievance under the guidelines described above. It is hoped that any problem can be solved through a discussion between you and primary case manager. Any corrective actions will not result in retaliation or barriers to your service.
7. If you are still not satisfied, the procedures for assistance from state/federal agencies are listed below.

DHSR (NC Division of Health Service Regulation)

By Mail: Complaint Intake Unit
2711 Mail Service Center
Raleigh, NC 27699-2711

By phone: Complaint Hotline: 1 800 624 3004 (within N.C.)
or 919 855 4500

Hours: 8:30 am- 4:00 pm weekdays

Or

Disability Rights of North Carolina

877-235-4210