

Henderson Behavioral Health will protect and promote the rights of Persons Served to the fullest extent of the law. At all times, Persons Served will be treated with respect and dignity and with sensitivity to their cultural background, social, psychological, physical, and spiritual factors.

NON-DISCRIMINATION POLICY

No person shall, on the basis of race, color, religion, national origin, sex, age, disability, handicap, marital status, veteran or military reserve status be excluded from the participation in, be denied the benefits of, or be subjected to unlawful discrimination under any program or activity receiving or benefitting from federal financial assistance and administered by the Department of Children and Family Services. No person meeting entrance criteria shall be denied access to behavioral health services by Henderson Behavioral health.

RIGHT OF INDIVIDUAL DIGNITY

Henderson Behavioral Health shall not exploit any person served or require them to make public statements acknowledging gratitude to the agency or perform at public gatherings. Furthermore, people served shall have the right:

- To be respected at all times.

- To manage their own financial affairs, to the fullest extent possible.

- To be free from physical, psychological, or sexual abuse/harassment, neglect, and physical punishment. To be free from psychological abuse, including humiliating, threatening, or exploitive actions.

- To be informed of crisis procedures utilized by the facility, including voluntary and involuntary hospitalization procedures, and any seclusion or restraint policies.

- To purchase goods and property of their choice.

- To have freedom of movement unless restricted by a Judge or as apart of treatment.

RIGHT TO TREATMENT

Individuals served shall have the right:

- To receive treatment in the least restrictive setting possible.

- To be free of unnecessary treatment.

- To decline to participate in research of any kind.

- To participate/review the development and planning of services to be rendered. Persons Served are encouraged to participate in the development of their treatment goals, objectives and discharge plans with the professional staff.

- To a complete description and explanation of the purpose, length, cost of my treatment and to receive a formal treatment plan.

- To review my treatment, transfer or discharge plans with professional staff/treatment team; or to appoint a representative to do so, as prescribed by Henderson Behavioral Health policy and applicable legal requirements.

RIGHT TO BE FREE OF FINANCIAL ABUSE

No person shall be refused services due to an inability to pay. Individuals served shall have the right:

- To be assessed a fee for all services at Intake, which is based on a standardized Sliding Fee Schedule according to the current Federal Poverty Guidelines and the resources, insurances, and ability to pay.

- To have the opportunity for a financial update annually to report any changes in financial and insurance status.

- To assurance that only services received are billed to the appropriate parties/funders/insurances.

RIGHT TO EXPRESS AND INFORMED CONSENT

Individuals served shall have the right:

- To consent, or not consent, in writing, to treatment, to release and/or obtain records, unless restricted by a Judge or in an emergency. To be informed about the nature of the treatment, and treatment

options to facilitate the persons served decision making.

To consent to, or not consent to, in writing, to any research conducted by Henderson Behavioral Health, including the right to terminate participation at any point in the research process; and the right to receive notice of all potential risks involved with the research process.

To assurances that all research conducted by Henderson Behavioral Health adhere to all government regulations, adhere to professional ethics, be pre-approved by the designated authority, and be sensitive to the cultural and ethnic background of all participants. Written consent to participate in research activities also includes the use, disposition and release of the data.

To refuse or terminate services at any time by contacting assigned staff in person, by phone, and/or by letter of intent.

RIGHT TO QUALITY TREATMENT

Individuals served shall have the right:

To receive treatment that is skillfully, safely, and humanely administered.

To receive behavioral care services as are needed: medical, therapeutic, vocational, social, educational, and rehabilitative. To choose providers of behavioral care services to request a second opinion, or to request a transfer of providers.

To receive information on the expected results and side-effects of treatment and services.

RIGHT TO COMMUNICATION AND ABUSE REPORTING

Individuals served shall have the right:

To communicate with persons of their choice.

To have access to a telephone at any time to report abuse or neglect (1-800-96-ABUSE). To make complaints and receive timely responses. To be informed of the Grievance Procedure should any complaints not be resolved appropriately, which includes documenting the investigative steps and the resolution of the person served's grievance.

To send and receive mail and communicate by telephone unless restricted as apart of treatment. (For Residential Programs) To have visitors at reasonable hours, unless restricted as apart of treatment. (For Residential Programs)

To choose and wear own clothing as appropriate.

RIGHT TO CARE AND CUSTODY OF PERSONAL EFFECTS (For Residential Programs)

To training and assistance in the selection and proper care of clothing and to clothing that is suited to climate, in good repair, of proper size, and similar to the clothing worn by peers in the community.

To have your right to personal clothing and belongings respected.

To know that the facility administrator will maintain safe custody of your belongings taken for medical or safety reasons.

RIGHT TO VOTE IN PUBLIC ELECTIONS (For Residential Programs)

Individuals served shall have the right:

To vote in all public elections, if eligible.

To know that there is a procedure to obtain a voter registration form and applications for absentee ballots.

RIGHT TO PRIVACY

Individuals served shall have the right:

To facility space, furnishings, and telephone that enable staff to provide appropriate services/supervision while respecting the privacy of persons served.

To participate in religious services or activities of their interest. (For Residential Programs)

Individuals served shall have the right:

To confidentiality in all matters pertaining to your course of treatment, including all PHI, in accordance with all current governing statutes.

To designate, if legally competent, who or which agencies shall receive or send us information about your treatment. To know that only a court order, or an emergency situation, can result in information from your PHI being shared.

To have reasonable access to your records. To maintain the confidentiality of your PHI.

RIGHT TO PETITION FOR A WRIT OF HABEAS CORPUS (Court Order for CSU)

Individuals served shall have the right:

To ask the cause and legality of your detention. To ask the circuit court to order your release.

RIGHT TO TRANSPORTATION (For Residential Programs)

Individuals served shall have the right to be transported to and from a treatment facility if you are unable to provide or pay for such transportation.

RIGHT TO DESIGNATE REPRESENTATIVES

Individuals served shall have the right:

To designate a person to receive notices if you are admitted to a hospital or residential program. To access a guardian, conservator, self-help groups, and/or advocacy services or legal advocates.

RESPONSIBILITIES OF PERSONS SERVED

As a person receiving services from Henderson Behavioral Health, you have the responsibility to:

1. To keep predetermined appointments.
2. To notify the center at least 24 hours in advance of canceling an appointment.
3. To participate in the development of treatment goals, objectives, and discharge plans and all treatment sessions.
4. To follow agreed upon treatment.
5. To maintain confidential information pertaining to group therapy members (when applicable).
6. To assume responsibility for payment of the assessed fee for services.
7. To inform treatment staff of any changes of address, telephone number, medical insurance policies, or financial status