

# PERSONAL RIGHTS & RESPONSIBILITIES

## YOU HAVE THE RIGHT:

- To receive services in a safe (physical, psychological, social and moral), clean, healthy, and comfortable environment and to be treated with dignity and respect.
- To be free from physical, sexual, emotional or other abuse, or corporal punishment.
- To be free from discrimination, intimidation, or harassment based on gender, race, color, religion, ancestry, national origin, disability, medical condition or sexual orientation or perception of having one or more of those characteristics.
- To receive services that are respectful of, and responsive to, cultural and language differences.
- To participate in all service decisions and participate in the development of your Service Plan.
- To participate in Shared Governance by giving input into decisions, sharing information, and practicing transparency.
- To be informed of the benefits, risks, side effects, and alternatives to planned services.
- To receive services in a manner that is free from harassment or coercion and that protects your right to self-determination (make your own decisions).
- To refuse any service (unless mandated by law or court order) and be informed about the consequences of such refusal, which may include discharge.
- To receive services during typical business hours (8 AM-5 PM, Monday-Friday) which are flexible to meet client needs, including nights and weekends.
- To make complaints, have them heard, get a prompt response, and not receive any threats or mistreatments as a result. *(please refer to Grievance Policy for specifics)*
- To be transferred to another agency/program that can provide necessary services should CHOR determine that we are no longer able to provide said services. The rationale for the transfer will be communicated to the client/family.
- To be discharged from services as soon as they are no longer necessary.

## YOU HAVE THE SOCIAL RESPONSIBILITY:

- To treat those providing you services with dignity and respect.
- To abide by program rules and expectations.
- To provide accurate information about your life history, mental health, patterns of behavior, and substance use issues.
- To work with staff in planning, reviewing, and changing your Service Plan.
- To report concerns about the quality of care you receive.
- To participate in your services.

## WE HAVE THE OBLIGATION AND SOCIAL RESPONSIBILITY:

- To provide a safe, healthy, and comfortable environment in which to provide services.
- To treat you and your family with dignity and respect.
- To provide you with high quality services.
- To keep your information confidential. Only where permitted by law may your records be released without your permission.
- To notify you of any changes to program rules and/or client rights.
- To provide, or arrange for, bilingual personnel or translators, as needed to maintain open communication.
- To abide by all federal, state, and local requirements as well as those set forth by other regulatory bodies.