

Community Healthlink Policy and Procedure Manual		
Section: 7 Clients' Rights and Responsibilities	Policy Number: 7-01-5	Effective Date: 7/15/14
Title: Client Rights		Review Date: 7/12/17
Scope:		Originated: 7/1/01
References:		
Revision: 10/28/02, 1/13/04, 1/20/09, 11/30/12, 09/10/13, 07/15/14, 08/25/15, 4/4/17, 7/12/17		

Purpose:

To define the rights of clients and the means by which these rights are protected and exercised. The most recent version of the clients' rights are attached to this policy.

Definitions:

Policy:

CHL shall support and to the best of its ability protect the fundamental human, civil, constitutional and statutory rights of each client.

Procedures

1. CHL's Client Rights at Community Healthlink establishes guidelines for service delivery. The Client Rights at Community Healthlink can be revised or amended upon approval of the Human Rights Committee and CPO. Clients Rights at Community Healthlink may be amended to be program-specific (e.g., children's services). Amendments must be approved by the Human Rights Committee and CPO.
2. All clients shall be informed of their rights upon admission to CHL and given a copy of their rights and annually thereafter. Clients will acknowledge receipt of a copy of Client Rights at Community Healthlink on the Informed Consent Form.
3. Client Rights shall be conspicuously posted at all CHL sites.
4. All staff are expected to be knowledgeable of and uphold clients' rights.
5. Staff are encouraged to consult with the Human Rights Officers and/or the Human Rights Coordinator on questions or issues regarding client rights.

Responsibility:

Human Rights Coordinator, Human Rights Committee, Clinical Policies and Operations Committee

Attachment

Client Rights at Community Healthlink

Person's Served Bill Of Rights

The term human rights identify values and principles intended to give full respect to the dignity and worth of each person served. These rights include, but are not limited to person's legal rights (those specified by statutes, regulations or case law).

1. The right to be treated with dignity and respect.
2. The right to be free from discrimination on the basis of race, creed, religion, gender, sexual orientation, age, physical or mental handicap or degree of handicap.
3. The right to vote and access voter registration information unless a minor or under guardianship which expressly restricts such right. Persons shall receive assistance in registering and voting. Such assistance shall be provided in a non-partisan and non-coercive manner.
4. The right to have reasonable access to a telephone and to make and receive confidential telephone calls and to assistance, when desired and necessary to implement this right, provided that such calls do not constitute a criminal act or represent an unreasonable infringement on others' rights to make and receive calls.
5. The unrestricted right to send and receive uncensored and unopened mail. To be provided with writing materials and postage in reasonable amounts and to reasonable assistance when desired and necessary in writing, addressing, and posing letters and other documents.
6. The right to be represented by an attorney or advocate of the client's own choice, including for clients receiving services in a residential site, the right to meet in a private area at the residential site with an attorney or advocate.
7. The right to receive or refuse visits and telephone calls from an attorney or legal advocate, physician, clergy, or clinician at any reasonable time, regardless of whether the person served initiated or requested the visit or telephone call.
8. The right to be represented by an attorney or advocate of his/her own choice, including the right to meet in a private area at the program with an attorney or advocate.
9. The right to be protected from commercial exploitation.
10. The right to be visited and to visit others, daily and in private, provided that the reasonable restrictions may be placed on the time and place of the visit only to protect the privacy of other persons or to avoid serious disruption in the normal functioning of the program. Hours during which visitors may be received shall be sufficiently flexible as to accommodate individual needs and desires of the person's served and their visitors.

11. When applicable to the program model, person's served shall be provided living quarters and accommodations which afford privacy and security in resting, sleeping, dressing, bathing, and personal hygiene, reading and writing, and toileting, and expression of strong emotions. This shall not be interpreted as required individual sleeping quarters.
12. The right to file complaints and to have complaints responded tin in accordance with 104 CMR 32: 00 or the appropriate state agency guideline.
13. The right to informed consent. Informed consent means the knowing consent voluntarily given by a person served who can weigh the risks and benefits of the particular treatment being proposed, and having these risks and benefits explained to them.
14. The right to self-determination and freedom of choice to the person's fullest capacity.
15. The opportunity to receive services which are consistent with the person's needs, and least restrictive of the individual's freedom.
16. The opportunity to move toward independent living.
17. The right to undergo normal experiences, even though such experiences may entail an element of risk, provided, however, that a person's safety or well being or that of others shall not be jeopardized.
18. The opportunity for persons from multi-cultural backgrounds or with particular linguistic or physical needs to participate fully in the activities and services of the program.
19. The right to be informed about treatment plans and to accept or refuse the plan in part or entirely.
20. The right to participate in the development and modification of the plan.
21. The right to be informed of any risks or possible side effects of medication. The right to refuse or consent to treatment with medications, unless legally mandated.
22. The right to use and dispose of personal possessions.
23. The right to have access to his/her records, in accordance with agency policy.
24. The right to manage/spend his/her own money unless the person served has a guardian, conservator, or representative payee who would make these decisions for the individual.

Person Served Signature/Date

Witness Signature/Date