



Driven to Heal

SUBJECT: CLIENT RIGHTS

I. All clients have the right to equal access to services and impartial treatment without discrimination by race, religion, sex, ethnicity, age or handicap.

II. Care and treatment shall recognize and respect the personal dignity of the client.

III. All clients shall have the right to every consideration of their privacy and individuality as it relates to their social, religious, and psychological well being.

IV. All clients have the right to freedom from sexual abuse or harassment:

A. Clients have the right to report sexual abuse to Starr staff or to an outside agency such as the Michigan Department of Human Services.

V. All clients have the right to individualized treatment including:

A. A treatment plan determined by clinical assessment and available to the client.

B. The right to review those portions of their record which were developed at Starr Commonwealth, provided that this disclosure does not violate the confidentiality of family members or other individuals whose contacts may be contained in the record.

1) Record review will be done with a client by the program director and other treatment staff, as the program director deems appropriate.

2) How the record is reviewed with the client will be determined by the program director. This determination will be made based upon the nature of the material to be reviewed and the status of the client. Starr Commonwealth, applies to

3) A record review may range from sharing of actual material to a verbal review by the program director.

C. The right to insert a statement into their record about their problems or about services they are receiving or may wish to receive and that, should Starr Commonwealth add statements or responses related to the clients' statement, it is done with the client's knowledge.

D. The treatment plan shall be individualized: include active participation of clients and/or their parent/guardian or significant other: be reviewed periodically and be implemented and supervised by competent and qualified staff.

E. The right to treatment provided in the least restrictive environment.

F. Confidentiality of communications between client and staff.

G. Information recorded in the client's chart shall be the responsibility of all staff members.

H. Complete and current information regarding diagnosis, treatment, and prognosis in understandable terms and language.

I. The right to know by name and specialty the staff member(s) responsible for the coordination and implementation of care and treatment.

J. The right to respectfulness and privacy as it relates to case discussion consultation, examination, and treatment because these are confidential and should be conducted discreetly.

K. The right to expect a reasonable continuity of care and treatment.

VI. All children receiving services from Starr Commonwealth in out-of-home care have the right to:

A. Enjoy freedom of thought, conscience, and religion.

B. Reasonable enjoyment of privacy.

C. Have his/her opinion heard and be included, to the greatest extent possible, when any decisions are being made affecting his/her life.

D. Receive appropriate and reasonable adult guidance, support, and supervision.

E. Freedom from physical abuse and inhumane treatment.

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F. Protection from all forms of sexual exploitation.

G. Adequate and appropriate medical care.

H. Adequate and appropriate food, clothing, and housing.

I. Possession of his/her own money and personal property in accordance with his/her service plan.

J. Clean and safe surroundings.

K. Participation in an appropriate educational program.

L. Communication with family, friends, and "significant others" in accordance with his/her service plan. Communication includes visitation, telephone conversations, sending and receiving mail. Restrictions on communication necessitated by clinical indications will be continuously evaluated. Such restrictions will be explained to the child and his or her parent/guardian.

M. Learn to fulfill appropriate responsibilities to himself/herself and to others.

VII. The client shall not be required to work for the benefit of Starr Commonwealth; however, a client can be required in the case of out-of-home care to perform tasks of a personal housekeeping nature without compensation.

VIII. All clients and their parent/guardian (in the case of minor clients) shall be informed about:

A. The above listed rights. In addition, notification of the existence of a Client Rights policy and the availability of that policy shall be posted throughout the organization in strategic locations accessible and visible to clients.

B. The nature of the care, procedures, and treatment he/she will receive including the rules and regulations of the program.

C. Signed consent for the use of audio/visual equipment and participation in research projects.

D. Discharge plans.

E. After care plans.

F. The right to initiate a complaint or a grievance and the procedure therefore.

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IX. All clients shall have the right to a review if they believe any of the above rights have been violated. Notification of a complaint/grievance shall be given to the assistant director or director for the respective program or the following

For Albion, Michigan Programs:

1. Dept. of Human Services for Calhoun Co.
Protective Services
190 East Michigan Avenue
Battle Creek, MI 49016
(616) 966-1284

For Wayne County, Michigan Programs:

1. Dept. of Human Services for Wayne Co.
Protective Services
801 West Baltimore
Detroit, MI 48202
(313) 256-9661

For All Michigan Programs:

1. Licensing Consultant
890 North 10th Street, 2nd Floor
Kalamazoo, MI 49009-9178
616.544.4450