



Client Rights

When you receive services through Haven House Services, you have certain rights. This handout will tell you about those rights and what to do if you have problems or questions.

Your rights are guaranteed by law.

Unless you have been declared incompetent by a court, you have the same basic civil rights and remedies as other citizens. You also have other rights guaranteed by North Carolina General Statutes 122C, Article 3, including the right to dignity, privacy, humane care, and freedom from physical punishment, abuse, neglect, and exploitation. It is the responsibility of the person/program that you are receiving services from to provide you or your legally responsible person a written summary of your rights at initial contact.

You have the right to participate in service decisions.

You have the right to receive services in the most normal, age-appropriate and least restrictive environment possible. You have the right to receive services that are respectful of, and responsive to, cultural and linguistic differences. If you are involved in a program with a treatment plan, it will be based on your individual needs, and must be implemented soon after admission. You have the right to take part in the development and periodic review of this plan. You are entitled to review your treatment plan and to understand how to obtain a copy of it from staff.

You have the right to be informed about medications.

While Haven House Services does not prescribe medications, you have the right to have medication administered in accordance with accepted medical standards and upon the order of a physician. You may refuse to take medication; however, you will be informed of the risks of doing this. Medication cannot be used for punishment, discipline or staff convenience.

You have the right to refuse services.

Before you agree to participate in services, you will be informed of the benefits or risk involved in the services you will receive. You have the right to consent to services and may withdraw your consent at any time. You have the right to refuse services. If you have asked to receive services, you always have a right to agree to or refuse any specific treatment intervention. The only time you can be treated without your consent is in an emergency situation, or if you are a minor and your parents have given permission. A minor may seek and receive periodic services from a physician without parental consent for the prevention, diagnosis, and treatment of (1) venereal disease and other diseases reportable under G.S. 130A-135, (2) pregnancy, (3) abuse of controlled substances or alcohol, and (4) emotional disturbance.

You have the right to services, upon meeting eligibility requirements of Haven House Services and the designated program.

You have the right to confidentiality.

The confidentiality of your care is protected by law. Except as allowed by law and agency regulations, your records and other information about you will not be released without your written permission. Circumstances

under which we may be required to share information with another about the services you receive include:

- If you give permission, we may share information with any person that you name.
- Your next of kin may be informed that you are a participant in our program, if it is in your best interest.
- With your permission, your next of kin, a family member with a legitimate role in your service, or another person whom you name, may be given other information about your care.
- An advocate may review your record when assigned to work on your behalf.
- The court may order us to release your records.
- Our attorney may need to see your file because of legal proceedings.
- Request from the funding source, or during an audit
- Additionally: Another facility or HIPAA Covered Entity may need to receive your files when your care is transferred.
- In an emergency another professional who is treating you may receive your records.
- If we believe that you are a danger to yourself or to others, or if we believe that you are likely to commit a crime, we may share information with law enforcement.
- Special rules may apply if you have a legal guardian appointed, are a minor, or are receiving treatment for substance abuse.

You have the right to see your own records except under certain circumstances, specified by law. You have the right to have those circumstances explained to you.

You have the right to review the agency Notice of Privacy Practices for further information.

You have the right to be informed of the rules.

You have the right to be informed of the rules that you are expected to follow and possible consequences for noncompliance of the rules. This information will be provided when you enter the program. You have the right to be free from un-warranted suspension or expulsion from programs and services. If you are discharged from a program, you are entitled to a copy of your discharge plan.

You have the right to know your service costs.

You have the right to be informed of fees, if any, associated with services you will receive through Haven House Services. You have the right to be informed of fees, if any, that will be billed to your insurance provider. Although it is your responsibility to make arrangements to pay your bill, you will never be denied services because of inability to pay. For no-cost programs, you have the right to be informed of the funding source supporting your program participation. Information related to service costs should be discussed with you at your first visit. If this does not occur, please let us know.

You have the right to privacy.

You have the right to be free from any unwarranted search of your person or property.

Should search and seizure apply to a program from which you are receiving treatment, the specific procedures will be explained when you enter the program.

You have the right not to be abused.

At the time of admission to a specific program, you will be informed of the types of interventions that are approved for use by that program. The program cannot administer any potentially painful procedure or stimulus to reduce the frequency or intensity of a behavior, and at no time is corporal punishment allowed. Staff must protect program participants from harm and report any form of abuse, neglect or exploitation.

In an emergency situation, if your behavior is dangerous to yourself or others, or property, or if we determine – based on very strict rules – that it is necessary for your care, **an authorized staff** may use **restrictive interventions** such as restraint. A number of special safeguards must be in place when these interventions are used, and you or your guardian have a right to request that a designated person be notified. The gravity of some emergencies may require law enforcement assistance or initiation of **involuntary commitment** procedures. Strict compliance with regulations is also necessary when interventions such as withdrawing or delaying access to possessions, taking away items, halting scheduled activities, or overcorrection are used. These interventions may never be used as retaliation, for the convenience of staff, or in a manner that causes harm or undue discomfort.

You have the right to make instructions for your care in advance.

In the event that you become incapacitated and unable to make decisions. You may prepare a document which outlines your intentions for your care, and a person to make decisions based upon your instructions.

You have the right to make a complaint.

If you are dissatisfied with services delivered by Haven House Services, you have the right to state a complaint or file a grievance at any time. Before submitting a formal complaint, we urge you to first discuss the matter with the direct care staff (when appropriate and possible) providing the service and allow them the opportunity to help resolve it. If you are uncomfortable speaking with the direct care staff, you may direct your complaint to the Director of the program (or the Director of Human Resources if the issue involves the Director). If your issue is not resolved at this point, you can complete a formal grievance form and submit it to the program Director and/or the Director of Human Resources. Any Haven House Services’ staff member will provide you with a grievance form and appropriate agency contact’s name and phone number upon request. The Haven House Services’ Director of Human Resources will contact you within 72 hours to acknowledge receipt of your complaint. The Director and Director of HR will initiate an investigation and provide a written response to you no later than five business days after acknowledgement of receipt of the formal grievance.

If you are not satisfied with the results of this investigation, you may request the involvement of the Chief Executive Officer of Haven House Services, and ultimately, the Client Rights Committee of Haven House Services. At each level the investigating person or group will respond to your complaint in writing within 5 working days after receiving acknowledgement of the receipt of your grievance. You may also file a complaint with any of the following offices:

<p>Disability Rights NC 3724 National Drive Ste 100 Raleigh, NC 27612 Toll Free: 877-235-4210 Or 919-856-2195 TTY: 888-269-5535 Fax: 919-856-2244 Email: info@disabilityrightsn.org</p>	<p>Department of Health and Human Services Complaint Intake Unit 2711 Mail Service Center Raleigh, NC 27699-2711 Complaint Hotline: 1-800-624-3004 (within N.C.) or 919-855-4500 Complaint Hotline Hours: 8:30 a.m. - 4:00 p.m. weekdays, except holidays Fax: 919-715-7724</p>	<p>Alliance Health Alliance’s Quality Management and Incident Reporting Department (800) 510-9132 Email: complaints@AllianceBHC.org</p>
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