	Wellmore, Inc. 141 East Main Street Waterbury, CT
Policy and Procedure: Client Rights and Responsibilities	
Issues by: Gary Steck, Chief Executive Officer	
Applicable Programs: All	Content Area: Rights and Responsibilities of the Individual
Date Issued: 11/19/99	Revision Dates: 4/15/2009; 10/1/11; 2/17 /17
Related Protocol or Plans:	
Accreditation Standards: RI.01.01.01 and 03; RI.01.02.01; RI.01.03.01,.03&.05; RI.01.04.01; RI.01.06.03 & 05; RI.01.07.03 and RI.02.01.01	
Applicable Laws/Regulations: OPCC regulation # 17a-20-34;	
Policy Number: RI-C02	Number of Pages 6

PURPOSE:

To ensure that the rights and dignity of clients are respected throughout the organization.

POLICY:

Wellmore makes every effort to ensure the protection of the legal and ethical rights of its clients. These rights are based, in part, on the Connecticut General Statutes (Sections 17a, 540-548; formerly 17-206k and 17a, 101a). Wellmore endeavors toward this end by informing clients of their rights and responsibilities, providing them fair and equitable treatment, and providing clients with sufficient information to make an informed choice about using Wellmore's services.

DEFINITIONS:


Confidentiality: An ethical and practice principle that requires the protection of information shared within a professional-client relationship. An organization that upholds confidentiality prohibits personnel from disclosing information about persons served without their written consent.

Service: One or more organization-operated programs or activities that have a common general objective and deploy the organization's material and human resources in a planned and systematic manner. An organization that publicly promotes or identifies itself in writing as offering a service, is licensed to deliver a service, assigns personnel and/or space to a service, or allocates financial resources to a service is considered to offer that service.

Ethics: Formal principles or values used to determine whether practices are right or wrong, good or bad. Most professional organizations have ethical codes that define general standards of appropriate professional conduct

Complaint: An expression of verbal dissatisfaction that can include, but is not limited to, services, manner of treatment, outcomes, or experiences.

Grievance: A complaint that reaches the level of formal written submission in compliance with the Client Grievance Policy and Procedure.

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PROCEDURE:

1. Assigned staff are responsible to provide and explain the Wellmore Client Rights and Responsibilities document to the client and family at intake, such that they are provided every opportunity to fully understand their rights and responsibilities. In the case of literacy or vision challenged clients, this includes Wellmore staff reading the document to the client (in their primary language) prior to asking for their signature on the attestation document.
2. The assigned clerical staff will check for the completion of this process through presence of the signed and dated Client Receipt of Intake Documentation form received for placement in the client chart.
3. An enlarged "Client Rights and Responsibilities" document will be clearly posted (in Spanish and English) at all every Wellmore, Inc. facility.

YOUR RIGHTS

You have the right to:

1. Culturally competent treatment
2. Proper respect and courtesy
3. Express and practice religious and spiritual beliefs
4. Freedom of choice and informed consent about service or treatment
5. Request information regarding the educational and professional background of the treating clinician or caregiver.
6. Participate in the treatment/service process
7. Review documentation of their care, treatment and services
8. Refuse any service, treatment or medication unless mandated by law or court order.
9. End services at any time without any moral, legal or financial obligation other than those already accrued.
10. Accessible written and oral communication tools if you have difficulty understanding or reading English.
11. Be informed about the consequences of your refusal of service, treatment or medications which can, under certain circumstances, result in discharge.


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12. Information about your treatment in their records
13. Refuse to participate in any clinical studies or research
14. Choose to accept or reject any requests for participation in marketing or appreciation about services
15. Privacy and confidentiality as protected by Wellmore staffs' observance of laws about client privacy. Confidentiality will be maintained within certain limits under Connecticut Statutes and the federal Health Insurance Portability and Accountability Act (HIPAA) and CFR-42. Please refer to the Wellmore Notice of Privacy Practices for details. In accordance with CT Statute Section 17a-101a, Wellmore staff are mandated reporters and must report suspicions of child abuse or neglect to proper authorities.
16. Express differences and dissatisfaction with service, including the right to file grievances.
17. Have your interests take priority over the personal interests of staff, volunteers or direct service providers. Staff is required to excuse themselves from any work or decisions that present or may present a conflict of interest.
18. In addition, adult residential clients have the right to:
 - a. Communicate by sealed mail with any individual, group or agency, and to receive mail. Clients under the supervision of the Connecticut Department of Corrections may not send/receive mail to correctional institutions.
 - b. Make and receive telephone calls and have a telephone made accessible to you for your use. □
 - c. Receive visitors at the times indicated, as long as the visitors are appropriate to the purpose of the program. Clients under the supervision of the Connecticut Department of Corrections are allowed visitation by visitors approved by DOC only. Such visitors' lists may be modified every sixty (sixty) days or as dictated by the DOC.
 - d. Be visited by your clergy, lawyer or physician.
 - e. Clients in the children's group homes will have access to phone and mail as detailed in the program protocol provided at admission.


YOUR RESPONSIBILITIES

It is your responsibility to:

1. Treat everyone with respect and courtesy including clients, staff and guests of Wellmore.

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2. Cooperate with reasonable, service-related requests of Wellmore staff at all times.
3. Be on time/present for your sessions/therapy/treatment and that you give at least twenty-four hours' notice if and/or when you need to cancel an appointment. If you miss or cancel two (2) outpatient appointments (unless there is a medical or family emergency), Wellmore may choose to close your case and/or not schedule further appointments.
4. Have insurance and payment information available at appointments, as appropriate. Payment is due at each visit, if applicable.
5. Speak to and behave toward clients, staff and guests of Wellmore in a polite, calm, gentle and constructive way.
6. Respect the confidentiality of other people who use Wellmore services and premises.
7. Supervise your child (or family members) if/when they are on Wellmore property at all times. Guardians of minor clients must be present at the treatment/service site and ready to take charge of your child before s/he comes out from her/his appointment.
8. Make arrangement for your child's arrival and departure (including transportation) to Wellmore if you are not with them yourself.
9. Be sober while on Wellmore property and/or while participating in any program of Wellmore.
10. Actively participate in treatment/services/therapy with Wellmore. The best results come from a true partnership between our staff and parent/caregivers
11. Provide all information that is important to assist us in providing services. It is expected that all information provided by you is truthful.
12. Provide Wellmore and Wellmore staff with feedback regarding your experience(s) with our services. We need to know how you feel about the job we are doing and cannot possibly improve our services without your honest and timely opinion of our performance. Please feel free to share such information with your Wellmore therapist/caregiver, manager, director, division Vice President or the Chief Executive Officer at any time (via telephone or in writing if you prefer).
13. NOT carry weapons while engaging in Wellmore services.
14. NOT engage in any unlawful activities and/or behaviors while accessing Wellmore services. These include, but are not limited to:

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- Using or dealing illegal drugs or having possession of drug paraphernalia while on the property of Wellmore, Inc.
- Verbally and/or physically threatening or assaulting anyone in or near Wellmore
- Stealing or damaging property belonging to clients, staff or the management of Wellmore
- Gambling or having possession of gambling paraphernalia while on the property of Wellmore, Inc.
- Audio or video recording or photographing Wellmore staff or clients.

Failure to comply with these responsibilities may result in action that could include:

- Being asked to leave Wellmore's property on a temporary or permanent basis.
- Termination from Wellmore services.
- Legal action taken by Wellmore