

CLIENTS' STATEMENT OF RIGHTS

All clients of Turning Point have the following Personal Rights:

- The right to be informed of his/her rights in a language he/she understands and to receive a written statement of these rights.
- To be treated with consideration, dignity and respect and not to be discriminated against regardless of race, spiritual beliefs, sex, ethnic origin, sexual orientation, age, socioeconomic status, or handicap at any time during the treatment process.
- To send and receive personal mail while in the residential treatment programs, unopened, and when requested, given assistance in reading and writing correspondence.
- To not be deprived of any constitutional civil and/or legal rights by reason of admission to the facility. Clients will be encouraged and assisted throughout his/her stay to exercise rights as a client and citizen.
- To be free from mental and physical abuse, exploitation, retaliation, humiliation or neglect and from chemical and physical restraints.
- To the security of his/her personal property as well as to use his/her own clothing while in residential treatment, unless to do so would infringe on the rights of other clients.
- To examine and receive an explanation of any bill he/she may receive regardless of the course of payment.
- To retain the services of his/her own personal physician, at his/her own expense or under a third party system.

All clients of Turning Point have the following Rights Related to Treatment at Turning Point:

- To be informed of the nature of the care and treatment he/she will receive, including discharge plans and referral, as appropriate.
- To expect that all communications and record keeping pertaining to his/her care be treated as confidential, including medical exams and other treatment records.
- To be informed of the cost of the services provided.
- To be informed of the rules and regulations of the program.
- To be informed of the professional staff members responsible for his/her care, their professional status, and staff relationship.
- To participate in the development of his/her treatment and discharge plans in accordance with program policies and procedures.
- To be informed about their progress, or lack of it, in meeting treatment goals and to be provided the interventions and opportunity to make improvements.
- To participate in a clinical discussion related to behavioral contracts and decisions regarding administrative discharge; to understand the clinical issues and their treatment options.
- To have the opportunity to participate in all elements of the residential program, including recreational daily supervised walks under the least restrictive conditions in accordance with the facility policy and as long as the participation would not infringe on the rights of others.
- To expect a response to a request for additional services and information with regard to treatment which is received onsite, to be fully informed on all referral sources, personal treatment, transporting, time of appointments and reason for procedure /treatment.
- To have necessary, offsite appointments while in residential treatment, phone use, personal visits as written in the treatment plan or indicated by the Primary Counselor as appropriate; being guided by the rules and regulations of the facility.
- To receive literature, attend meetings, and meet with representatives of Alcoholics Anonymous and other support groups.
- To be informed that Turning Point has the right and responsibility to terminate services in accordance with professional standards and reasonable notice as stated in specific procedures.
- To refuse treatment, including medications, and to be informed of the medical consequences of his/her actions and to obtain from the physician complete current information concerning his/her treatment in terms the client can be expected to understand.
- To review his/her record according to the Turning Point procedures.
- To initiate a complaint or grievance including means of requesting a review of the complaint.
- To be provided treatment services regardless of religious beliefs, or refusal to participate in religious activities. If Turning Point's practices are in conflict with the client's religious beliefs, the client has the right to be referred to treatment services of equal or greater value.