

## Persons Served Bill of Rights

It is the policy of The ALPHA Center to communicate the rights of all persons served. The fundamental responsibility of this agency is to protect and promote client rights while providing quality services. Persons served will be treated with dignity and respect at all times.

### **As a client of The ALPHA Center you have the right:**

- To receive services regardless of race, culture, age, gender, sexual orientation, spiritual beliefs, language, physical, or mental handicap, or personal ability to pay.
- To know the reasons for or purpose of the services provided.
- To know that all information obtained will be maintained confidential as allowed by federal law (42C.F.R.Part 2) and HIPAA.
- To know clinical records are kept and maintained through an Electronic Health Record system.
- To receive an individualized evaluation and treatment based upon identified needs and goals.
- To participate in the development of your Individualized Plan of Care (IPOC).
- To access information pertinent for making a decision in a timely manner.
- To informed consent to treatment or refusal or expression of choice regarding the release of service delivery, release of information, concurrent services, composition of the service delivery team, and involvement in research projects (if applicable).
- To review your records upon reasonable request.
- To refuse treatment as permitted by law or to withdraw from services at any time without affecting re-entry at a later time.\*
- To file a grievance/complaint without fear of retaliation or barriers to services, if you feel that you have been mistreated.
- To privacy during treatment and while receiving personal care.
- To freedom from abuse (physical, sexual, or psychological), financial or other exploitation, retaliation, humiliation, harassment, physical punishment and/or neglect.
- To respect of your personal property.
- To access legal services, self-help and advocacy services.

*Withdrawal from participation in some programs may necessitate a delay in your being readmitted. Also, if your participation in this program is the result of your involvement with the criminal justice system, your legal status may be jeopardized by withdrawal without judicial permission. Please make certain of your individual situation before withdrawal.*