|  |
| --- |
|  |
|  |



**CLIENT RIGHTS**

Clients have the right to:

1. considerate and respectful care
2. treatment without discrimination related to age, culture, ethnicity, gender, sexual orientation, religion or disability
3. reasonably expect the staff members to be responsible for your care and wellbeing,
4. complete and current information concerning your condition, treatment and progress in terms and language you can understand.
5. privacy and individuality and to be treated with consideration, respect and full recognition of your dignity, culture, and belief system, and individuality, including privacy in caring for your personal needs
6. respect and privacy as it relates to your program. Case discussion, consultations, interviews and treatment are confidential and will be conducted discreetly.
7. expect Westover to make a reasonable response to your requests
8. obtain information as to any relationship of Westover to other health care and related institutions in so far as your care is concerned
9. expect reasonable continuity of care which includes schedules of services and at what times staff and services are available
10. be fully informed, prior to, at the time of admission and during your stay, of services available at Westover
11. be afforded the opportunity to participate in planning your recovery program and to refuse to participate in experimental research
12. to voluntarily withdraw from treatment and self-discharge from the program
13. be transferred or discharged only for therapeutic reasons, for your welfare or that of other clients. Reasonable advance notice of any transfer or discharge must be given to you to ensure orderly transfer or discharge and such action must be documented in your records
14. be encouraged and assisted, throughout your period of stay at Westover, to understand and exercise your rights as a client and citizen, and to this end, you may voice grievances and recommend changes in policies and services to Westover staff and to outside representatives of your choice, free from restraint, interference, coercion, discrimination or reprisal
15. be assured confidential treatment of your personal records and may approve or refuse their release to any individual outside of Westover, except as otherwise provided by law, or in case of your transfer to another health care institution
16. associate and communicate privately with persons of your choice, as deemed appropriate by Westover staff, during visiting hours, otherwise, free to communicate via access to public telephone, send and receive mail unopened, unless it is advisable for medical reasons and so documented in your records
17. be transported to and from regularly scheduled services in local communities and assisted in exercising your rights as a citizen unless it is inadvisable for medical reasons and documented in your record
18. retain and use personal clothing and possessions as space permits, unless to do so would infringe on the rights of other clients
19. be fully informed as evidenced by your written acknowledgement, prior to or at the time of admission and during your stay at Westover of the rights and responsibilities set forth herein and of all rules and regulations governing client conduct at Westover.