

RIVER VALLEY COUNSELING CENTER

POLICY/PROCEDURE # ADMIN-1700

SUBJECT: CLIENT RIGHTS DATE REVIEWED/REVISED: 9/00, 4/16, 11/18, 5/20

POLICY STATEMENT:

RVCC is committed to providing services that ensure competent and considerate care for all clients. The agency supports the Patient's Bill of Rights in Chapter 214, enacted by the Massachusetts Legislature on May 23, 1979 and the Massachusetts Department of Mental Health's Human Rights Policy (95-4) issued on February 23, 1995.

POLICY PURPOSE:

To ensure that all individuals seeking services at RVCC are aware of their client rights, and that there is access to a Human Rights Officer

1. PROCEDURES:

2. All individuals seeking treatment will be given "Your Rights as a Client of River Valley Counseling Center Form:" to read and sign.
3. RVCC is committed to providing services that ensure competent and considerate care for all clients. The agency supports the Patient's Bill of Rights in Chapter 214, enacted by the Massachusetts Legislature on May 23, 1979 and the Massachusetts Department of Mental Health's Human Rights Policy (95-4) issued on February 23, 1995. which are the client's rights statement upon intake. This form will be provided in both English and Spanish to ensure those clients have a clear understanding of their rights (*see attached*).
4. In the case of a minor or an individual with a legal guardian the minor's parent or individual's legal guardian will review and sign the form.
5. Clinicians will review with the client that the form has been understood and signed at the start of the intake session.
6. A copy of the signed form will be given to the client/parent/legal guardian at the conclusion of the initial session.
7. A signed copy of the client's rights statement will be maintained in each client's medical record.

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All paper copies are uncontrolled. Always refer to the electronic copy.

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8. All sites will have the client's rights statement posted in a prominent location (*see attached*).
9. All RVCC staff will make available the name and address of the Human Rights Officer upon request of a client, parent or legal guardian.