

CLIENTS RIGHTS

River Valley Counseling Center is committed to providing services that ensure competent & considerate care for all clients. The agency supports the Patient's Bill of Rights, Chapter 214, enacted by the Massachusetts Legislature on May 23, 1979 & the Massachusetts Department of Mental Health's Human Rights policy (95-4) issued February 23, 1995. Under these provisions you have the right to:

- know the rules which apply to you;
- consent to your treatment;
- have clinically sound & culturally-competent treatment;
- receive treatment free from physical & psychological abuse;
- access to his/her client record in the presence of the administrator or designee unless there is a determination that access to parts of the record could cause harm to the client;
- choose what facility you will be treated in;
- challenge information in his/her client record by inserting a statement of clarification or letter of correction signed by both the clinician & the client;
- obtain a copy of the client's records as specified in 105 CMR 164.083: Client Records & Confidentiality, CFR 42 part 2;
- have the confidentiality of his/her records secured as required by 105 CMR 164.084: Confidentiality, CFR 42 Part 2;
- know your treatment options;
- terminate treatment at any time;
- prompt response to your requests;
- know the names & specialties of the people treating you;
- refuse to be evaluated or treated by students or other staff;
- refuse to participate in research or education;
- know the cost of services & receive an itemized bill for the services you receive here & inquire about financial assistance for services;
- know the relationship between River Valley Counseling Center & other health care or educational facilities;
- freedom from coercion;
- have treatment without regard for disability, race, gender, gender identity, creed, ethnic origin, sexual orientation, religion, age, or ability to speak English – Spanish translated Rights are available;
- treatment in a manner sensitive to individual needs & which promotes dignity & self-respect;
- full disclosure regarding fee charged &, in residential rehabilitation programs, any client benefits to be contributed;
- grieve actions or decisions of the licensee regarding the client's treatment;
- practice his or her religious faith;
- request referral to a facility which provides treatment in a manner to which the client has no religious objection;
- have drug screens conducted in a manner which preserves the client's dignity &, when the drug screen is by urine sample, accommodates any medically confirmed inability to give urine by providing for an alternate effective means of screening such as oral swab;
- have freedom from strip searches & body cavity searches;
- control over his/her bodily appearance, provided, however, on program premises, the licensee may prohibit attire & personal decoration which interfere with treatment;

These rights shall apply to every person being served by our agency & each person shall receive a written copy of these rights upon admission to the agency. These rights shall be conspicuously posted in said facility.

If you are dissatisfied with services received at the agency, you may file a complaint with the agency's Human Rights Officer or Bruno Calouro Executive Director, RVCC, PO Box 791, Holyoke, MA 01041. If you believe these Rights have been violated, you may contact the agency that supports the Patient's Bill of Rights, Chapter 214, enacted by the MA Legislature on May 23, 1979 the MA Department of Mental Health's Human Rights policy (95-4) issued February 23, 1995 **OR** the MA Department of Public Health, Division of Health Care Quality, 80 Boylston Street, Room 1100, Boston, MA 02116, (617) 727-5860 **OR** the MA Bureau of Addiction Services & leave a confidential message at (617) 624-5171.