



HEALTHY RECOVERY OPTIONS

Specializing in Assessments and Counseling

323 Poyntz Ave, Suite 101, Manhattan, KS 66502
511 South 5th St. Leavenworth, KS 66048
Tel: (913) 748-7831 | Fax: (913) 685-4614

Clients Rights

Information and Orientation

Upon admission to the program, individuals will be informed and oriented to what will happen as care and services are provided. All individuals are admitted on a voluntary basis, so they are expected to sign an agreement for services giving written informed consent to care and service provision. The orientation will cover service costs, availability of crisis assistance, rights, responsibilities, and grievances procedures. Information is also given about the program rules, participation requirements, and other expectations. These are covered both orally and in writing and copies of these forms and signed forms will be given to clients. Signed forms will be placed in the clients file (see Forms Attached).

Clients Rights

It is the responsibility of each staff member of Healthy Recovery Options to insure that each client is treated in a professional manner, including but not limited to: legal, humane, dignified, conscientious manner at all times. Failure to do so constitutes grounds for reprimand, suspension and or dismissal. Healthy Recovery Options will ensure at the time of admission or first appointment, the client and, if applicable, the client's parent, guardian, or designated representative receives a written copy of the client's rights to include the following rights:

1. To be treated with dignity and respect,
2. To be free from: Abuse, Neglect, Exploitation, Restraint or seclusion, of any form, used as a means of coercion, discipline, convenience, or retaliation,
3. To a safe, sanitary, and humane living environment that: Provides privacy, and Promotes dignity,
4. To receive treatment services free of discrimination based on the client's race, religion, ethnic origin, age, disabling or a medical condition, and ability to pay for the services,
5. To privacy in treatment, including the right not to be fingerprinted, photographed, or recorded without consent, except for: a. Photographing for identification and administrative purposes, as provided by R03-602, or b. Video recordings used for security purposes that are maintained only on a temporary basis,
6. To receive assistance from a family member, designated representative, or other individual in understanding, protecting, or exercising the client's rights,
7. To confidential, uncensored, private communication that includes letters, telephone calls, and personal visits with: An attorney, Personal physician, Clergy, Kansas Department of Aging and Disability Services Staff, or Other individuals unless restriction of such communication is clinically indicated and is documented in the client record,
8. To practice individual religious beliefs including the opportunity for religious worship and fellowship as outlined in program policy,
9. To be free from coercion in engaging in or refraining from individual religious worship or spiritual activity, practice, or belief,
10. To receive an individualized treatment plan that includes the following: a. Client participation in the development of the plan, b. Periodic review and revision of the client's written treatment plan,
11. To refuse treatment or withdraw consent to treatment unless such treatment is ordered by a court or is necessary to save the client's life or physical health,
12. To receive a referral to another program if the licensee is unable to provide a treatment service that the client requests or that is indicated in the client's assessment or treatment plan,
13. To have the client's information and records kept confidential and released according to R03-602,
14. To be treated in the least restrictive environment consistent with the client's clinical condition and legal status,
15. To consent in writing, refuse to consent, or withdraw written consent to participate in research, experimentation, or a clinical trial that is not a professionally recognized treatment without affecting the services available to the client,

16. Healthy Recovery Options will ensure that all clients have a right to file a Grievance and to exercise the licensee's grievance procedures,
17. To receive a response to a grievance in a timely and impartial manner,
18. To be free from retaliation for submitting a grievance to a licensee, the Kansas Department of Aging and Disability Services Staff, or another entity.
19. To receive one's own information regarding: a. Medical and Psychiatric conditions, b. Prescribed medications including the risks, benefits, and side effects, c. Whether medication compliance is a condition of treatment, and d. Discharge plans for medications,
20. To obtain a copy of the client's clinical record at the client's own expense,
21. To be informed at the time of admission and before receiving treatment services, except for a treatment service provided to a client experiencing a crisis situation, of the: a. Fees the client is required to pay, and b. Refund policies and procedures, and
22. To receive treatment recommendations and referrals, if applicable, when the client is to be discharged or transferred.

Healthy Recovery Options will ensure that:

1. At the time of admission, the client and, if applicable, the client's parent, guardian or designated representative receives a written list and a verbal explanation of: a. Client rights, b. Grievance Policy and Procedure, c. Confidentiality Policy, and d. Treatment Service Fees,
2. The client and, if applicable, the client's parent, guardian, or designated representative signs and dates a document indicating the receipt of the written list and the verbal explanation required in subsection (C)(1) or documentation of a refusal to sign, and
3. Staff provides a verbal or other appropriate explanation that may be required to assist the client in understanding the client rights.

Subject to Limitation.

Rights can be limited only to ensure personal safety or the safety of others. Any limitations due to safety considerations must be applied on an individual basis, authorized by the organization's director or designee, documented in the individual record, justified by sufficient documentation, reviewed on a regular basis at the time of each individualized recovery plan review, and rescinded at the earliest clinically appropriate time.

Grievances.

Clients at Healthy Recovery Options have a right to file a grievance. A client should file their grievance in writing to their primary counselor. If the matter is not resolved within 72 business hours, to the client's satisfaction, s/he should then go to the program director. If the program director does not resolve the complaint within 72 business hours, the client should then write his/her complaint and submit it to the CEO for review. The CEO will respond to the client within 72 business hours. It is the responsibility of the treatment team to make known the disposition of the opinion, recommendation, or grievance to the client. Within 30 days of the reported grievance, the Clinical Program Director will report directly to the client the findings. Documentation of the meeting will be recorded. This meeting's purpose is to try and resolve the issue. If the client does not feel satisfied with the results, s/he may request a meeting with the CEO. The CEO will ensure the completion of the review within 30 calendar days.

Each client will be given the name, address, and phone number of the department's client's rights monitor and be informed that the monitor may be contacted regarding a complaint of abuse, neglect, or violation of rights. Clients always have the right to contact the: Kansas Department for Aging and Disability Services, 503 S Kansas Ave, Topeka, KS 66612-1570, Phone (785) 296-6807, Fax (785) 296-7275.

Practices to Promote Safety and Well-Being

Healthy Recovery Options demonstrates a commitment to the safety and well-being of the individuals it serves by promoting therapeutic progress by addressing such matters as medication compliance, missed appointments, use of alcohol and drugs, and other program expectations and rules. This organization will encourage positive behavior by providing positive instruction and guidance; and Ensure safety by effectively responding to any threats of suicide, violence, or harm, the staff will assess the situation and respond with clinical appropriateness. Upon learning of the death of a client receiving services, the organization is responsible to report said death to the KDADS within 24 hours.