



**CLIENTS RIGHTS POLICY & PROCEDURES
OF
MENDING MATTERS
REVISION EFFECTIVE DATE: JUNE 1, 2015**

Mending Matters is committed to safeguarding the rights of all clients and to maintaining the trust which persons served place in our staff when they request or receive services from the agency. Mending Matters employees shall not cause nor allow conditions, procedures, or decisions differing from the Client Rights Policy.

Mending Matters shall provide and safeguard the following rights for all clients:

- The right to be treated with consideration and respect for personal dignity, autonomy, and privacy.
- The right to be free of any intrusive procedures that would violate personal privacy or dignity.
- The right to service in a humane setting that is the least restrictive feasible as defined in the treatment plan.
- The right to be informed of one's own condition, or proposed or current services, treatment, or therapies, and of the alternatives.
- The right to be informed of available program services.
- The right to consent to or refuse any service, treatment, or therapy upon full explanation of the expected consequences of such consent or refusal. A parent or legal guardian may consent to or refuse any service, treatment, or therapy on behalf of a minor client.
- The right to a current, written, individualized service plan that addresses one's own mental health, physical health, social, and economic needs, and that specifies the provision of appropriate and adequate services, as available, either directly or by referral.
- The right to participate in the development, periodic reassessment, review and/or revision in one's own treatment plan and receive a copy of it.
- The right to know how one's information may be used and disclosed and how to access to this information.
- The right to receive a current Privacy Notice, explaining how one's personal health information will be handled.
- The right to request restrictions on the use and disclosure of personal information.
- The right to receive an accounting of disclosures.



- The right to request the method by which communication will occur, such as by cell phone or mail.
- The right to freedom from unnecessary restraint or seclusion.
- The right to request Mending Matters to amend or correct personal information.
- The right to expect that any business affiliated with Mending Matters and with whom your information may be disclosed (computer repair company, etc.,) will be required to enter a contract with Mending Matters stating that they will agree to protect the confidentiality of any information that is disclosed.
- The right to participate in any appropriate and available Mending Matters service, regardless of refusal of one or more other services, treatments, or therapies, or regardless of relapse from earlier treatment in that or another service, unless there is a valid and specific necessity which precludes and/or requires the client's participation in other services.
- The right to choose involvement in any research project.
- The right to be advised of and refuse observation by others and by techniques such as one-way vision mirrors, tape recorders, video recorders, televisions, movies, or photographs.
- The right to have the opportunity to consult with independent treatment specialists or legal counsel, at one's own expense.
- The right to confidentiality of communications and of all personal identifying information, within the limitations and requirements for disclosure of various funding and/or certifying sources, state or federal statutes, unless release of information is specifically authorized by the client or parent or legal guardian of a minor client or court-appointed Guardian of the Person of an adult client.
- The right to have access to one's own treatment records unless access to particular identified items of information is specifically restricted for that individual client for clear treatment reasons in the client's treatment plan. "Clear treatment reasons" shall be understood to mean only severe emotional damage to the client such that dangerous or self-injurious behavior is an imminent risk. The person restricting the information shall explain to the client and other persons authorized by the client the factual information about the individual client that necessitates the restriction. The restriction must be renewed at least annually to retain validity. Any person authorized by the client has unrestricted access to all information.

Clients shall be informed in writing of agency policies and procedures for viewing or obtaining copies of personal records.

- The right to be informed in advance of the reason(s) for discontinuance of service provision and to be involved in planning for the consequences of that event.



- The right to receive an explanation of the reasons for denial of service.
- The right to not to be discriminated against in the provision of service on the basis of religion, marital status, race, color, creed, gender, sexual orientation, national origin, ethnicity, age, lifestyle, physical or mental handicap, health status, HIV infection (whether asymptomatic or symptomatic), AIDS, developmental disability, or inability to pay.
- The right to know the cost of services.
- The right to be fully informed of all client rights.
- The right to exercise any and all rights without reprisal in any form including continued uncompromising access to service.
- The right to file a grievance with Mending Matters.
- The right to have oral and written instructions for filing a grievance.

All Mending Matters staff receives training on cultural competence during orientation and staff are encouraged to use supervision to address any personal difficulties they may have with implementing this policy. All Mending Matters staff receive training on this client rights policy during orientation; in-service training on client rights is provided on an annual basis.

Neglect is defined as any purposeful or negligent disregard of duty by an employee or staff member. Abuse is defined as any action on the part of a staff person that results in physical or emotional injury to a client. This includes, of course, any physical or sexual abuse of persons served. Physical abuse, including sexual abuse and physical punishment of clients is absolutely prohibited, as is any sexual contact with a client by a staff person. Also prohibited is psychological abuse, including demeaning or age inappropriate treatment of persons served, as well as any actions which might humiliate, threaten, or exploit a client.

Mending Matters tolerates no neglect or abuse of persons served by staff. Any allegation of neglect or abuse will be investigated. Appropriate staff maintain documentation of the findings and of actions taken as a result of the investigation. Any substantiated claims of neglect or abuse shall result in the immediate dismissal of the staff person(s) involved.

Staff treats allegations of neglect or abuse as major incidents; therefore, the agency reports these allegations to the California Department of Consumer Affairs, Board of Behavioral Sciences within 24 hours of the event. Mending Matters staff follows applicable abuse/neglect reporting laws, such as reporting of child or elder abuse to the appropriate agencies.



Clients are given a copy of their rights at the time of their first appointment. All Service providers explain these rights to clients in a manner understandable to each individual. Should the client be in crisis or emergency situation, at least the right to consent or refuse treatment and the consequences of the agreement regarding refusal shall be explained. Then a copy of the client rights policy will be given to him/her in the next session after the crisis. A copy of the client rights policy is always available upon request. The client's rights are to be posted in a conspicuous place in the lobby of each site. An annual report of grievances (in the specified format) will be made to the applicable mental health board.

In crisis situations, especially where the risk of suicide or homicide exists, Mending Matters staff may disclose the information of a client to protect that client and/or other people. Mending Matters staff pursues this option only when absolutely necessary.