

## CLIENT RIGHTS AND RESPONSIBILITIES

Youth Focus will not refuse to treat someone because of their sex, race, sexual orientation, religion, or because of a handicap unless that handicap prevents them from participating in the program.

1. You have the right to receive individualized treatment.
2. You and your parents/guardian have the right to participate in the planning of your treatment, and to be informed about your condition and prognosis.
3. You have the right to be treated with consideration, respect and dignity at all times.
4. You and your parents/guardian have the right to be notified in advance if you are going to have significant changes made to your treatment plan or if you are going to be transferred to another facility. You and your parents have the right to know why these changes happen.
5. You may not be transferred to another facility unless the other facility has agreed to take care of you and you and your parents have received a complete explanation of why the transfer is necessary and of what other options there are.
6. You have the right to choose how you will spend money given to you as allowance or earned through a job program, as long as law does not prohibit it.
7. You have the right to be safe from mental or physical abuse while you are a resident and the freedom from cruel and unusual punishment.
8. You have the right to have your opinions and recommendations considered for inclusion in the development and evaluation of the therapeutic program.
9. Physical restraining via therapeutic holding by staff can only be used to protect you from yourself or to protect others from you. Staff may place you in a room by yourself for your protection or for the protection of others. You have the right to the least restrictive conditions adequate for your care. Your parents/guardian may request to be notified whenever therapeutic holding or time-out is used in the course of your treatment.
10. Your parents/guardian have the right to refuse any specific treatment recommended by the treatment team. Youth Focus reserves the right to terminate the relationship with the resident upon reasonable notice, however, when such refusal does not permit adequate treatment by this facility.
11. You have the right to confidentiality in that confidential information gained through our personnel and treatment records not being shared with anyone outside of the facility without the permission of your parents/guardian, as is required by law.

12. You have the right to privacy including privacy in the care of your personal needs and possessions. However, if at any time during treatment it is suspected that you have drugs, alcohol, weapons or others dangerous items in your possession, you may be given a body search and your personal possessions may be searched.

13. You have the right to access information regarding your treatment plan while at Youth Focus. Requests for such information may be made through your assigned individual therapist.

14. Your parents/guardian have the right to be informed of the total costs and anticipated length of your treatment.

15. You have the right to be visited by your parents/guardian, family and other visitors (freedom of association) while staying at Youth Focus, unless the treatment team determines that is not in the best interest of your treatment.

16. You have the right to receive private telephone calls from your parents/guardian unless the treatment team determines that is not in the best interest of your treatment.

17. You have the right to send and receive mail, unopened. However, incoming mail may be opened by you in the presence of a staff member to ensure that the mail does not contain any unauthorized, injurious, or illegal materials or substances. We can not hold mail or prohibit you from sending or receiving mail.

18. You and your family have the right to have an interpreter to help you talk to staff if you or your parents cannot speak English or are hearing-impaired.

19. If your visiting or telephone privileges are restricted, you and your parents/guardian have the right to have these restrictions explained to you. If restrictions are placed on your telephone or visiting privileges, the treatment team must reevaluate these restrictions every seven (7) days.

20. You have the right to refuse to talk with or see anyone who is not officially connected with the residential center or who is not directly involved in your care, unless it involves a legal investigation.

21. You and your parents/guardian have the right to be informed of all discharge and aftercare plans. You and your parents/guardian have the right to be informed by your doctor of any continuing health care needs you will have following discharge from the residential center.

22. You have the right not to be required to perform work for the residential center unless the work is a part of your treatment plan (such as cleaning up a mess that you have made). You are responsible, however, at all times for making your bed, keeping your room and possessions neat, orderly and clean, and helping to keep common areas of the residential center neat and orderly.

23. You have the right to wear your personal clothing and decorative items, as long as it is appropriate and these do not interfere with your treatment or with the treatment of others.

24. You have the right to privacy during interviews or body searches. This includes the right to have body searches performed by a staff person of your own sex and the right not to have to remain undressed any longer than is necessary for the body search.

25. You have the right to request transfer to another room if you are having difficulties with your roommate or if the room you are in is uncomfortable, unless it is contraindicated.

26. You and your parents/guardian have the right to know the name and profession of all the people involved in your treatment.

27. You have the right to be informed of use of tape recorders, audiovisuals, etc. during your treatment at Youth Focus.

28. You have the right to participate in religious worship and freedom of religious expression.

29. You are responsible for being considerate of the rights of other residents and the rights of Youth Focus staff. You are also responsible for being respectful of the property of others and the property of the residential center. You and your parents/guardian have the right to be told the Youth Focus rules and regulations.

30. You and your parents/guardian are responsible for providing the residential center with your complete health history. You are responsible for telling staff if you are feeling ill. You have the right to prompt medical attention if you become sick.

31. You are responsible for following your treatment plan. You are also responsible for letting staff know if you do not understand your treatment plan or what is expected of you.

32. You and your parents/guardian have the right to voice your concerns or grievances and receive a response within a reasonable time period. You have the right to have this grievance procedure explained to you. You may access the proper grievance form at any time during your treatment, and may thereby file your grievance with the Program Director.

33. You and/or your parents/guardian may file complaints with the Youth Focus Executive Director regarding your treatment. You and your parents have the right to be told how the residential center will deal with these complaints. You and your parents/guardian are encouraged to recommend changes in the residential program to residential center staff.

34. You have the right to contact Disability Rights North Carolina (877-235-4210). This agency is designated under federal and State law to protect and advocate the rights of persons with disabilities.

36. You have the right to receive information necessary to give informed consent prior to the start of any procedure and/or treatment.
37. You have the right to be out doors daily unless the treatment team determines it is not in your best interest.
38. You have the right to be free from physical, chemical and mental abuse. Physical and chemical restraints may only be applied when ordered by your physician, and for a specific limited period of time, except when necessary to protect you from injury to yourself and others.
39. You have the right to contact and consult with, at your own expense, legal counsel, private physicians, private mental health, mental retardation or substance abuse professionals of your choice.
40. You have the right to a quiet atmosphere for uninterrupted sleep.
41. You have the right to access areas for personal privacy for at least limited periods of time unless contraindicated by the treatment team.
42. You have the right to decorate your own room following individual facility rules and without damaging Youth Focus property.
43. You have the right to dignity, privacy and humane care in the provision of personal health, hygiene and grooming care. Such rights shall include, but need not be limited to the:
  - (1) opportunity for a shower or tub bath daily, or more often as needed;
  - (2) opportunity to shave at least daily;
  - (3) opportunity to obtain the services of a barber or a beautician;
  - (4) provision of linens and towels, toilet paper and soap for each client and other individual personal hygiene articles for each indigent client. Such other articles include but are not limited to toothpaste, toothbrush, sanitary napkins, tampons, shaving cream and shaving utensil;
  - (5) bathtubs or showers and toilets which ensure individual privacy shall be available; and
  - (6) adequate toilets, lavatory and bath facilities equipped for use by a client with a mobility impairment shall be available.
44. You have the additional rights including the right to marry ,procreate and raise children (if legally allowed due to age), the right to vote if allowed by law, the right to obtain and keep a driver's license, the right of freedom of speech, the right to own property if allowed by law, equal employment opportunity and equal educational opportunity.

