



South Community, Inc.

Client Rights

As you begin services at South Community Inc, it is important that you understand your rights and responsibilities as a client. Please read the following carefully.

1. The right to be treated with *consideration and respect* for personal dignity, autonomy and privacy;
2. The right to *reasonable protection* from physical, sexual or emotional abuse and inhumane treatment;
3. The right to receive services in the *least restrictive, feasible environment*;
4. The right to participate in *any appropriate and available service* that is consistent with an individual service plan (ISP), regardless of the refusal of any other service, unless that service is a necessity for clear treatment reasons and requires the person's participation;
5. The right to give *informed consent* to or to refuse any service, treatment or therapy, including medication absent an emergency;
6. The right to participate in the development, review and revision of one's own *individualized treatment plan* and receive a copy of it;
7. The right to freedom from *unnecessary or excessive medication*, and to be free from restraint or seclusion unless there is immediate risk of physical harm to self or others;
8. The right to be informed and the right to refuse any *unusual or hazardous treatment procedures*;
9. The right to be advised and the right to refuse *observation by others* and by techniques such as one-way vision mirrors, tape recorders, video recorders, television, movies, photographs or other audio and visual technology.
This right does not prohibit an agency from using closed-circuit monitoring to observe seclusion rooms or common areas, which does not include bathrooms or sleeping areas;
10. The right to *confidentiality of communications and personal identifying information* within the limitations and requirements for disclosure of client information under state and federal laws and regulations;
11. The right to have *access to one's own client record* unless access to certain information is restricted for clear treatment reasons. If access is restricted, the treatment plan shall include the reason for the restriction, a goal to remove the restriction, and the treatment being offered to remove the restriction;
12. The right to be informed a reasonable amount of time in advance of the *reason for terminating* participation in a service, and to be provided a referral, unless the service is unavailable or not necessary;
13. The right to be informed of the *reason for denial of a service*;
14. The right *not to be discriminated against* for receiving services on the basis of race, ethnicity, age, color, religion, gender, national origin, sexual orientation, physical or mental handicap, developmental disability, genetic information, human immunodeficiency virus status, or in any manner prohibited by local, state or federal laws;
15. The right to know the *cost of services*;
16. The right to be verbally *informed of all client rights*, and to receive a written copy upon request;
17. The right to *exercise one's own rights without reprisal*, except that no right extends so far as to supersede health and safety considerations;
18. The right to *file a grievance*;
19. The right to have oral and written *instructions concerning the procedure for filing a grievance*, and to assistance in filing a grievance if requested;
20. The right to be *informed of one's own condition*; and,
21. The right to consult with an *independent treatment specialist or legal counsel* at one's own expense.



The South Community
Client Rights Officer can be reached at:

South Community Inc.
3095 Kettering Boulevard
Dayton, Ohio 45439
(937) 534-1356

Client Responsibilities

The following client responsibilities are those deemed essential for treatment to be most effective. None of the following are in violation of the rights of South Community’s clients.

1. TREAT OTHERS WITH RESPECT AND DIGNITY

- respect the property of others
- refrain from the use of threats or inappropriate language
- bring nothing into the agency building that may accidentally or intentionally cause harm to others

2. PARTICIPATE IN TREATMENT

- work with the staff on developing a recovery-focused treatment plan
- provide accurate and complete information about matters related to treatment
- report any important changes
- ask questions if there is any uncertainty about rights or treatment

3. ASSUME RESPONSIBILITY FOR SCHEDULED APPOINTMENTS

- make an effort to keep scheduled appointments
- notify staff of any appointments not able to attend at least 48 hours prior to the sessions
- be timely to all scheduled appointments

4. ASSUME FINANCIAL RESPONSIBILITY FOR SERVICES RENDERED.

- provide information needed for payment of services, including insurance coverage, household income, and the number of people supported by this income.
 - notify the agency staff of any changes to income or insurance coverage
 - if applicable, pay any deductibles or co-payments fully and promptly.
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SOUTH COMMUNITY INC.

An Equal Opportunity Employer and Equal Provider of Services

South Community is a private not-for-profit organization. Funding is from Medicaid, grants and by the ALCOHOL, DRUG ADDICTION AND MENTAL HEALTH SERVICES BOARD for Montgomery County with support from the Montgomery County Human Services Levy.

The organization complies with the Code of Ethics set forth in the Corporate Compliance Program created and implemented by *South Community* as well as the Code of Ethics of the respective professional staff.

