

Client Rights & Responsibilities

As a service recipient, you have the right to services that are available and appropriate to your need and that are provided in the least restrictive setting as possible. You also have the responsibility to cooperate with your service plan and to pay any fees associated with your care.

A copy of this is also posted in our waiting rooms, and copies are available on our website.

YOUR RIGHTS

As a recipient of HCRS services, you have the following rights. Our staff will be happy to discuss these rights with you, and to provide more information if you request it.

1. To be informed of your rights, and receive other information from us, in a way you can understand and in a language you understand.
2. To be treated with respect regarding your personal dignity, privacy, individuality, and property, and to be free of physical and psychological abuse, neglect, and exploitation.
3. To impartial services and access to treatment regardless of race, ethnicity, religion, age, gender, sexual orientation, physical incapacity, real or perceived HIV status, or language.
4. To services that are timely, effective, and efficient, in the least restrictive setting.
5. To available treatment 24 hours a day.
6. To participate in decision making regarding the development of individualized plans of care or service and on-going care, and to request a review of such plan of care at any time.
7. To have a comprehensive service plan that incorporates other relevant service agencies, systems or providers if you desire it.
8. To have your family and/or a personal advocate involved in facilitating treatment, care, and services, making recommendations, filing a complaint or grievance, and resolving any disputes.
9. To be treated without parental consent if you are a dependent on a regulated drug or are alcoholic, provided that you are at least 12 years old and the problem has been verified by a licensed physician.
10. To the assurance that all care or treatment related conversations with counselors, staff and other providers will remain confidential within your treatment team, to the extent provided by law.
11. To be fully informed of all services and programs available at HCRS, any limitations to them and any charges for them. To be fully informed of our practice guidelines, utilization management practices, the availability of any alternative or ancillary treatment or services, and of any financial incentives available to you or to staff that may impact your care.
12. To be fully informed of all purpose, mode, time frame, and possible risks of any diagnostic and treatment procedures prior to starting them, in order to make informed consent.
13. To be fully informed of all purpose, route of administration, time frame and possible side effects of any medication prescribed for you prior to taking it, in order to make informed consent.
14. To be free of excessive or unnecessary medication. Medication will not be used as a punishment, for the convenience of staff, or as a substitute for other treatments. Medication will not be used in a way that interferes with your other services from HCRS.

15. To be free from physical or mechanical restraint or involuntary isolation, in accordance with HCRS policies on restraint and isolation.
16. If you are an adult: To refuse medication, and to refuse or withdraw from treatment, unless services are being required by court order, provided that such a refusal does not pose a severe threat to yourself or to others. Such a decision by you will not compromise your future access to HCRS services.
17. To be fully informed of the findings of any diagnostic procedures, and of your progress with any treatment, care, or service, unless a physician decides that the information may be harmful to you and documents that decision in your record.
18. To be fully informed of all purpose, mode, time frame and possible risks of being involved in any research, or in any activities that involve the use of tape recorded, one-way observation mirrors, photography, or any special audio-visual techniques, and to withdraw from any of these at any time.
19. To receive adequate information about the name and qualifications of the staff working with you.
20. To voice your opinions, recommendations, complaints or grievances about HCRS policies or services, without fear of restraint, interference, coercion, or discrimination.
21. To be fully informed of advocacy services, or adult or child protective services that may be available to you, and to be given contact information for such services by the agency upon request.
22. To examine or request a copy of your record, or to advocate for changes or amendments to your record, as established by HCRS policies.
23. To all legal protections and due process for status as an out-patient or in-patient, both voluntary and involuntary, as defined by Vermont law, and to petition the courts for review of any civil commitment order, in accordance with Vermont law.
24. To refuse to perform any services for HCRS.
25. If you receive assistance from HCRS with day-to-day activities in the community, you have the right to associate and communicate privately with individuals of your own choosing, unless otherwise directed by court order.
26. If you receive assistance from HCRS with day-to-day activities in the community, you have the right to access educational opportunities and religious worship activities.
27. If you receive assistance from HCRS with day-to-day activities in the community, you have the right to exercise your civil rights as a citizen (for example, your right to get married, own property, obtain a driver's license or other license) except where prohibited by law, court order, or other legal protection of your health, safety, and welfare.
28. If you receive assistance from HCRS in day-to-day activities in the community, you have the right to have the opportunity to vote if you meet state or local requirements to do so.
29. If you receive assistance from HCRS with employment activities, you have the right to the full protection of all applicable labor laws, including minimum wage and hour laws.
30. If you are in a home placement through HCRS, you have the right to store personal possessions in your residence, as space permits.
31. If you are in a home placement through HCRS or are in an HCRS 24 hour setting, you have the right to send and receive unopened mail, to receive help reading or writing correspondence, and to place and receive telephone calls within residence guidelines.



32. If you are in a 24 hour setting, you have the right to have access to pastoral care services.
33. If you are in a 24 hour setting, you have the right to have your personal property secured under lock and key by staff through available means.
34. If you are in a 24 hour setting, you have the right to have personal displays within guidelines established by that facility.

YOUR RESPONSIBILITIES

As a recipient of HCRS services, you have the following responsibilities. Our staff will be happy to discuss these responsibilities with you, and to provide more information if you request it.

1. To provide information that is needed in order to provide effective services or supports.
2. To follow agreed-upon service and support plans.
3. To behave in a way that is respectful of HCRS staff and property and of other clients and their property.
4. To inform HCRS of any changes in child custody of minors receiving services from HCRS.
5. To maintain the confidentiality of other clients if you are involved in group treatment.
6. If you are prescribed medication by HCRS staff, to inform medical staff of any changes in the medication(s) you are taking or substances you are using.
7. To provide 24-hour notice when canceling appointments, except in emergencies.
8. To inform HCRS of changes in your address, telephone number, insurance coverage, and emergency contact information in a timely manner.
9. If you have insurance coverage, to immediately inform HCRS of any changes to that coverage.
10. If you have a subsidized fee based on income, to immediately inform HCRS of any changes in personal or household income.
11. To pay your fee for services in a timely manner. HCRS appreciates payment at time of service and expects payment within 30 days of any balance due billing statement sent to you.