



Your Rights as a Client

Each client of Carolina Therapy Connection has the following rights:

1. The right to be treated with consideration and respect for personal dignity, autonomy and privacy.
2. The right to receive services in the least restrictive, feasible environment.
3. The right to be informed of one's own condition.
4. The right to be informed of available services.
5. The right to give consent or to refuse any service, treatment or therapy
6. The right to participate in the development, review and revision of one's own individualized treatment plan and receive a copy of it. *To obtain a copy of your treatment plan, please submit a signed letter in writing to: Carolina Therapy Connection; Attention: Cindy Taylor, 1925A Turnbury Dr., Greenville, NC 27858*
7. The right of freedom from unnecessary physical restraint or seclusion.
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 or photographs.
10. The right to consult with an independent treatment specialist or legal counsel at one's own expense.
11. The right to confidentiality of communications and personal identifying information within the limitations and requirements for disclosure of client information under NC state and federal laws and regulations.
12. The right to have access to one's own client record in accordance with program procedures.
13. The right to be informed of the reason(s) for terminating participation in a program.
14. The right to be informed of the reason(s) for denial of a service.
15. The right not to be discriminated against for receiving services on the basis of race, ethnicity, age, color, religion, sex, national origin, sexual orientation, socio-economic status, disability or HIV infection, whether asymptomatic or symptomatic, or AIDs.
16. The right to know the cost of services.
17. The right to be informed of all client rights.
18. The right to exercise one's own rights without reprisal.
19. The right to file a grievance in accordance with program procedures.
20. The right to have oral and written instructions concerning the procedure for filing a grievance.
21. The right to participate in consideration of ethical issues that arise in the provision of care and services, including resolving conflicts, withholding resuscitative services, foregoing or withdrawing life sustaining treatment and participation in investigation studies or clinical trials.
22. The right to designate a surrogate decision maker if the individual served is incapable of understanding a proposed treatment or procedure or is unable to communicate his/her wishes regarding care.
23. The right to participate in any appropriate and available agency 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. This necessity shall be explained to the client and written in the client's current service plan.
24. The right to a current, written, individualized service plan that addresses his/her own mental health, physical health, social and economic needs, and that specifies the provisions of appropriate and adequate services, as available, either directly or by referral and the right to have a copy of the plan. The right to individualized treatment, including an adequate number of competent, qualified, and experienced professional clinical staff to supervise and carry out the treatment or program plan. The right to care that is considerate and respects the personal values and belief systems of the individual served.
25. The right to have access to his/her own psychiatric, medical or other 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 the agency's policies and procedures for viewing or obtaining copies of personal records;
26. The right to exercise any and all rights without reprisal in any form including continual uncompromised access to services.
27. The right to contact Disability Rights NC, the statewide agency designated under federal and State law to protect and advocate the rights of persons with disabilities.

Any client who has reason to believe that he/she has been mistreated, denied services, or discriminated against in any aspect of services because of disability may file a grievance with the Owner: Cindy Taylor, 1925A Turnbury Dr., Greenville, NC 27858. Cindy@carolinatherapyconnection.com

All other grievances, if not resolved with a staff member and/or supervisor, can be filed with the Owner; Cindy Taylor, if the grievance concerns clients' rights. During business hours, the Owner can be reached by calling 252-341-9944 and asking for Cindy Taylor.