

# SUMMARY OF CLIENT'S RIGHTS

Employees acknowledge and understand all rights reserved to individuals served under the care of Cayuga Centers and will serve our individuals while upholding these rights.

## Basic Rights

1. You have the right to access all information in an understandable language. A copy of the Client's Rights will be provided in your preferred language.
2. You have the right to the same legal, human, and civil rights as all citizens.
3. You have the right to be treated with courtesy and respect for your individuality and dignity.
4. You have the right to be free from discrimination without regard to marital status, citizenship status, race, religion, creed, color, age, veteran/military status, genetic information, sexual orientation, sex, national origin, disability, pregnancy, pending adoption, HIV/AIDS or another medical condition status.
5. You have the right to receive inclusive services that are respectful and responsive to your cultural and linguistic diversity.
6. You have the right to receive services in a non-coercive manner, which protects your right to self-determination.
7. If your participation in the program is voluntary, you may terminate it anytime.
8. Cayuga Centers strictly prohibits using any type of corporal or degrading punishment in any of its programs.

## Informed Consent

1. No services or treatment can be provided to you against your will unless your rights to refuse have been limited by law or by court order. If you are court-mandated to receive treatment, a mutual decision regarding when services will be terminated will be reached by you and your assigned Cayuga Centers staff member.
2. If you are seventeen (17) years old or younger with a legal guardian, they will be authorized to make decisions without your consent.
3. You have the right to be informed of the anticipated benefits, possible risks and alternatives to treatment in a manner you understand.
4. You have the right to be offered the most appropriate, least restrictive or intrusive services to meet your needs.
5. If you have any questions, you may choose anyone to ask questions before deciding on treatment. If a legal guardian is authorized to make decisions, they have the right to be fully informed of anticipated benefits, possible risks and alternatives of the proposed treatment.

## Individualized Treatment and Service Plan

1. You have the right to an individualized written plan based on your needs, wants and goals developed by you, your assigned Cayuga Centers staff member, your parent/legal guardian or any other individual you choose.
2. You have the right to express opinions or issues concerning your care or treatment without fear of reprisal.
3. The plan will provide detailed action for each participant, time frames for the accomplishment of goals and how goal accomplishment will be determined.
4. The plan will be reviewed regularly.
5. If needed services are unavailable, a plan will be developed to meet the need.
6. You can express opinions concerning your care or treatment without fear of reprisal.
7. If you fail to comply with the program's rules or demonstrate a lack of investment in your treatment, you could be discharged from the program.
8. If mental health personnel determine you are a danger to yourself or others, Cayuga Centers has the right to refer you to a crisis unit for a mental health evaluation or temporary hospitalization. Cayuga Centers has the right to involve law enforcement when applicable.

## Confidentiality and Access to Record

1. You have the right to have your privacy protected to the greatest extent possible.
2. Your records will be kept confidential and only released to authorized external personnel with your or your legal guardian's informed written consent.
  - a. Information may be released without your authorization only under certain circumstances, for example:
    - i. The receipt of a legitimate subpoena from a court
    - ii. In the event of a medical emergency
    - iii. Information has been obtained suggesting evidence of child abuse or neglect has occurred.
    - iv. Legitimate threats of harm to self or others have been received.
5. You have the right to review your records at an agreed-upon time in the presence of staff. You may add written comments to your record to clarify any information you believe is inaccurate or incomplete.
6. You have the right to refuse to participate in public performances or statements, research or fundraising activities.

## Assistance in the Protection of Rights

You have the right to choose and appoint a representative to assist you in understanding and protecting your rights. If you wish to have a representative, you must inform your assigned Cayuga Centers staff member so arrangements can be made to include the chosen person. You can access the representative whenever you wish, and you may change or cancel the designation anytime.

## Right to File a Grievance

You have the right to bring a grievance to challenge any possible violation of your rights or questionable practices. You have the right to have our grievance answered in writing within a reasonable time frame, with reasons for the decision. You may express a complaint concerning the program at any time by calling the main office at Cayuga Centers at **1-800-421-2031** or email our legal department [grievancesandcomplaints@cayugacenters.org](mailto:grievancesandcomplaints@cayugacenters.org). From there, you will be referred to the appropriate supervisor for your region. If you are unsatisfied with the outcome, you may appeal that decision by taking your concern up the chain of command within the agency. You will not be penalized in any way for filing a grievance. You may also file a complaint with the *Office for Civil Rights of the U.S. Department of Health and Human Services* at **1-800-368-1019**.

## FLORIDA ONLY

Your clinical record and communications are confidential and may not be released without your consent or that of your guardian except under special circumstances, e.g., to your attorney; in response to a court order; to an aftercare treatment provider; after a threat of harm to self or others; to the Florida Abuse Hotline (**1-800-962-2873**) if our employees ("mandated reporters" under the law) know or have reasonable suspicion of child abuse, abandonment, or neglect; to various entities which fund your services and with whom we are contractually required to report incidents. When appropriate, your parent or next of kin may be given information without your consent. You have reasonable access to your clinical record unless such access is determined to be harmful to you.

