



YOUR RIGHTS As a Participant in our Facility

When you receive services in this facility, you have certain rights. The following pages will tell you about your rights and what to do if you have questions or problems about your rights.

- The right to confidentiality and privacy
- The right to be treated with respect and dignity
- The right to humane care and freedom from mental and physical abuse, neglect, humiliation and exploitation
- The right to live as normally as possible while receiving care and treatment
- The right to be free from unwarranted searches of your person or seizure of your possessions
- The right to be free from unnecessary or excessive medication, which shall not be used for punishment, discipline or staff convenience and which shall be administered in accordance with accepted medical standards and only upon the order of a physician or other medical practitioner as documented in your health record
- The right to be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation
- The right to be free from any form of discrimination prohibited by federal and state laws, rules and regulations
- The right to freedom of speech and freedom of religious expression
- The right to exercise the same civil rights as any other citizen, including the right to vote, marry, divorce, make a will and buy, sell and own property, unless the exercise of such rights has been precluded by an unrevoked adjudication of incompetency (adults only)
- The right to be free from the threat of unwarranted suspension or expulsion from treatment
- The right to consent to or refuse treatment, except in a medical emergency or an involuntary commitment
- The right to receive treatment in the most natural, age-appropriate and least restrictive environment possible
- The right to participate with your treating providers in making healthcare decisions
- The right to participate in the development and periodic review of your written person-centered treatment or habilitation plan that builds on individual needs, strengths and preferences
- The right to have an individualized treatment or habilitation plan implemented within 30 days of admission to any inpatient or residential facility
- The right to ask questions of Caldwell Opportunities at any point in the process, and the right to receive accurate information
- The right to participate in a candid discussion with your treatment providers about medically necessary treatment options and alternatives for the relevant diagnosis or condition, regardless of benefit coverage limitation

- The right to be informed in advance of the benefits or risks of treatment choices, and the right to a second opinion at no cost to you
- The right to decide among relevant treatment options and express preferences about future treatment decisions regardless of benefit coverage limitation

The fact you are receiving services or any other information about your care is confidential. You have the right to see the information in your own record, unless more than one professional determines that it would be harmful for you to have it.

In general, under state and federal laws, no one can share information with another about the services you receive. These same laws, however, require us to share information with others under the following conditions:

Your next of kin may be informed that you are a client, if it is in your best interest; and if you are under 18, your parents may be informed about your care when it is in your best interest and not to be considered harmful;

1. With your permission, your next of kin, or family member with a legitimate role in your services, or another person who you name may be given other information about your care;
2. With any other person if you give us specific permission;
3. If you have or if we get a client advocate to work in your behalf, the advocate may review your record;
4. If we are ordered by the court to release your record;
5. If your attorney needs to see your file because of a law suit, a commitment proceeding, or guardianship proceeding;
6. If we transfer your care to another public agency;
7. If you are a committed client and we need to share information about you in order to manage your care;
8. If you become imprisoned we may share your file with prison officials;
10. If there is an emergency, with another professional who is treating you;
11. With a physician or other professional who referred you to our facility; or
12. If we believe that you are a danger to yourself or to others, or if we believe that you are likely to commit a crime, we may share information with law enforcement.

If there is any information about your rights that you do not understand, ask for help from your Program Director or the Executive Director. If you think that you have been denied your rights, you may want to contact your Program Director, the Executive Director, a family member or friend, a client advocate or attorney.

Your program director will assist to link you with advocates and services in the community if you are unable to do this on your own or desire assistance.

If you think you cannot get the information or help you need from people at our facility, you may call: The Disability Rights North Carolina (877) 235-4210; Catawba Valley Legal Services (828) 437-8280; Legal Aid of North Carolina (866) 219-LANC; Vaya Health 1-888-757-572

Each admitted client or his legally responsible person has the right to consent to or refuse any habilitation offered by the facility. Consent may be withdrawn at any time by the person who gave the consent. If the habilitation is refused, the qualified professional shall determine whether habilitation in some other modality is possible. If all appropriate habilitation modalities are refused, the client may be discharged.