



## **"A BILL OF RIGHTS FOR MEMBERS AND CLIENTS"**

All members and clients of residential treatment programs have the absolute right to the following:

1. A supportive environment, drug free unless medically prescribed and/or agreed by the agency.
2. Treatment without regard to gender, race, national origin, creed, political affiliation, sexual preference, previous criminal record of public assistance status.
3. Dignity, respect, health and safety at all times.
4. Knowledge of the program philosophy and methods.
5. Information given accurately of all the current rules and regulations of the program as well as the sanctions, disciplinary measures and any modification of rights.
6. Access to a Board approved grievance procedure to register any complaints about the administration of all rules and regulations, sanctions, disciplinary measures and modification of rights.
7. Definition of all fees and costs to be charged, the method and schedules of payment and the availability of money and personal property during the program and on leaving.
8. Confidentiality of information regarding participation in the program and of all treatment records in accordance with the laws of the State or Territory and the Commonwealth.
9. Examination of personal records within Board approved guidelines and the insertion of a counter statement of clarification to rebut recorded information.
10. Discharge of themselves from the program at any time without physical or psychological harassment.

11. Personal communication with relatives or friends of whereabouts on admission and thereafter according to the rules of the program except when prohibited as a documented part of the treatment plan.
12. Protection from real or threatened corporal punishment, from physical, psychological or sexual abuse and from involuntary physical confinement.
13. Provision of nutritious food, safe and adequate lodging, physical exercise and adequate personal hygiene needs.
14. Medical care from qualified practitioners and the right to refuse the medical care offered.
15. Access to legal advice and/or representation when required.
16. Regular contact with any child accompanying the member into the program.
17. Clear definition of responsibilities when working in the position of a staff member, together with adequate training, adequate staff support and supervision (including evaluation and feedback), with no exploitation and the right to decline the position without recrimination.
18. When leaving the program for any reason, the person has the right to guidance and assistance about other health care and assessment services, sources of financial aid, places of residence and appropriate after-care services.
19. Freedom from exploitation (including their parents/family) for the benefit of the agency or its staff.