

YOUR RIGHTS AND YOUR RESPONSIBILITIES AS A CLIENT OF Laraway Youth & Family Services

You have the right to be treated with dignity and respect at all times when receiving services provided by us. You have the right to adequate and humane treatment.

You have the right to services and support without regard to race, religion, gender, ethnic background, age, sexual orientation, disability, or HIV status.

You have the right to be informed about all agency policies that affect the course of your treatment experience or services.

You have the right to receive information about eligibility criteria and funding priorities; available services, programs, and practitioners; practice guidelines; utilization management practices; and grievance procedures.

You have the right to an individualized treatment or support plan that may include other agencies, and to review such plans and records.

You have the right to informed consent and to participate in ALL decisions which will establish your treatment/service goals, including the right to express your preferences regarding the choice of case manager, therapist or other service provider. During intake or at any time during the course of services, you may initiate a discussion with your service provider to express your preferences.

You have the right to privacy. Your confidentiality is protected by State and Federal law except in specific cases allowed by law.

You have the right, to the extent permitted by law, to refuse medication or specific treatment procedures.

You have the right to access, and receive a copy of, the health records we originate and/or maintain on you, with some exceptions. You have additional rights regarding your health information that are outlined in our Notice of Privacy Practices.

The right to all legal protection and due process for status as an outpatient and inpatient, both voluntary and involuntary, as defined under Vermont law.

In addition to these rights, participants of some programs may have additional rights or rights stated in a different way.

Some programs, due to their nature and level of care provided, may place some restrictions on certain privileges, such as smoking and ability to move freely about the facility where services are provided.

These rights do not:

Require any health, mental health, or service professional to administer treatment contrary to such professional's judgment if the treatment or service is deemed to be harmful to the individual's well being or is beyond the financial resources of the organization.

None of the above rights shall prevent a program from reducing or eliminating services to a person for whom the provision of appropriate treatment or services is impossible as a result of a person's refusal to consent to or cooperate with reasonably offered and care and support services.

Grievances and Appeals:

If you have a grievance or appeal as defined below, please call the main offices of LYFS at 802-635-2805. You will be directed to the appropriate Grievance and Appeal Coordinator.

Definition of a Grievance: *A grievance is any matter about which a client expresses dissatisfaction regarding the performance of an agency, its employees or providers. Such grievance is not related to a reduction or denial of service, or eligibility determination as this is covered under Appeals below.*

Definition of an Appeal: *An appeal is defined as a client's dissatisfaction with a service denial or reduction, or an eligibility determination*

YOUR RESPONSIBILITIES

Treatment is effective only when there is a partnership between the client and provider. All parties need to make a full commitment to achieving the goals of treatment. We ask all clients to commit to the following:

- Regular participation in treatment;
- Regular attendance at scheduled appointments;
- Where a direct fee has been agreed upon, payment at the time of service;
- Resolution of differences in a responsible way;
- No physical or verbal threats, or aggressive behavior;
- No weapons are allowed on agency premises;
- No smoking is allowed on agency premises;
- No illicit drugs or alcohol are allowed on agency premises.

If the above rules are not followed, the agency reserves the right to discontinue or place restrictions on services. Any rights or privileges that have been restricted or suspended may be reinstated at the agency's discretion based on individual circumstances and the reason for restriction or suspension.