



CLIENT RIGHTS

You have the right...

- To be accepted for services only if OHB is able to provide safe and professional care.
- To have questions and/or concerns be addressed in a timely fashion.
- To not be discriminated against on the basis of race, color, creed, age, sexual orientation, gender identity, national origin, religion or financial status. To be treated equitably and without favoritism.
- To receive services in a manner that is non-coercive and protects your right to self-determination and to expect that all efforts are being made to ensure continuity and quality of care.
- To refuse particular aspects of treatment or services, unless required by court order or law, and to be informed of the consequences of refusal of treatment or services which can include discharge.
- To participate in decisions regarding the services provided and receive instruction and education regarding your plan.
- To be informed in advance about the services to be provided and any changes in the services to be provided.
- To request information regarding your care.
- To file a grievance at any time and suggest changes in services or staff without fear of retaliation or discrimination and be informed of the resolution.
- To have your person and property treated with courtesy and respect.
- To be free from abuse of all kinds while receiving services with OHB.
- To express and practice religious, spiritual, and cultural traditions.
- To personal privacy and confidentiality of all records, communications, and personal information.
- To receive policies and procedures for admission, discharge, and termination of services at the time of admission.
- To be free from chemical and mechanical restraints except as part of medication ordered as part of your individual treatment plan.