



Rights and Responsibilities of Clients

It is the fundamental belief of Lewis Goodhouse Wellness Center (LGWC) that the persons who receive services have certain rights. The rights you have as a receiver of our services are:

- Right to dignity and respect at all times
- Right to services which are responsive to your age, gender, social supports, cultural background, psychological needs, sexual orientation, physical abilities, and spiritual beliefs without regard to race, creed, national origin, sex, or sexual preference
- Right to be greeted and treated with a positive attitude
- Right to receive ethical treatment from all staff
- Right to be free from any physical, emotional, or sexual abuse or harassment by the staff or another client; including physical punishment, psychological abuse and or fiduciary (financial) abuse
- Right to be safe from behaviors of other clients
- Right to be involved in all aspects of the services you receive
- Right to informed consent and to have services explained in a manner, which is understandable
- Right to refuse any particular treatment
- Right to have crisis plan developed
- Right to a grievance procedure
- Right to not have any information released without your consent except in the following circumstances:
 - *We must report abuse of children, elderly, and disabled persons*
 - *We must report clear and imminent danger to a person or society*
 - *We must present records if they are subpoenaed by the court*
 - *Information must be disclosed in the case of a medical emergency*
 - *For audits, research or mandatory disease reporting as required by the state*
- Right to receive services in a confidential setting in accordance with applicable laws, regulations and standards and notice thereof
- Right to be treated by competent staff
- Right to a physically safe environment
- Right to be provided an opportunity to practice religion of your choice in so far as the practice does not interfere with the rights of other clients or the treatment program
- Right to be excused from any religious practices
- Right to review what is in your record
- Right to not be involved in research
- Right to know that LGWC adheres to all applicable federal, state/tribal laws or regulations
- Right to be referred to consumer advocacy services

As a receiver of services at LGWC, you have certain responsibilities:

- You are responsible to provide the LGWC with clear and accurate information about yourself
- You are responsible to provide the staff with any change of address, phone number, or billing information
- You are responsible to inform the staff when you cannot attend an appointment
- You are responsible to be honest with your clinician and actively involved in your treatment
- You are responsible to carry through on your part of the treatment plan
- You are responsible to respect the rights of other persons who are recipients of services or to the LGWC staff
- You are responsible to not allow your children to go beyond the waiting room without a staff member or yourself escorting them and to ensure that they respect the property of the LGWC