



Client Rights Compliance

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I. Purpose

To establish a policy that clarifies the means by which compliance with the Rights of Recipients will be achieved per Licensing Standards of Department of Mental Health and Mental Retardation QM.11.A.

II. Policy

All mental health staff will be trained and supervised on Client Rights. All client/guardians shall be informed about their rights as outlined in the Right of Recipients at opening and annually.

III. Procedure

All employees providing Mental Health services are trained in the Rights of Recipients at orientation and/or when they transfer into a mental health program. The Adult and Child Client Rights Manuals are available onsite and online for ongoing reference.

All new clients are informed of their rights as recipients of mental health services and sign a Service Agreement that contains a summary of rights and they are offered a copy of the Rights of Recipients Manual at intake and annually.

All clients are made aware of the grievance procedure as outlined in the agency's Service Agreement.



Scott Tash, CEO

3-13-19
Date