

MISSION OF THE ELIZABETH LAYTON CENTER

The mission of the Elizabeth Layton Center is to provide Franklin and Miami County residents, of all ages, the opportunity to receive effective and quality mental health and chemical dependency services in an easy, accessible and affordable manner. Toward this goal, we endorse the principle that all clients of the Center have basic rights and privileges to be exercised at their discretion and all Center staff shall endorse the rights and privileges listed below.

Availability of Services: Services of our Center are available to all residents of Franklin County and Miami County regardless of race, color, sex, creed, handicap, religion or ability to pay.

STATEMENT OF CLIENT RIGHTS

- To always be treated with dignity and respect**, and not to be subjected to any verbal or physical abuse or exploitation;
- To not be subjected to the use of any type of treatment**, technique, intervention, or practice, including the use of any type of restraint or seclusion, performed solely as a means of coercion, discipline, or retaliation, or for the convenience of staff or any volunteer or contractor;
- To receive treatment in the least restrictive**, most appropriate manner;
- To an explanation** of the potential benefits and any known side effects or other risks associated with all medications that are prescribed for the client;
- To an explanation** of the potential benefits and any known adverse consequences or risks associated with any type of treatment that is not included in the aforementioned paragraph and that is included in the client's treatment plan;
- To be provided with information** about other clinically appropriate medications and alternative treatments, even if these medications or treatments are not the recommended choice of that client's treating professional;
- The right of a client voluntarily** receiving treatment to refuse any treatments or medications to which that client has not consented, in compliance with the client's rights;
- The right of a client involuntarily** receiving treatment pursuant to any court order to be informed that there may be consequences to the client if the client fails or refuses to comply with the provisions of the treatment plan or to take any prescribed medication;
- To refuse to take any experimental medication** or to participate in any experimental treatment or research project, and the right not to be forced or subjected to this medication or treatment without the client's knowledge and express consent, given in compliance with the client's rights, or as consented to by the client's guardian when the guardian has the proper authority to consent to this medication or treatment on the client's behalf;
- To actively participate** in the development of an individualized treatment plan, including the right to request changes in the treatment services being provided to the client, or to request that other staff members be assigned to provide these services to the client;
- To receive treatment** or other services from ELC in conjunction with treatment or other services obtained from other licensed mental health professionals or providers who are not affiliated with or employed by ELC, subject only to any written conditions that ELC may establish only to ensure coordination of treatment or any services;
- To be accompanied** or represented by an individual of client's own choice during all contacts with the ELC. This right shall be subject to denial only upon determination by professional staff that the accompaniment or representation would compromise either that client's rights of confidentiality or the rights of other individuals, would significantly interfere with that client's treatment or that of other individuals, or would be unduly disruptive to the ELC's operations;
- To see and review the clinical record maintained on that client**, unless the Executive Director of ELC has determined that specific portions of the record should not be disclosed. This determination shall be accompanied by a written statement placed within the clinical record required by K.A.R. 30-60-46, explaining why disclosure of that portion of the record at this time would be injurious to the welfare of that client or to others closely associated with that client;
- To have staff refrain from disclosing** to anyone the fact that the client has previously received or is currently receiving any type of mental health treatment or services, or from disclosing or delivering to anyone any information or material that the client has disclosed or provided to any staff member of the ELC during any process of diagnosis or treatment. This right shall automatically be claimed on behalf of the client by ELC's staff unless that client expressly waives the privilege, in writing, or unless staff are required to do so by law or a proper court order;
- To exercise the client's rights by substitute means**, including the use of advance directives, a living will, a durable power of attorney for health care decisions, or through springing powers provided for within a guardianship; and
- To at any time make a complaint** in accordance with K.A.R. 30-60-51 concerning a violation of any of the rights listed in this regulation or concerning any other matter, and the right to be informed of the procedures and process for making such a complaint.

How to file a complaint or grievance concerning a violation of any of these rights, or any other matter of concern, with the Executive Director of the Center. Forms are available upon request from the receptionist or concerns may be voiced verbally.

- 1) Complaints can be made verbally or in writing to the Executive Director via the receptionist, treatment provider or by directly calling or writing the Executive Director. The Executive Director will investigate and respond to any complaint within one week under ordinary circumstances.
- 2) If the client is not satisfied with the way the complaint is handled, or if the complaint involves the Executive Director of this Center, a verbal or written complaint should be directed to: Privacy Officer or the ELC Board President.
 - a) The complaint will then be investigated by the governing body of the Center and a disposition made no later than one month following receipt of the complaint. The client will then be contacted in writing of Board action taken on the complaint. The client may be represented by counsel or any other person(s) of their choice during the process of filing a complaint or grievance.