



CLIENT'S BILL OF RIGHTS & RESPONSIBILITIES

A CLIENT HAS THE RIGHT TO:

DIGNITY AND HUMANE CARE

- Be treated fairly and with respect.
- Not be subjected to abuse, neglect, retaliation, humiliation, or exploitation.
- Control personal finances and receive education on wise spending.
- Maintain control over personal property.
- Engage in leisure activities of choice.
- Receive adequate and humane care.

LAWFUL SERVICE

- Be free from discrimination based on gender, ethnicity, race, religion, or disability.
- Access medical care and habilitation regardless of age or degree of mental illness, intellectual disability, or substance abuse.
- Reasonable access to treatment or accommodations regardless of race, age, creed, sex, national origin, handicap, or sources of payment.
- Be notified in advance about the services provided, any changes to the services, the employees providing care, and the proposed frequency of visits.
- Have access to, review, and obtain copies of information needed to make decisions regarding services.
- Give informed consent.
- Refuse or choose participation in all aspects of services.
- Make complaints and voice grievances without fear of discrimination or reprisal.
- Have complaints regarding treatment or lack of respect for property investigated without discrimination; ABS must document both the complaint and the resolution.
- Have the cost of services billed to insurance(s) and/or self.
- Providers will follow local, state, and federal laws for treatment, as well as the Behavior Analyst Certification Board's Ethics Code.

COMMUNICATION AND SELF-EXPRESSION

- Consent to or refuse any treatment offered by ABS, and consent may be withdrawn at any time.
- Refuse treatment without the threat of service termination.
- Be listened to by providers when voicing opinions.
- Have providers attempt to understand them when speaking.

PRIVACY

- Confidentiality of all personal and service-related information.
- Privacy, security, and respect for property.
- Spend time alone if desired.
- Require consent from others to inspect personal property.
- Require consent from others to enter personal space.
- Use the telephone and other means of communication privately.

ACCESS

- Access to community services.
- Access to educational facilities to receive necessary or desired training.
- Access to legal entities for appropriate representation.
- Access to self-help and advocacy support services.
- Access to other therapeutic activities and referrals.

BEST SERVICE PRACTICES

- Receive effective and dependable service from providers.
- Be provided with designated services without unnecessary delay.
- Receive answers to questions if clarification or more information is required.
- Change service providers.
- Receive a second opinion from other providers.
- Have service providers explain medical opinions, procedures, costs, and potential outcomes.
- Receive care in the least restrictive environment.
- Access evidence-based information about services, alternative services, medications, and modalities.

SUPPORT

- Investigation and resolution of alleged infringement of rights.
- Receive kind, polite, respectful, and helpful treatment from support providers.
- Right to make informed choices and decisions in own life.
- Make decisions based on feelings, beliefs, and personal ideas.
- Be informed enough to make educated decisions regarding treatment.
- Take chances once potential consequences are explained.
- Make mistakes and change one's mind.
- Decide to stop using a service.
- Choose when support is needed.
- Safety and Protection
- Protection from behavioral disruptions of other persons served.
- 24-hour crisis intervention
- Feel safe when using services and in the community.
- Not be hurt, attacked, or have personal items taken.

A CLIENT IS RESPONSIBLE FOR:

- Becoming knowledgeable about behavior plans.
- Understanding terms, goals, and strategies outlined in the treatment plan; asking for additional information or clarification when needed.
- Maintaining communication with the service team about progress and staff performance.
- Providing accurate information regarding medical and personal histories, current symptoms, and conditions; asking about potential risks and benefits of treatment alternatives.
- Seeking and reading literature about conditions and weigh all pertinent factors in making informed decisions about care.
- Signing timesheets to verify accurate documentation of hours worked by staff.
- Arriving on time for all sessions.
- Cooperating fully with providers in complying with mutually accepted treatment strategies and regularly report on treatment progress. Notifying providers promptly of any serious side effects, complications, or worsening conditions.
- Refraining from illegal or suspicious activities, or defacing ABS property. Threats or acts of violence directed toward staff, other clients, or visitors are grounds for immediate dismissal.
- Refraining from selling, giving away, or using drugs on ABS premises or in the presence of ABS staff, which will result in immediate discharge.
- Refraining from stealing from ABS staff or other clients, which will result in immediate discharge. ABS is not responsible for loss or theft of personal property.
- Reporting known or suspected abuse, neglect, or exploitation immediately.
- Allowing family members to participate in treatment with consent, understanding that their involvement promotes generalization and maintenance of treatment gains.
- Understanding that clients and caregivers/legal guardians are responsible for their actions and any effects if treatment is refused or not followed as outlined.

IF YOU BELIEVE THAT YOUR **RIGHTS**
HAVE BEEN **VIOLATED**, PLEASE
CONTACT US IMMEDIATELY



Contact Us:

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