

Counseling Services of Lancaster

CLIENT RIGHTS

It is the policy of Counseling Services of Lancaster (CSL) to safeguard and protect the rights of the persons served. As a client, you have the following rights:

- To considerate, respectful and dignified care while receiving treatment services which includes respect for your property.
- To receive services that are protected under the federal laws of confidentiality and to receive a Privacy Notice as well as other information concerning your rights regarding the use, storage, and disclosure of healthcare information.
- To confidentiality of all records, correspondence and conversation relating to treatment.
- To receive services regardless of race, gender, ethnicity, physical or mental handicap, spiritual beliefs, social supports, cultural orientation, psychological characteristics or sexual orientation, or personal ability to pay.
- To freedom from physical abuse, sexual abuse or harassment and physical punishment,
- Psychological abuse, including, retaliation, humiliation, threats, neglect, financial or other exploitation. No client will be exploited for financial gain.
- To privacy during treatment and while receiving personal care
- To have privacy during visits unless contraindicated in the recovery and treatment process or as ordered by a physician or other authorized healthcare provider.
- To pertinent information offered by CSL staff in sufficient time to facilitate your decision making.
- To an individual evaluation and treatment based upon your strengths, needs, abilities and preferences including active participation in the development of your individualized treatment plan.
- To review your record upon reasonable request and as provided by law.
- To know the reason for or purpose of the services provided - to informed consent for treatment, or refusal or expression of choice regarding service delivery, release of information, concurrent services, composition of the service delivery team and involvement in research projects, if applicable.
- To be informed of the various steps and activities involved in the treatment process. Efforts will be made to accommodate a positive counselor/client relationship.
- To adherence to research guidelines and ethics if you choose to participate in an approved project.
- To receive assistance from CSL in facilitating access and referral to guardians and conservators, legal entities for appropriate representation, self-help support services and advocacy support services.
- To be informed of and treated in compliance with the agency's policy on seclusion and restraint.
- To an assessment of fees in a fair and consistent manner.
- To file a complaint/grievance if you feel your rights have been violated. Your action will not result in retaliation or barriers to service. An investigation and resolution on allegations of infringement of rights is dealt with through the grievance procedures as stated during orientation. If the procedures do not resolve the complaint, for further assistance contact:
South Carolina Department of Health & Environmental Control
Division of Health Licensing,
2600 Bull St., Columbia, SC 29201
(803) 545-4370
- To other legal rights protected by law.
- To refuse treatment or withdraw from services at any time without affecting re-entry at a later time.
- Withdrawal from participation in some programs may necessitate a delay in your readmission. Also, if your participation in this program is the result of involvement with the criminal justice system, your legal status may be jeopardized by withdrawal without court, probation or parole permission. Please make certain of your individual situation before withdrawing.

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POLICY: MISTREATMENT OF CLIENTS

It is the policy of Counseling Services of Lancaster (CSL) that any mistreatment of agency clients will not be tolerated. "Mistreatment" includes, but is not limited to:

- Breach of client confidentiality under 42 C.F.R., Part 2 and HIPAA Privacy Rule.
- Willful failure to provide services in good faith that the services are of maximum quality available.
- Breach of the client-provider trust relationship regarding sexual overtures or harassment, verbal harassment, slander and any physical contact that may be harmful to the client as physically or emotionally abusive.
- Willful failure to provide client and his/her statement of client rights, fee information, availability of services at CSL and other sources.
- Discrimination based on gender, race, color, age, national origin, source of payment of fees, social supports, cultural orientation, psychological characteristics, sexual orientation physical situation or spiritual beliefs.
- Use of client for duties (labor, errands, etc.) not appropriate and/or not prescribed in their treatment plan as part of their purpose in seeking CSL services.
- Changes in client's fees, services, access, rights or privileges done solely in retaliation for the client's having taken action, or his/her legal representative having taken action, under stated client rights.