

Clients bill of rights

- **Dignity and equal treatment:** Each consumer has a right to impartial access to treatment, regardless of race, religion, sex, sexual preference, marital status, veteran status, ethnicity, age or disability. The personal dignity of each consumer is recognized and respected in all care or treatment provided. Consumer has the right to expect that people will knock before entering his/her home or bedroom.
- **Privacy:** Each consumer has the right to expect that all treatment records or information will be kept confidential in compliance with ABS policy except as authorized and as required by law. The consumer will maintain access to all his/her health care records upon request.
- **Religious freedom and practice:** Consumer has the right to choose his/her own religion. Consumer can choose not to participate in any religion. No one can make consumer attend church or be a part of any church activity unless it is something the consumer wishes to partake in.
- **Right to participate:** Each consumer and/or caregiver is encouraged and has the right to participate in the development of the plan of treatment, evaluate the plan of treatment, request changes and to voice grievances without fear of negative impact on the service provided.
- **Right to prompt and appropriate medical care and treatment:** Each consumer has the right to expect that they will receive medical care, if they get hurt or become ill.
- **Right to individualized treatment:** Each consumer has the right to receive individualized treatment which includes:
 - Superior Behavior Analyst services regardless of the source of financial support
 - Services provided in the least restrictive environment possible.

- An individualized treatment plan which is reviewed as needed and have his/her expectations of services assessed regularly.
- From someone with training or experiences from a specific cultural, spiritual, or gender orientation.
- **Right to timely communication:** Each caregiver has the right to timely responses by his/her preferred mode of communication.
- **Right to a second opinion:** If at any time during the course of treatment it is felt by consumer, the family, or surrogate decision maker that a care-related conflict exists between themselves and the Behavior Analyst they have the right to request the opinion of or have his/her plan reviewed by ABS's Directors and/ or Clinical Team.
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- **Right to highly trained staff:** Each consumer has the right to work with highly trained ABS staff members dedicated to his/her child's program and development who will work within the scope of his/her expertise and under any supervision as laid out by the Guidelines of the Behavior Analyst Certification Board. (BACB).
- **Right to caregiver training:** Each caregiver has the right to receive training on his/her child's Behavior Analysis program and Behavior services in terms and language they understand.
- **Right to request staffing changes:** Each caregiver or consumer has the right to make requests regarding staffing changes or appointments and have them addressed in a timely manner.

- **Right to continuity of care:** Each consumer has the right to maintain continuity of care. In the event that a change in service provider needs to be made (e.g. relocation, change in funding source, or other) we will support in the transfer of documentation and services.
- **Free from harm, unnecessary restraint, abuse, neglect:** Each consumer has the right to be treated fairly, having someone explain what was done inappropriately and the consequences of his/her actions. Consumer has the right to report any occurrence to the **Abuse Hotline. 1-800-962-2873.**

If you believe that your rights have been violated, PLEASE CONTACT US IMMEDIATELY.

Client responsibilities

- To be actively involved in the development and implementation of Behavior Analysis/Assistant services.
- To provide accurate information on all forms and requests.
- To refrain from violent or threatening behavior or language.
- To refrain from the use of mood altering substances during services.
- To accept and comply with referrals to another service provider.
- To notify of any change including an illness or other emergency.
- To meet your financial obligations.