



POST OFFICE BOX 2469
304 NORTH QUEEN STREET
KINSTON, NC 28502

TEL. (252) 208-0027
FAX (252) 208-0029

CLIENT RIGHTS/GRIEVANCES

CLIENT RIGHTS:

I UNDERSTAND MY BASIC RIGHTS AS A CLIENT:

- TO BE SEEN BY A LICENSED THERAPIST COMPETENT IN THE AREA OF MY TREATMENT
- TO BE TREATED IN A FAIR AND COMPASSIONATE MANNER
- TO HAVE MY TIME VALUED
- TO BE LISTENED TO IF I HAVE A PROBLEM REGARDING MY CARE
- TO HAVE MY INFORMATION MAINTAINED IN A CONFIDENTIAL MANNER

IT IS THE POLICY OF THE STATE TO ASSURE BASIC HUMAN RIGHTS TO EACH CLIENT OF A FACILITY. THESE RIGHTS INCLUDE THE RIGHT TO DIGNITY, PRIVACY, HUMANE CARE, AND FREEDOM FROM MENTAL AND PHYSICAL ABUSE, NEGLECT, AND EXPLOITATION. EACH FACILITY SHALL ASSURE TO EACH CLIENT THE RIGHT TO LIVE AS NORMALLY AS POSSIBLE WHILE RECEIVING CARE AND TREATMENT.

IT IS FURTHER THE POLICY OF THIS STATE THAT EACH CLIENT WHO IS ADMITTED TO AND IS RECEIVING SERVICES FROM A FACILITY HAS THE RIGHT TO TREATMENT, INCLUDING ACCESS TO MEDICAL CARE AND HABILITATION, REGARDLESS OF AGE OR DEGREE OF MENTAL ILLNESS, DEVELOPMENTAL DISABILITIES, OR SUBSTANCE ABUSE. EACH CLIENT HAS THE RIGHT TO AN INDIVIDUALIZED WRITTEN TREATMENT OR HABILITATION PLAN SETTING FORTH A PROGRAM TO MAXIMIZE THE DEVELOPMENT OR RESTORATION OF HIS CAPABILITIES. (1973, C. 475, S. 1; C. 1436, SS. 1, 8; 1985, C. 589, S. 2; 1989, C. 625, S. 7; 1997-442, S. 1.)

I UNDERSTAND THAT IF I HAVE A COMPLAINT OR GRIEVANCE, I SHOULD:

- SPEAK WITH THE OFFICE MANAGER, SARAH WATKINS, OR OWNER, ELIZABETH SAYLORS, LPA EITHER IN PERSON, BY PHONE 252-208-0027, OR BY EMAIL ESAYLORS@ENCPSYCH.COM
- IF WE ARE UNABLE TO REACH A SOLUTION TO THE COMPLAINT OR GRIEVANCE, I HAVE A RIGHT AT ANY TIME TO CONTACT ANY OF THE AGENCIES BELOW:
 - DISABILITY RIGHTS NC: WWW.DISABILITYRIGHTSNC.ORG, 2626 GLENWOOD AVENUE, SUITE 550, RALEIGH, NC 27608, 877-235-4210 OR INFO@DISABILITYRIGHTSNC.ORG
 - STATE OFFICE OF DWI SERVICES: WWW.NCDHHS.GOV/MHDDSAS/DWI, 3008 MAIL SERVICE CENTER, RALEIGH, NC 27699-3008, 919-733-0566, FAX 919-508-0963
 - NC DIVISION OF MENTAL HEALTH/DEVELOPMENTAL DISABILITIES/SUBSTANCE ABUSE SERVICES: WWW.NCDHHS.GOV/MHDDSAS, ADVOCACY AND CUSTOMER SERVICE SECTION: 919-715-3197, DHHS CARE-LINE 800-662-7030 (VOICE/SPANISH)
 - NORTH CAROLINA SUBSTANCE ABUSE PROFESSIONAL PRACTICE BOARD: WWW.NCSAPPB.ORG, PO BOX 10126 RALEIGH, NC 27605, 919-832-0975, FAX 919-833-5743
 - NORTH CAROLINA PSYCHOLOGY BOARD: WWW.NCPSYCHOLOGYBOARD.ORG, 895 STATE FARM ROAD, SUITE 101, BOONE, NC 28607, 828-262-2258
 - NORTH CAROLINA SOCIAL WORK BOARD: WWW.NCSWBOARD.ORG, PO BOX 1043, ASHEBORO, NC 27204, 336-625-1679
 - NORTH CAROLINA BOARD OF LICENSED PROFESSIONAL COUNSELORS: WWW.NCBLPC.ORG, PO BOX 1369, GARNER, NC 27529, 919-661-0820

I CERTIFY THAT I HAVE READ AND UNDERSTAND THIS CLIENT RIGHTS/GRIEVANCE POLICY.

CLIENT (OR PARENT/GUARDIAN IF A MINOR): _____ DATE: _____

COUNSELOR'S SIGNATURE/CREDENTIALS: _____ DATE: _____

