

## YOUTH CONTINUUM CLIENT'S RIGHTS

All clients served by Youth Continuum have specific rights and responsibilities in regards to the care and treatment they receive. These include:

- To have your rights explained before agreeing to services. (You should be receiving this form no later than the time of your admission to this program.)
- You have the right to be treated with dignity, respect and courtesy. Expectations should be explained to you in a manner that you understand.
- You have the right to appropriate food, clothing and shelter if you are living in a Youth Continuum residential facility.
- You have the right to participate in the development of the plan of services to be provided to you, and to express opinions and/or to disagree with the plan. You should know what the program will try to help you to accomplish, how it will be accomplished, what is expected of you, and when our services are expected to end.
- You have the right to be informed regarding all services being recommended. You have the right to know the goals of the services, alternatives that could be offered, as well as the potential benefit and potential risks associated with the services to be provided.
- You have the right to refuse services. You may refuse to accept any specific service offered to you. You will be informed of any possible consequences (known to Youth Continuum) of refusing services, including if your decision could result in termination of services by Youth Continuum or by YCI's funders.
- You have the right to confidentiality regarding any information related to you and/or your family. Unless written permission is obtained, no information regarding you and/or your family is to be shared outside of Youth Continuum. Information will be shared with appropriate program staff.
- You have the right to feel safe within Youth Continuum programs. Staff will not physically touch you except to insure your safety according to approved procedures. Staff will not continue involvement with you after you discontinue services from the agency, except with specific approval from the Chief Executive Officer, with a specific reason. Staff will not threaten you with physical, sexual, or psychological harm for any reason.
- You have the right to complain about any service or act you find offensive. A grievance policy has been developed and is to be shared with you when you enter the program. You are to be reminded of this right and procedure anytime you feel your rights have been violated.
- You have the right to communicate by phone or mail to anyone you would like, unless there is a specific reason you are forbidden to do so by your legal guardian, by a court order, or because of a restriction due to your behavior. In all such cases you will be told of these restrictions, the reason for the restriction, and how long they will last.
- You have the right to have visits by anyone who has been approved by your legal guardian (if applicable.) Visits must take place within approved program hours or by special arrangements made by program staff.