The Dawn Chiang Mai Rehab and Wellness Centre

Annex B: Client Rights and Responsibilities

This document is an incorporated Annex to the Agreement of Terms, Conditions, and Policies. All disputes arising from this document are fully subject to the conditions stated therein.

Client Rights

All individuals who apply for services, regardless of sex, race, age, color, creed, financial status, or national origin, are assured that their lawful rights as Clients shall be guaranteed and protected. While being served, you the Client are assured and guaranteed the following rights:

1. To receive effective and safe care, treatment, and services provided with dignity, respect and based upon your identified needs with consideration of your privacy.
2. To have freedom from abuse, financial or other exploitation, retaliation, humiliation, and neglect.
3. To be actively involved in decisions regarding your treatment (planning, evaluation, and goal completion).
4. To be informed of the risks and benefits of any treatment recommended.
5. To be informed of all available treatment options and be an active participant in formulating, evaluating, and periodically reviewing your individualized written treatment plan, including requesting specific forms of treatment, being informed why requested forms of treatment are not made available, and being informed of treatment prognosis.
6. To refuse a specific form of treatment if you do not agree that it would be in your best interest, in which case The Dawn may choose to cease to provide treatment to you. The only exception to client participation in these decisions would be if such decisions were legally made by another authority, such as a legal guardian.
7. To be informed by the prescribing provider of the name, purpose, and possible side effects of any medication prescribed as part of your treatment plan.
8. To be informed of policies and procedures pertaining to admission and continuing care criteria, which may influence decisions for transfer to another level of treatment or discharge for medical, behavioral, or health reasons.
9. To review your record and have timely access to and/or copies of your case record, to request correction of any inaccurate information, and to request an accounting of disclosures made of your protected health information.
10. To be informed of any costs associated with the service and any means of extraction of these costs.
11. To be informed of community self-help resources that can assist you in reaching your goals.

12. To be referred to legal entities for appropriate representation, or support from self-help services or advocacy services.

13. To provide input as to the satisfaction and benefit of the services received through client satisfaction surveys, process groups, complaint forms, etc.

14. To file a grievance if you are dissatisfied with the services received or if you believe your legal rights have been infringed upon.

15. To expect that there will be an investigation and resolution of any alleged infringement of rights 16. Unless authorized by you, nobody has the right to know that you are a client now or have ever been a client of this agency. Your participation in treatment at the Dawn may not be revealed to any employer, police officer, relative, or any other person without your prior written permission; except as limited by law and regulation.

Client Responsibilities

1. To refrain from using alcohol and any addictive drugs during your treatment.

2. To provide accurate and complete information as it relates to your behavioural and physical health.

3. To comply with and participate fully in treatment and to contribute toward the development of your treatment plan, updates and aftercare plan.

4. To ask questions if you do not understand instructions given for your care or treatment.

5. To demonstrate respect for and consideration of other clients, staff, the organization and their property.

6. To respect the confidentiality of group members. The Dawn Chiang Mai Rehab and Wellness Centre has a strict policy in place for any clients who are working our programme of recovery. This is one of the rules in place to keep every member of our family safe. You must not divulge the physical location of the facility and must not divulge the name of any other client – either in person or through electronic means.

7. To follow the programme's rules and policies.

8. To maintain all contracts you make with the programme provider.

9. To pay promptly for service and not to disclose any information on the programme pricing. As each client comes for different programmes, they should focus more on their recovery as opposed to financial information.

I, _____, hereby acknowledge receipt of and understand the Client Rights and Responsibilities.