

ROCK COUNTY HUMAN SERVICES DEPARTMENT
Behavioral Health Division

CLIENT RIGHTS

All clients have the following rights under Wisconsin Statute sec. 51.61(1) and DHS 94, Wisconsin Administrative Code. We strive to maintain a culture of dignity and respect among employees, clients, family members, outside professionals, and others.

PERSONAL RIGHTS

1. You must be treated with dignity and respect, free from any verbal, physical, emotional or sexual abuse.
2. You have the right to have staff make fair and reasonable decisions about your treatment and care. This includes respecting your treatment priorities as a primary focus.
3. You may not be treated unfairly because of your race, national origin, sex, age, religion, disability or sexual orientation.
4. You may not be made to work
5. You may use your own money as you choose unless a payee has been assigned.
6. You may not be filmed, taped or photographed unless you agree to it.

TREATMENT AND RELATED RIGHTS

7. You must be provided prompt and adequate treatment and/or rehabilitation services appropriate for you.
8. You must be allowed to participate in the planning of your treatment and care.
9. You must be informed of your treatment and care, including alternatives to and possible side effects of treatment, including medications.
10. No treatment or medication may be given to you without your written, informed consent, **unless** it is needed **in an emergency** to prevent serious physical harm to you or others, or **a court orders it**. [If you have a guardian, however, your guardian may consent to treatment and medications on your behalf.] Further, under certain dangerous conditions, this department must seek a court order that would compel a client to participate in treatment.
11. You may not be given unnecessary or excessive medication.
12. You may not be subject to electroconvulsive therapy or any drastic treatment measures such as psychosurgery or experimental research without your written informed consent.
13. You must be informed in writing of any costs of your care and treatment for which you or your relatives may have to pay.
14. You must be treated in the least restrictive manner and setting necessary to achieve the purposes of admission to the program, within the limits of available funding.
15. If you receive written notification regarding involuntary discharge then you may have the discharge reviewed prior to the effective date of the discharge by contacting the program supervisor or manager and/or The Behavioral Health Certification Section, Division of Quality Assurance, PO Box 2969, Madison, WI 53701-2969.

RECORD PRIVACY AND ACCESS (See separate privacy documents)

Under Wisconsin Statute sec. 51.30 and DHS 92, Wisconsin Administrative Code:

16. Your treatment information must be kept private (confidential), unless the law permits disclosure.
17. Your records may not be released without your consent, unless the law specifically allows for it.
18. You may ask to see your records. You must be shown any records about your physical health or medications (although there is a fee to receive copies). Staff may limit how much you may see of the rest of your treatment records while you are receiving services. You must be informed of the reasons for any such limits. You may challenge those reasons through the grievance process.
19. After discharge, you may see your entire treatment record if you ask to do so.
20. If you believe something in your records is wrong, you may challenge its accuracy. If staff will not change the part of your record you have challenged, you may file a grievance and/or put your own version in your record.
21. A copy of sec. 51.30, Wis. Stats., and/or DHS 92, Wisconsin Administrative Code, is available upon request.

GRIEVANCE PROCEDURE AND RIGHT OF ACCESS TO COURTS

- 22. Before treatment is begun, the service provider must inform you of your rights and how to use the grievance process. A copy of the Program’s Grievance Procedure is available upon request.
- 23. If you feel your rights have been violated, you may file a grievance.
- 24. You may not be threatened or penalized in any way for presenting your concerns informally by talking with staff, or formally by filing a grievance.
- 25. You may, instead of filing a grievance or at the end of the grievance process, or any time during it, choose to take the matter to court to sue for damages or other court relief if you believe your rights have been violated.

GRIEVANCE RESOLUTION STAGES

- 26. You are encouraged to first talk with staff, supervisors, or program managers about any concerns you have. They can assist you in understanding how to resolve concerns about your treatment. However, you do not have to do this before filing a formal grievance with your service provider.
- 27. **Informal Discussion (Optional)-**
 - a. If comfortable, share your concerns with your case manager, mental health therapist, substance abuse therapist, or the program manager. They will provide you with the Rock County grievance form and help you to understand the procedures involved. They may also attempt to talk with you about your concerns in an effort to start an informal resolution.
- 28. **Grievance Investigation—Formal Inquiry**
 - a. If you would prefer to file a grievance without speaking to someone about it first, you can request a grievance form from the front desk staff at any Behavioral Health Division office within the Rock County Human Services Department.
 - b. If you want to file a grievance, you should do so within 45 days of the time you become aware of the problem. The program manager for good cause may grant an extension beyond the 45-day time limit.
 - c. The program’s Client Rights Specialist (CRS) will investigate your grievance and attempt to resolve it.
 - d. Unless the grievance is resolved informally, the CRS will write a report within 30 days from the date you filed the formal grievance. You will get a copy of the report.

You may contact Jodi Parsons at 608-757-5271 and she will connect you with an available Client Rights Specialist.

The Client Rights Specialists for Rock County Human Services Department are:

Kate Luster	608-757-5270
Greg Winkler	608-757-5211
Sandi Henn	608-757-5857
Lisa Moore-Kelty	608-757-5172

Client Signature: _____ Date: _____

Guardian/Parent Signature: _____ Date: _____

Staff Signature: _____ Date: _____