

CORNERSTONE BEHAVIORAL HEALTHCARE

QM.11 CLIENT RIGHTS

All Cornerstone staff will adhere to client rights as stipulated in Department of Behavioral and Developmental Services' publications, Rights of Recipients of Mental Health Services Who Are Children in Need of Treatment and the adult version, Rights of Recipients of Mental Health Services.

All staff will receive an initial orientation and an annual training on client rights. All alleged violations of client rights will be reported to the staff member's immediate supervisor, who will inform the Executive Director or designee of the alleged violation. An internal investigation of the alleged violation will occur with a documented report to the Executive Director. The Executive Director will determine any disciplinary action should the investigation determine there was a violation of client rights.

All substantiated complaints of violations of the Rights of Recipients will be assessed for the seriousness of the violation and actions taken to achieve compliance.

Cornerstone will post, in a location visible to all who enter Cornerstone buildings, a summary of client rights. Cornerstone will have copies of client rights booklets in all waiting areas.

All Cornerstone clients and legal guardians will have their rights explained to them and will receive a copy of either the Rights of Recipients of Mental Health Services Who Are Children in Need of Treatment and/or the adult version, Rights of Recipients of Mental Health Services. Receipt of the client's rights book will be documented in the client record.


Executive Director/Date

Reviewed and revised: 12/13/10; 11/05/14