

VALLEY COMMUNITY SERVICES BOARD
85 Sangers Lane
Staunton, VA 24401

Policy for Implementing Rules and Regulations
To Assure the Rights of Clients in Community Programs

YOU

Keep all rights when you enter this program. You can receive help with them if you feel you are not being respected.

Will not be discriminated against because of age, national origin, race, religion, sex, handicap or ability to pay.

Have a voice in treatment/service planning

Help make decisions with staff, about your program. If you are unable to do so, someone will be appointed by a judge or the Program to do this for you. If you disagree, you can object.

Will not receive any treatment involving significant risk unless you or someone on your behalf gives permission after hearing the risks and benefits.

Will have as much freedom as possible. If your freedom is restricted, you will have a part in the decision and will know how to regain the freedom. Freedom will only be restricted for the safety or treatment needs of clients/residents.

Will have information about you kept private. It will not be shared with anyone without your permission, unless there's an emergency, or the law and/or regulations require and/or allow it to be shared.

Can see and get copies of your records. If you are not allowed to see part of your record you can designate a lawyer, physician, or psychologist to see it.

If there are any mistakes in your record you can have them corrected.

Will be paid fairly if you do work for which you should be paid. (Personal housekeeping and work that helps you improve and does not produce money for the program does not apply)

Can communicate confidentially with any person by mail or phone.

Will be free from seclusion, restraint, and intrusive aversive therapy unless you are in danger of harming yourself or others or the need to use such measures are documented and have the advance approval of the Executive Director and the Local Human Rights Committee.

Can complain, without fear, if you feel your rights have been or will be violated.

IF YOU FEEL THAT YOU NEED OUTSIDE ASSISTANCE, CALL YOUR ADVOCATE AT (804) 332-3889.

The Advocate will assist you in resolving your complaint. The advocate is employed by the Department of Behavioral Health and Developmental Services and not by Valley CSB.