

CONSUMER RIGHTS

The Western Tidewater Community Services Board Human Rights Policy adheres to rules and regulations, which assure the rights of individuals who seek and receive mental health, mental retardation, and substance abuse services. The WTCSB Human Rights Policy is available upon request. A summary of these rights is provided in this document.

I. RIGHT TO NOTIFICATION

To insure that consumers are aware of their rights, the WTCSB displays, in areas most likely to be noticed, a poster size copy of this document with the name, phone number and address of the Human Rights Advocate.

II. RIGHT TO TREATMENT

As a WTCSB consumer, you are entitled to individually planned, sound and therapeutic interventions that are intended to improve or maintain your functioning in areas that show impairment. You or your legally authorized representative has the right to participate in decisions regarding all aspects of services, which affect you. You or your legally authorized will be required to indicate by signature your participation in and agreement to your individual services plan, discharge plan, changes to these plans, and all other significant aspects of treatment and services. Further, you may request admission to or discharge from any service at any time.

This Board will not deny services to you solely on the basis of your race, national origin, sex, age, religion, handicap, or ability to pay. Fees for services will take into account your ability to pay. If you believe you have been discriminated against by the Board you can contact our **Local Human Rights Coordinator, Cheryl Collier @ 255-7125**, and / or the **Regional Advocate, Reginald T. Daye @ 757-253-7061** (mailing address for Mr. Daye is noted on the back of this form). You may also contact any other Board employee to advise them of your concerns.

III. RIGHT TO CONFIDENTIALITY

Pursuant to established WTCSB's policies, each consumer is entitled to have all information that the WTCSB maintains or knows about him remain confidential. You must provide consent before the WTCSB can share information about you or your care, except in emergencies or as otherwise required or permitted by law.

IV. RIGHT TO CONSENT

A Treatment or service which poses risk of harm greater than that ordinarily encountered in daily life or during the performance of routine physical or psychological examinations, tests, or treatments may not be administered without the informed consent of you or your legally authorized representative. Informed consent is also required for the use of psychoactive medications.

V. RIGHT TO DIGNITY

You have the right to be called by your preferred or legal name, to be protected from abuse, and to request help in applying for services or benefits for which you are eligible. If you are in a residential program, you have the right to a safe, sanitary and humane environment; to the provision of suitable clothing if it is not otherwise available; to confidential mail and telephone communication; to personal meetings with professionals or counselors assisting you; and to observe religious practices which do not conflict with the rights of others or with the law.

VI. RIGHT TO LEAST RESTRICTIVE ALTERNATIVE

You have the right to receive services in the least restrictive environment. Your personal or physical freedom can only be limited when necessary for your safety or the safety of others. You will be involved in decisions to limit your freedom, and you will be told what has to happen for limits to be removed.

VII. RIGHT TO BE COMPENSATED FOR COMPENSABLE WORK

Individuals have a right to engage or not engage in work or work-related activities consistent with their service needs while receiving services. Personal maintenance and personal house keeping by individuals receiving services in residential settings are not subject to this provision. You have the right to be paid for work you do for the program, which the law says is "compensable" work.

VIII. RIGHT TO RETAIN CERTAIN LEGAL RIGHTS

Each consumer has a right to exercise his legal, civil, and human rights, including Constitutional rights, statutory rights, and the rights contained in the Human Rights Rules and Regulations. These legal rights include, but are not limited to, the right to acquire, retain, and dispose of property; sign legal documents; buy or sell; enter into contracts; register and vote; get married, separated, divorced, or have a marriage annulled; hold a professional, occupational, or vehicle operator's license; make a will; and have access to lawyers and the courts.

IX. RIGHTS TO HEARINGS AND APPEALS

If you believe any of your rights under the Human Rights Regulations been violated you may file a complaint with any program employee, who will give it to the appropriate program person. You have the right to meet with the program staff person investigating the complaint, and you may appeal rights, which include the right to appeal the decision of the program director. In answering your complaint, program staff must inform you of your appeal rights, which include the right to appeal a decision to the Local Human Rights Committee (LHRC).

X. RIGHT TO ASSISTANCE BY REGIONAL ADVOCATE

The state has appointed a Regional Advocate to assist clients and to make sure programs recognize client rights. The Advocate will assist you in making, resolving or appealing complaints about rights violations. You can contact the Office of Human Rights Regional Advocate at the address and telephone number noted below:

**Reginald T. Daye
Regional Advocate, HPR-V
Eastern State Hospital Satellite Office
Post Office Box 8791
Williamsburg, VA 23187-8791
Telephone: (757) 253-7061**