

SERENITY HOUSE OF VOLUSIA, INC.
CLIENT RIGHTS STATEMENT

As a recipient of services you the following basic rights in accordance with F.S. Ch. 397.501:

- To have services suited to your needs, administered skillfully, safely and humanely, with full respect for your dignity and personal integrity. To be free from physical abuse, sexual abuse or harassment, physical punishment, psychological abuse, including humiliating, threatening, exploitive action and misuse of funds.
- To treatment that is the least restrictive and most appropriate services based on your needs and best interests and consistent with optimal care.
- To refuse treatment or leave the program and know any possible problems or implications (medical, legal or otherwise) that may result from such action.
- To be represented by counsel. If you believe that your being held against your will, you have the right to petition the court for a Writ of Habeas Corpus at any time to question the cause and legality of detentions and request that the court order a return to the writ in accordance with Florida Statute Chapter 397.
- To know the reason and purpose of your admission and your proposed treatment including, common side effects, alternative treatment modalities and the approximate length of care. In addition, you have the right to be informed of the parameters and potential risks and of any court order or other entities such as the Department of Children and Families, Department of Corrections or any other referral source that may affect you while you are receiving treatment and at discharge from the program.
- To communicate privately and freely with persons within the limitations imposed by service provider policy. To receive and send unopened correspondence unless there is a reason to believe that it contains substance which may be harmful to you or others.
- To have custody of your own personal effects, except when temporary custody of such effects is required for medical and safety reasons.
- To vote in primary and general elections.
- To actively participate in formulating and periodic review of your individualized service/treatment plans and discharge plans.
- To receive treatment and program services in a quality and quantity that is unbiased of race, gender, ethnicity, age, human immunodeficiency viral status, prior service departures against medical advice, disability or number of relapse episodes, religious preference, handicap, sexual preference or national origin. You may contact the 504 Coordinator (Human Resource Department at 252-4228, ext 24) at any time if you believe these rights have been violated.
- To have all records and information held in strict confidence in accordance with Title 42, Chapter I, Subchapter A of the Code of Federal Regulations and Florida Statutes 394, 469,490,455,396,397, and 381.609.
- To refuse to be video or audio taped at any time.
- To know any require fees and process to request a waiver and know the rules, expectations and policies of the program.
- To report abuse or neglect to The Department of Children and Families by calling 1-800-962-2873 (1-800-6ABUSE) or contacting the Department of Alcohol, Drug Abuse and Mental Health (ADM) at (386) 254-3744) or Human Advocacy Committee at 1-800-342-0825.
- To seek remedial action for violation of client rights by following the agency's grievance policy and process. You are also invited to submit suggestions for program development. You may the Corporate Compliance Officer at 252-4228, ext 14 at any time you believe these rights have been violated.

All clients are given the opportunity to discuss these rights with staff and have been informed of the placement of additional program posters, brochures or other media that addresses their rights.