



## **Daybreak's Mission**

To provide Miami Valley homeless and vulnerable youth with services that promote safety, stability, and well-being.

## **Consumer/Client Rights**

As a consumer/client or client's family member of Daybreak, you have certain rights. Daybreak wants you and your family to know and understand these rights, which are listed below. If you do not understand these rights, or need more information about these rights, including how to file a grievance if you believe that your rights have been violated, see your Social Worker/Counselor, the Program Director, Chief Program Officer, Clinical Supervisor, or Clinical Director.

### **Consumer/Client Rights Statements**

You have:

1. The right to be treated with consideration and respect for personal dignity, autonomy and privacy.
2. The right to service in a humane setting which is the least restrictive feasible as defined in the treatment plan.
3. The right to be informed of available prevention services.
4. The right to be informed of one's own condition, of proposed or current services, treatment or therapies, and of the alternatives.
5. The right to consent to or refuse any service, treatment or therapy upon full explanation of the expected consequences of consent or refusal. A parent or legal guardian may consent to or refuse any service, treatment or therapy on behalf of a minor client.
6. The right to a current, written, individualized service plan that addresses your own mental health, physical health, social and economic needs, and that specifies the provision of appropriate and adequate services, as available, either directly or by referral.
7. The right to active and informed participation in the establishment, periodic review, and reassessment of the service plan.
8. The right to freedom from unnecessary or excessive medication.
9. The right to freedom from unnecessary physical restraint or seclusion.
10. The right to participate in any appropriate and available agency service, regardless if refusal of one or more other services, treatment or therapies or regardless of relapse from earlier treatment in that or another service, unless there is a valid and specific necessity which precludes and/or requires the client's participation in other services. This necessity shall be explained to you and written in the current service plan.
11. The right to be informed of and refuse any unusual or hazardous treatment procedures.
12. The right to be advised of and refuse observation by others and techniques such as one-way vision mirrors, tape recorders, video recorders, televisions, movies or photographs.
13. The right to have the opportunity to consult with independent treatment specialists or legal counsel, at one's own expense.

14. The right to confidentiality of communications and of all personally identifying information within the limitations and requirements for disclosure of consumer information under state and federal laws and regulations, various funding and/or certifying sources, and state or federal statutes, unless release of information is specifically authorized by the client or parent or legal guardian of a minor client or court-appointed guardian of the person of an adult client in accordance with rule 5122:2-3-11 of the Administrative Code.
15. The right to have access to one's own consumer - psychiatric, medical or other treatment records in accordance with agency procedures, unless access to particular identified items of information is specifically restricted for that individual client for clear treatment reasons in the client's treatment plan. "Clear Treatment Reasons" shall be understood to mean only severe emotional damage to the client such that dangerous or self-injurious behavior is an eminent risk. The person restricting the information shall explain to the client and other persons authorized by the client the factual information about the individual client that necessitates the restriction. The restriction must be renewed at least annually to retain validity. Any person authorized by the client has unrestricted access to all information. Clients shall be informed in writing of agency policies and procedures for viewing or obtaining copies of personal records.
16. The right to be informed in advance of the reason(s) for discontinuance, terminating participation in agency service provisions, and to be involved in planning for the consequences of that event.
17. The right to be informed of and to receive an explanation of the reasons for denial of service.
18. The right not to be discriminated against in the provision of service on the basis of religion, race, color, creed, sex, sexual orientation, national origin/ethnicity, age, lifestyle, physical or mental handicap, developmental disability or HIV infection, whether asymptomatic or symptomatic or AIDS, socio-economic status or inability to pay.
19. The right not to be discriminated against for receiving services on the basis of race, ethnicity, age, color, religion, sex, sexual orientation, socio-economic status, national origin, disability or HIV infection, whether asymptomatic or symptomatic, or AIDS
20. The right to know the cost of services, if applicable.
21. The right to be fully informed of all consumer/client rights.
22. The right to exercise any and all rights without reprisal in any form including continued and uncompromised access to service.
23. The right to file a grievance in accordance with the agency procedures.
24. The right to have oral and written instructions concerning the procedure for filing a grievance.
25. The right to fair and equitable treatment including: the right to receive services in a non-discriminatory manner; the right to consistent enforcement of program rules and expectations; and the right to freedom to express and practice religious and spiritual beliefs.

Daybreak does not prescribe or provide medication; use physical restraint, seclusion or other aversive behavioral modifications; or use unusual or hazardous treatment procedures.

It is the duty of the Consumer/Client Rights Officer to accept and oversee any grievance or violation of your rights. The Consumer/Client Rights Officer is:

**Ginger Goubeaux, MSW, LISW**  
**Clinical Director**  
**Daybreak**  
**605 S. Patterson Boulevard**  
**Dayton, OH 45402**  
**(937) 395-4600 ext. 234**

The Consumer/Client Rights Officer will be available during Daybreak's normal office hours.