4.01a CLIENT RIGHTS AND RESPONSIBILITIES (Tennessee)

All clients of Thompson programs shall have the following rights:

1. The right to reasonable access to services, regardless of race, color, national origin, religion, gender, sexual orientation, ethnicity, age, or disability and the right to treatment, including access to medical care and habilitation, regardless of age or degree of MH/DD/SA disability.
2. The right to be free from the threat of fear of unwarranted suspension or expulsion from the program.
3. The right to services that are trauma-informed, considerate and respect the personal value and belief systems of each individual.
4. The right to be informed of the organization's behavior management program. Thompson is committed to fair and consistent behavior management practices, which respect and maintain the basic dignity of all clients and support positive behavior through the development of positive relationships, building on strengths, and reinforcing positive behavior.
5. No practices will be tolerated which promote:
    a. Humiliation – To hurt the pride or worthiness of a child.
    b. Degradation – To strip or decrease a child's self-esteem or morale.
    c. Emotional Abuse – To reject, isolate, ignore, verbally assault or impose consistent pressure on a child to perform at a level above their ability.
    d. Intimidation – To frighten a child into submission.
    e. Threat or Infliction of Pain – To use or imply the use of something painful in order to have a child comply.
6. The right of the client and legally responsible person to participate in treatment or service planning of the client.
7. The right to special accommodations for individuals with limited English proficiency so they can communicate effectively on a level comparable to that enjoyed by individuals without communication barriers.
8. The right to an identified advocate for the duration of treatment. (program specific)
9. The right to individualized treatment, including:
    a. Age-appropriate treatment,
    b. Provision of services within the least restrictive environment,
    c. An individualized treatment plan,
    d. monthly treatment plan reviews,
    e. Provision of competent, qualified professionals to carry out treatment plans.
10. The right to personal privacy and freedom from unwarranted invasion of privacy.
11. The right to be free from unnecessary or excessive medication. Medication shall not be used for punishment, discipline, or staff convenience.
12. The right that no confidential information acquired be disclosed except as provided by Federal and State statutes.
13. The right to adequate food, clothing and shelter.
14. The right to be protected for any sort of abuse, neglect, harm, or exploitation.
15. The right to participate in appropriate and acceptable social interactions and extra-curricular activities unless restricted in writing as part of an approved restrictive intervention plan.
16. The right not to be subjected to any research activities considered to be outside of the routine plan of services, without the informed consent of the client and legal custodian.
17. The right not to be subjected to sexual advances, sexual harassment, or sexual offenses of any nature.

18. The right not to participate in public performances/appearances (on behalf of the agency) against the wishes of the client or his/her custodian.
19. The right not to be required or encouraged to make public statements of gratitude to the agency.
20. The right not to be required or encouraged to perform non-compensated voluntary work.
21. The right to have his/her identity protected in the context of agency reports, statistical analyses or case summaries published as a result of participation in the routine plan of service.
22. The right not to be filmed or taped without the informed consent of the client and/or legal custodian.
23. The right to consent to or refuse any service, treatment or medication, unless such rights have been limited by law or court order or legal custodian. The right to be informed of the potential consequences of such refusal, e.g. continuation of symptoms, deterioration, or a change in the organization's ability to provide services.
24. The right to be free from coercion with regard to religious activities. The right to freely express and practice their religious or spiritual beliefs.
25. The right to review their case records except parts that a physician, facility director or designee determines to be harmful to the person served.
26. The right to contact and consult with lawyers, client advocates and other medical and health care providers at his/her own cost.
27. The right to have access to proper adult supervision and guidance.
28. The right to receive necessary treatment for and prevention of physical ailments based upon the client's condition and projected length of stay.
29. The right to an individualized written discharge plan at admission.
30. The right to a grievance procedure to ensure all rights or to express dissatisfaction with the services provided.
31. The right to report quality of care concerns to the following external agencies and receive assistance from Thompson staff to do so:
    a. The Council on Accreditation at https://coanet.org/report-a-concern/
    b. For Fraud, Waste or Abuse, you may contact the TN Comptroller's Hotline at 1-800-232-5454 or www.comptroller.tn.gov/hotline
    c. The Tennessee Child Abuse Hotline, 1-877-237-0004 or online: https://apps.tn.gov/carat/
    d. Disability Rights Tennessee Hotline – 1-800-342-1660
    e. For complaints related to discrimination, please contact Office of Civil Rights, Department of Children's Services at 615-741-8422.

Clients are expected to exercise the following Responsibilities:

1. To inform Thompson employees of questions or concerns you may have of services received.
2. To refrain from hurting others.
3. To respect the rights of others.
4. To respect the property of others.
5. To let staff know when you are feeling sick and to ask for help when you need it.
6. To attend scheduled activities and keep appointments.
7. To be familiar with and follow the rules and policies of the program.
8. To accept responsibility for personal actions.
9. To inform Thompson staff if you think your rights have been violated.
10. To participate in your Child and Family Team Meetings.
11. To have input in your service plan.