

FAMILY GUIDANCE CENTER OF WARREN COUNTY

CLIENT RIGHTS AND RESPONSIBILITIES

Now that you have been accepted for treatment at the Family Guidance Center, you are being given this written statement of your rights and responsibilities as a client. When you receive mental health services in the state of New Jersey, your rights are guaranteed by the laws of the state of New Jersey and of the United States. Certain rights cannot be limited. Other rights may be limited by statute, regulation, court decision or for treatment appropriate to your condition. You may not be deprived of any of your rights as a citizen simply because you are receiving treatment at a mental health facility.

You have the RIGHT to:

1. The right to be free from unnecessary or excessive medication. (See N.J.A.C. 10:37-6.54.)
2. The right to not be subjected to non-standard treatment or procedures, experimental procedures or research, psycho-surgery, sterilization, electro-convulsive therapy or provider demonstration programs, without written informed consent, after consultation with counsel or interested party of the client's choice. (See N.J.A.C. 10:37-6, Article XV.)

If a client has been adjudicated incompetent, authorization for such procedures may be obtained only pursuant to the requirements of N.J.S.A. 30:4-24.2d(2).

3. The right to treatment in the least restrictive setting, free from physical restraints and isolation, provided, however, that a client in Inpatient Care may be restrained or isolated in an emergency pursuant to the provisions of N.J.S.A. 30:4-24. 2d(3.) (See N.J.A.C. 10:37 -6, Article XV.)
4. The right to be free from corporal punishment.
5. The right to privacy and dignity.
6. The right to the least restrictive conditions necessary to achieve the goals of treatment/ services.
7. Confidentiality concerning all information relative to you and your treatment. This means that no information about you or your treatment may be released to anyone without your informed and written consent except in those circumstances which are permitted or required by federal or state law or regulation.
8. Participate fully in the development of your treatment plan;
9. Ample opportunity to meet with your therapist, doctor, and other members of your treatment team;
10. Information concerning your condition and progress; and
11. Review and/or provide input into program policies and procedures relevant to your treatment.

You have the RESPONSIBILITY to:

1. Take an active role in your treatment;
2. Pay your fee at the time of your visit; (for outstanding accounts, the Center has the right to withhold treatment until payment is made);
3. Consumers are required to attend their scheduled appointments with counseling and medical staff.
4. Consumers who cancel a scheduled appointment must notify the Agency at least 24 hours in advance of the appointment or be responsible for payment for the missed appointment (after hours, messages may be left on the phone answering service);

5. Report any incidents of communicable or contagious diseases or insect infestation (i.e. bed bugs, head lice, fleas) to your primary therapist or doctor at Family Guidance Center;
6. Abide by our No-Smoking policy;
7. Take care of your own childcare needs;
8. Refrain from participation in any violent act or threat of violence toward any other individual. (This may result in removal from the Center.)

If you believe your rights have been violated, you may present a complaint either verbally or in writing to:

1. Your therapist, doctor or other member of your treatment team;
2. The coordinator of the program in which you are receiving treatment;
3. The ombudsperson for the Center:
Mr. Jeffrey Greenfield
Family Guidance Center
492 Rt. 57 West
Washington, NJ 07882 (908) 835-3350
4. The Executive Director of the Center:
Ms. Michele Eichorn
Family Guidance Center 492 Rt. 57 West
Washington, NJ 07882 (908) 689-1000
5. Consumer advocacy organizations may be contacted at any time during the grievance process.

Complaints will be reviewed and appropriate actions will be taken to resolve the problem or the conflict. If you are not satisfied with the result of the review, you may contact the County Mental Health Administrator:

Ms. Laura Richter
Warren County Department of Human Services
1 Shotwell Drive
Belvidere, NJ07823 (908) 475-6237

There are a variety of advocacy organizations that are available to you as well. These are as follows:

1. For legal concerns:
Warren County Legal Services
91 Front Street, PO Box 65
Belvidere, NJ07823 (908) 475-2010
2. For mental health concerns:
NJ Division of Mental Health Services Ombudsperson
Susanne Mills
5 Commerce Way, PO Box 362
Hamilton, NJ 08625 (609) 438-4321

3. For mental health consumer advocacy:
State of New Jersey
Division of Mental Health Advocacy
Justice Hughes Complex
25. Market Street
Trenton, NJ 08625 (877) 285-2844

4. For substance abuse issues:
Warren County Dept. of Human Services
1 Shotwell Drive
Belvidere, NJ 07823 (908) 475-6331 (ask for Laura Richter)

5. For issues regarding Division of Aging and Disability Services:
Warren County Dept. of Human Services
165 Route 519
Belvidere, NJ 07823
(908) 475-5691 (ask for Lakshmi Baskaram)

NJ Division of Aging Services
Office of AAA Administration
PO Box 807
Trenton, NJ 08625

6. For child abuse or neglect:
Division of Child Protection and Permanency
415 E. Washington Avenue
Washington, NJ 07882 (877) 652-2873 or (908) 689-7000

NJ Division of Child Protection and Permanency
50 East State Street
P.O. Box 717
Trenton, NJ 08625 (877) 652-2873 (877-NJABUSE)

7. For adult abuse or neglect:
Adult Protective Services
Division of Aging and Disability Services
Wayne Dumont Building
165 Route 519
Belvidere, NJ 07823 (908) 475-6591

New Jersey Protection and Advocacy
210 S. Broad Street - Third Floor
Trenton, NJ 08608 (800) 922-7233 or (609) 292-9742