



## SUMMARY OF CLIENT RIGHTS AND CVC CODE OF ETHICS

Each year it is important to review your basic rights and ClearView Communities code of ethics. Below are the most important points to remember from ClearView Communities Clients Rights and Responsibilities and Code of Ethics policies. Please ask a staff person to help if there is anything you don't understand. The complete policies are posted around ClearView Communities, and ask a staff person if you would like your own copy of the longer version of these policies.

### **Client Rights and Responsibilities**

**Dignity and Respect** – You have the right to be treated with dignity and respect and the responsibility to treat others with dignity and respect. ClearView Communities has a strong value of treating all persons with dignity and respect, including clients, staff and the public.

**Confidentiality** – You have the right to personal privacy and confidentiality. ClearView Communities respects your confidentiality and the confidentiality of others. Your Team members share information as needed. Federal Privacy laws require that ClearView Communities inform clients about how protected health information (PHI) about them may be used and disclosed (shared) and how you can get access to your protected health information. All clients receive a copy of the ClearView Communities Notice of Privacy Practices at the time of enrollment.

From time to time, a CVC client may have a prior friendship/acquaintance for family relationship to a CVC staff member. Clients may request a restriction of a staff person's access to their protected health information when a prior relationship exists. It is the client's responsibility to notify the Compliance Officer of the request. In the event that it is not possible for CVC to honor a client's request, the client may choose to obtain services from an agency other than CVC. CVC staff assists the client in seeking alternative referrals for services.

**Grievance Process** – ClearView Communities has a client grievance process. The first step is to bring your complaint directly to the person involved. The next step is to go to your staff person. The next step is to go to your Program Director.

**Choice** – You have the right to make choices about your life, your activities, and the services that you receive here at ClearView Communities. You have the responsibility to let us know when you need help.

**Participation in Goal Setting and Planning** – You have the right to participate in the development of your rehabilitation plan, and the responsibility to work on the goals you set for yourself. You also have the right to invite your family or significant others to participate.

### **Code of Ethics**

**Professional Boundaries** – Staff respects professional boundaries between staff and clients. Staff are expected to act in a professional manner and serve as role models for clients. Staff who find themselves in a situation of having access to health protected information (PHI), of a family member or friend should immediately notify the Compliance Officer.

**Promotion of health, community integration and achievement of purposeful goals** – Services are provided to you to help you improve your health, your integration with the community, and to achieve you goals.

**Recovery of meaningful roles and quality of life** – ClearView Communities provides services to help you in recovery, and to help you find meaningful roles and improve the quality of your life.

**Ethical business practices** – ClearView Communities conducts business in an ethical manner, complying with all state, local and national laws