DREAMWEAVERS UNLIMITED, INC.

Client Rights and Responsibilities

As a provider of services to clients receiving treatment for developmental disabilities, Dreamweavers Unlimited, Inc. is required by law (NC General Statutes Chapter 122C and NC Administrative Code Title 10) to inform you of your rights as a client. The Client Handbook is one way we will inform you of your rights. Other ways include discussing your rights with you before your services begin and answering questions you may have about your rights at any time thereafter. Dreamweavers Unlimited, Inc. has a client rights policy in place to insure that all clients are treated fairly, with dignity and respect, free from abuse, neglect, and exploitation.

The following are client rights, which will be adhered to by Dreamweavers Unlimited, Inc. staff at all times:

CLIENT RIGHTS:
Clients are informed of their rights, rules to follow, and possible penalties for not following rules, at the time of admission and annually thereafter. Dreamweavers explains how clients may access their treatment plan and their right to participate in the development of the plan.

A. All persons receiving services from Dreamweavers Unlimited, Inc. shall retain all rights, benefits and privileges guaranteed by Federal, State, and local law, except those specifically lost through the due process of law.
B. Persons served have the right to live in the community of their choice without restraints on their independence, except those restraints to which all citizens are subject.
C. Persons served have the right to be treated with courtesy and dignity, and are at all times entitled to respect for their individuality, and the recognition that their strengths, abilities, needs, and preferences are not determinable on the basis of a psychiatric diagnosis.
D. Persons served have the right to be notified of all rights accorded them as recipients of services at time of admission or intake, and in terms that he or she understands.
E. Persons served have the right to be treated in the least restrictive setting to meet their needs. Dreamweavers Unlimited, Inc shall employ only behavior management techniques, which are in accordance with Dreamweavers Unlimited, Inc.'s procedure and therapeutic approach.
F. Persons served have the right to receive services conducted in a manner reflecting quality professional and ethical standards of practice, and shall be apprised of the organization's code of ethics/conduct.
G. Persons served have the right to receive services, including medical care and habilitation without discrimination based on race, color, sex, sexual orientation, age, religion, national origin, domestic/marital status, political affiliation or opinion, veteran's status, physical/mental/ developmental/ substance use disability.
H. Persons served have the right to be treated in an environment free from physical abuse, sexual abuse, physical punishment, or psychological abuse by threatening, intimidating, harassing, or humiliating actions on the part of staff.
I. Persons served have the right to be fully informed of the services to be provided, the right to consent to services, and the right to refuse services (with the exception of legally mandated services) or withdraw from services without fear of retribution or loss of rights.
J. Persons served have the right to privacy and unwanted invasion of privacy.
K. Persons served have the right to confidentiality. Information may not be released without the client's written permission, except as law permits or requires.
L. Persons served, or the client's legal guardians, have the right to review the client's record at any reasonable time upon written request, including prior to an authorized release, and shall be afforded the assistance of an appropriate clinical employee in cases where a reasonable concern exists of a possible harmful effect to the client through the misinterpretation of information in the record.
M. Persons served, along with family or significant other(s), when appropriate, have the right to participate in their treatment and treatment planning. Persons served have a right to a full and complete explanation of the nature of treatment and any known or potential risks involved therein.
N. Persons served have the right to medical care and an individualized, written treatment plan to maximize development or restore capabilities that is to be to be developed

promptly following admission, treatment based on the plan, periodic review and reassessment of needs, and appropriate revisions of the plan including a description of services that may be needed following discharge from services.

O. Persons served have the right to request and receive outside (other than Dreamweavers Unlimited, Inc. employees) professional consultation regarding their treatment at their own expense.
P. Legally competent persons served have the right to refuse treatment or withdraw from treatment, except in emergency situations or other circumstances required by law. Persons served shall not be denied treatment, services, or referral as a form of reprisal, excepting that no individual provider shall be obligated to administer treatment or use methods contrary to his or her clinical judgment.
Q. Persons served shall have access to written information about fees for services and their rights regarding fees for services.
R. Persons served have the right to an explanation if services are refused to them for any reason including admission ineligibility or continued care ineligibility, and have the right to appeal such decisions.
S. Persons served have the right to informal complaint and/or formal grievance regarding practices or decisions that impact their treatment or status without fear or concern for reprisal by the organization or its staff, and have the right to have this process clearly communicated to them upon entry to services and throughout participation in services.
T. Persons served have the right to refuse to participate in research or withdraw from
U. research without loss of services, and participate in research on a voluntary basis only with full written informed consent.
V. Persons served have the right to access guardians, self-help groups, advocacy services and legal services at any time. Access will be facilitated through the person responsible for the client's service coordination.
W. Persons served have the right to be treated in the least restrictive environment, be provided evidence-based information about alternative treatments, have access to their records, and have equal access to treatment regardless of race, color, sex, sexual orientation, age, religion, national origin, domestic/marital status, political affiliation or opinion, veteran's status, physical/mental/ developmental/ substance use disability.
X. Persons served have the right to be informed of appeal procedures, initiate appeals, have access to grievance procedures (including timeframes), receive a grievance appeal decision in writing, and appeal a grievance decision to an unbiased source.
Y. Persons served have the right to use an advocate to assist with the filing of a grievance. Persons served will be given information on how to locate and contact an advocate, agency, or attorney to help with filing a grievance, if assistance is requested.
Z. Goods and services shall not be sold to or purchased from clients.
AA. Persons served have the right to be protected from the behavioral disruptions of other persons served.
BB. Persons served have the right to be protected from financial exploitation and any other exploitation including personal fundraising by staff.
CC. Persons served have the right to request that we communicate with them by alternative means or at an alternative location. Such requests are honored if they are reasonable. We will not request an explanation from them. For example, persons served may want us to call them at a different telephone number.
DD. Persons served have the right to be notified upon a breach of any of their unsecured protected health information.

Certain rights may be limited or restricted, for no more than 30 days, by the qualified professional responsible for the client's treatment plan. If the client's treatment plan specifies a limitation or restriction of rights for therapeutic reasons, a detailed statement must be recorded in the client record. An evaluation of each restriction will be documented in the client's record as well. Restrictions on rights will be renewed only by a written statement by the qualified professional at least every seven days, at which time the restriction may be removed.

The parent/legal guardian will be notified of each instance of an initial restriction or renewal of a restriction of rights and of the reason for it. This notification will be documented in the client's record.

If at any time you are not satisfied with the services you are receiving or feel your rights have been violated, please contact Betsy Short, Executive Director, Dreamweavers Unlimited, Inc. or any staff member. If you are not satisfied with the resolution to your complaint, you will be encouraged to file a grievance using the procedure explained in this handbook.

Complaints: If you believe your HIPAA privacy rights have been violated, you may file a complaint with Dreamweavers Unlimited, Inc., Partners BHM, or with the Secretary of the Department of Health and Human Services. If you file a complaint, it will not change the way you are treated.

To file a complaint with Partners BHM, please visit: https://partnersbhm.alertline.com, call the Alert line at: 1-866-806-8777, or mail your written complaint to Partners Behavioral Health Management, Attn: Privacy Officer, 901 S. New Hope Rd., Gastonia, NC 28054.

To file a complaint with Dreamweavers, please visit: https://www.dreamweaversnc.com/grievances.html, fax complaint form to Corporate Compliance Officer at 704-868-8552, call the office at 704-868-8551, or mail written complaint to Attn: Corporate Compliance Officer, 1010 E. Garrison Blvd., Gastonia, NC 28054

NC Disability Rights: 877-235-4210
Secretary of the Department of Health & Human Services: 919-855-4800

North Carolina Board of Examiners for Speech Language-Pathologists and Audiologists: 336-272-1828 or http://www.ncboeslpa.org.

III. PROGRAM PARTICIPANT RESPONSIBILITIES

A. Persons served have the responsibility to treat other persons served and employees with courtesy.
B. Persons served have the responsibility to behave in such a way as to protect themselves and others from exposure to or transmission of any infectious or communicable disease, including diseases that are sexually transmitted.
C. Persons served have the responsibility to make their concerns known to Dreamweavers Unlimited, Inc. staff and to ask questions when they require information from staff.
D. Persons served have the responsibility to follow all of Dreamweavers Unlimited, Inc.'s safety rules and posted signs.
E. Persons served have the responsibility to keep scheduled appointments.
F. Persons served have the responsibility to attend services without the use of alcohol or illicit drugs.
G. Responsibility to participate with therapist, CDD's when addressing goals in treatment plan.

Established: 11/01/08
Revised: 12/09, 5-26-12, 4-18-23, 4-15-25
Date of next review:
Location: L:\Ioomega\CARF - POLICIES\Policies organized like CURRENT POLICY MANUAL (CARF organization)\K - Rights of Persons Served\Client Rights and Responsibilities