

Client Bill of Rights

Bay Area Rehab Treatment Centers LLC

California

We are committed to providing ethical, respectful, and high-quality treatment services. As a client receiving substance use disorder treatment services in the State of California, you are entitled to the following rights in accordance with applicable state and federal laws, including Title 9 of the California Code of Regulations.

1. Dignity, Respect, and Humane Care

You have the right to be treated with dignity, respect, and consideration at all times, regardless of race, ethnicity, religion, gender identity, sexual orientation, age, disability, or ability to pay.

2. Safe and Supportive Environment

You have the right to receive services in a safe, clean, and supportive environment that is free from abuse, neglect, exploitation, or harassment.

3. Confidentiality and Privacy

You have the right to privacy and confidentiality of your personal, medical, and treatment information in accordance with state and federal laws, including HIPAA and 42 CFR Part 2. Your information will not be disclosed without your written consent, except as required by law.

4. Informed Consent

You have the right to receive clear and understandable information about your diagnosis, treatment options, risks, benefits, and alternatives. You may participate actively in treatment planning and have the right to give informed consent or refuse any treatment, except in emergencies or as required by law.

5. Participation in Treatment

You have the right to:

- Participate in the development, review, and revision of your individualized treatment plan
- Be informed of program rules, expectations, and schedules
- Receive services that are consistent with your treatment needs and goals

6. Freedom from Abuse and Exploitation

You have the right to be free from:

- Physical, verbal, emotional, or sexual abuse
- Corporal punishment
- Retaliation for filing complaints or grievances

7. Access to Services

You have the right to receive services without discrimination and to be informed of any fees, payment obligations, or financial policies prior to receiving treatment.

8. Communication and Visitation

You have the right to reasonable access to communication with family members, legal representatives, advocates, and other approved individuals, subject to program policies designed to protect safety and recovery.

9. Grievances and Complaints

You have the right to voice concerns, file grievances, or submit complaints without fear of retaliation. You may file a complaint internally with **Bay Area Rehab** externally with the appropriate regulatory agencies.

If you believe your rights have been violated, you may contact:

California Department of Health Care Services (DHCS)

Licensing and Certification Division

Website: <https://www.dhcs.ca.gov>

Phone: (916) 322-2911

10. Access to Records

You have the right to review or obtain copies of your treatment records in accordance with state and federal law.

11. Discharge and Continuity of Care

You have the right to:

- Be informed of discharge criteria
- Receive appropriate discharge planning and referrals
- Be transferred or discharged only in accordance with program policies and applicable regulations

12. Rights Upon Admission

You have the right to receive a written copy of this Client Bill of Rights upon admission and to have its contents explained to you in a language and manner you can understand.