



Your Rights at First Call

Each participant in services at First Call shall be entitled to the following without limitation:

- Admission to services without regard to race, color, creed, national origin, religion, gender, sexual orientation, age, or disability, except for bona fide program criteria
- Reasonable accommodations in the case of sensory or physical disability, limited English proficiency, and cultural differences;
- Treatment in a manner sensitive to individual needs and which promotes dignity and self-respect;
- Protection from invasion of privacy except that staff may conduct reasonable searches to detect and prevent possession or use of contraband on the premises;
- All clinical and personal information treated in accordance with state and federal confidentiality regulations;
- Review of your own treatment records in the presence of the administrator or designee;
- Clinical contact with a same-gender counselor, if requested and determined appropriate by the supervisor, either at the agency or by referral;
- Full disclosure regarding fees charged, including fees for copying records to verify treatment and methods of payment available;
- Reasonable opportunity to practice the religion of choice as long as the practice does not infringe on the rights and treatment of others or the treatment service.
- The right to refuse participation in any religious practice;
- Necessary communication (a) between a minor and a custodial parent or legal guardian, (b) with an attorney, (c) in an emergency situation;
- Protection from abuse by staff at all times, or from others who are on agency premises, including (a) sexual abuse or harassment, (b) sexual or financial exploitation, (c) racism or racial harassment, and (d) physical abuse or punishment;
- Full disclosure and availability of **counselor disclosure requirements** described under C.F.R. 42;
- Receipt of a copy of the **grievance procedures** upon request;
- Access to these rights for review, including a physical copy upon request;
- You will not be subjected to physical restraints or seclusions as a part of our programming.

In the event of agency closure or treatment service cancellation, you will be (a) given 30 days notice, (b) assisted with referral (c) given refunds to which the person is entitled, and (d) advised how to access records to which you are entitled.