

**COLUMBIA COMMUNITY MENTAL HEALTH  
POLICY AND PROCEDURE**

<b>POLICY NAME:</b> Non-Discrimination and Client Rights	<b>POLICY #:</b> 3.6
<b>APPLICABILITY:</b> Agencywide	<b>IMPLEMENTED:</b> 12/2000
<b>LAST REVIEWED:</b> 10/2024	<b>NEXT SCHEDULED REVIEW:</b> 10/2026

**POLICY STATEMENT:**

Columbia Community Mental Health maintains the following statements as policy for the protection of client rights:

1. No person shall be discriminated against or denied service based on race, color, creed, sex, national origin, duration of residence, gender identity, sexual orientation, religion, or because payment for services are made with Medicare, Medicaid or Chip. Furthermore, no qualified person shall, on the basis of handicap, be excluded from participation in, be denied benefits of, or otherwise be subject to discrimination under any program or activity.
2. No person shall be denied services or be discriminated against on the basis of age, diagnostic or disability category, unless the Columbia Community Mental Health admission criteria for that program restricts the service to a specific age, diagnostic or disability category.
3. No person shall be denied services from Columbia Community Mental Health based on the ability to pay, if an emergent need.
4. The client shall be treated with dignity and respect throughout the treatment process at Columbia Community Mental Health.
5. The client shall give a written informed consent to treatment.
6. The client's right to privacy shall be maintained by Columbia Community Mental Health at all times.
7. The client has the right to a copy of his/her records with the responsible treatment staff upon request.
8. The client shall have the clinical record kept confidential in accordance to and the limitation of all applicable Federal and Oregon State Statutes.
9. No client will perform labor as a method of payment for services rendered. Any labor performed as a part of a treatment plan or a standard program expectation shall be agreed to in writing by the client.
10. The client has the right to participate in research, experimental or potentially hazardous procedures.
11. Client has the right to refuse to participate in research, experimental or potentially hazardous procedures.
12. The client has the right to refuse treatment and terminate, if desired, for any reason, unless ordered by a court.

### 3.6 NON-DISCRIMINATION AND CLIENT RIGHTS

13. The client has a right to be free of sexual exploitation or harassment.

14. The client has the right to receive an explanation of medication prescribed, including expected effects and possible side-effects.

15. The client has the right to file a complaint if dissatisfied with treatment. The exercise of that right to file a complaint will not result in the denial of further treatment.

16. The grievance will be filed in accordance with the policy and procedures set up by the Managed Care Organization (MCO) and explained in the respective MCO policy and procedure manual.

17. Each client has the right to refuse specific treatment methods. Such refusal shall not jeopardize the client's right to receive other forms of treatment as desired and appropriate unless otherwise ordered by a court of law and includes the use of urinalysis.

Columbia Community Mental Health maintains the following statements as policy regarding client responsibilities and limitations:

1. Clients need to be actively involved in their own treatment.

2. Clients shall not arrive for appointments, interviews, or other therapeutic activities after consuming alcohol or unprescribed psychoactive substances (this policy does not include activities related to performing therapeutic services being performed to stabilize crisis situations).

3. Clients shall conduct themselves appropriately while in Columbia Community Mental Health facility, i.e., no profanity, shouting, or physically or verbally aggressive acts.

Reading Level:

This policy has a Flesh-Kincaid reading level of 33.

**PROCEDURE:**

**DEFINITIONS:**

**ASSOCIATED FORMS:**

**SOURCE DOCUMENTS:**