

CLIENT RIGHTS

- You have the right to an individualized plan of treatment services and to participate to the best of your ability in establishing and revising that plan.
- You have the right to a full explanation of the services provided in accordance with your treatment plan.
- Unless court ordered or in accordance with applicable provisions of law, participation in our programs is voluntary and you are presumed to have the capacity to consent to such treatment.
- While your full participation in treatment is a central goal, your objection to your treatment plan or any portion of it, shall not, in and of itself, result in your termination from treatment, unless such objection renders continued participation clinically inappropriate or would endanger your safety or the safety of others.
- The confidentiality of your clinical records shall be maintained in accordance with applicable State and Federal laws and regulations.
- You shall be assured access to your clinical records, including your mental illness diagnosis.
- You have the right to receive skillful and clinically appropriate care and treatment that is suited to your needs and is safely and humanely administered with full respect for your dignity and personal integrity.
- You have the right to receive services in such a manner as to assure nondiscrimination.
- You have the right to be treated in a way that acknowledges and respects your cultural environment.
- You have the right to a reasonable degree of privacy consistent with the effective delivery of services.
- You have the right to freedom from abuse and mistreatment by employees.
- You have the right to be informed of the grievance policies and procedures, and to initiate any question, complaint or objection accordingly.
- You shall not be denied care or discriminated against if you are non-English-speaking, deaf or hard-of-hearing.
- You may use a family member or significant other to serve as your interpreter or you may request the Cortland County Mental Health Department provides an interpreter for you.

Should you need further assistance beyond that offered by the Cortland County Mental Health Department or should you wish to file a complaint you may contact any of the following:

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| <input type="checkbox"/> NYS Commission on Quality of Care and Advocacy for Persons with Disabilities
401 State Street, Schenectady, NY 12305
Telephone: (800) 624-4143 [Voice/TTY/En Espanol] or (518) 388-1281
http://cqc.ny.gov | <input type="checkbox"/> Protection and Advocacy for Individuals Who Are Mentally Ill (PAIMI) –Central New York Region: Legal Services of Central New York
472 South Salina Street, Suite 300, Syracuse, NY 13202
Telephone: (866) 475-9967 or (315) 703-6500; (866) 475-3120 [TTY] or (315) 475-3120 [TTY]
http://cqc.ny.gov/advocacy/protection-advocacy-programs/paimi |
| <input type="checkbox"/> Mental Hygiene Legal Service
Third Judicial Department – Binghamton Regional Office
State Office Building, 15 th Floor, 44 Hawley Street, Room 1509, Binghamton, NY 13901
Telephone: (607) 240-5360
http://www.courts.state.ny.us/ad3/mhls/index.html | <input type="checkbox"/> National Alliance on Mental Illness – NYS (NAMI-NYS)
260 Washington Avenue, Albany, NY 12210
Telephone: (800) 950-3228 or (518) 462-2000
http://www.naminys.org |
| <input type="checkbox"/> New York State Office of Mental Health
44 Holland Avenue, Albany, NY 12229
Telephone: (800) 597-8481; (800) 210-6456 [En Espanol]; (800) 421-1220 [TTY]
http://www.omh.state.ny.us | <input type="checkbox"/> New York State Office of Mental Health
Central New York Field Office
545 Cedar Street, Syracuse, NY 13210
Telephone: (315) 426-3930 |