

NEW LEAF ALTERNATIVE CLIENT RIGHTS AND RESPONSIBILITIES

The following client rights and responsibilities are acknowledged and observed by New Leaf Alternative (referred to hereafter as NLA), in accordance with Utah State Department of Human Service regulations. For other rights and further detail, refer to Utah State Department of Social Services Provider Code of Conduct, policy #055-89-02.

A. CONFIDENTIALITY

Any information gathered by NLA to serve a client is used strictly for intake and therapeutic reasons. This information is placed in secured files. Access to these files is restricted to those providing direct care, or otherwise authorized by a legal custodian.

B. TERMINATION OF SERVICES/PROGRAM

Any client terminated by NLA from a service or from a program, who desires readmission, must submit a written request to the Program Coordinator. Requests must be submitted within one (1) week of termination. NLA staff will screen all requests, make a determination, and notify the client within two (2) days of submission.

C. ABUSE

Corporal punishment and physical or mental abuse on or towards a client in residential placement is in direct violation of NLA policy and Department of Human Services regulations. A client has the right to report any incident and request immediate relocation.

D. PROCTOR PLACEMENT

Within the proctor (or residential) placement, the client is guaranteed basic necessities such as room and board, air, safety, and environmental safety **in compliance with the DHS R501, R501-12 statues**. House Rules and chores designated by the Proctor **and/or coordinating team members, such as case management, new leaf accompanying staff, etc.**, are part of the living conditions. In-house privileges (phone, TV, etc.) shall be awarded based on client conduct and Proctor permission.

1. **In-house privileges are clarified accordingly**

- a. **In house privileges are defined as anything above and beyond the basic needs and requirements of the home in compliance with the DHS R-501, R501-12 foster rules.**
 - i. **Privileges are recognized and given in accordance to the basic house rules (compliant with provider code of conduct) dictated by each individual foster home and also in accordance to the privileges that are available in each individual foster home. These can include but not limited to television, video gaming consoles, travel privileges, recreation center memberships, community time, etc.**
- b. **The youth in the home is expected to comply with the home rules, safety plans, team dictations, and statues involved with those whom work with the youth. When/ if the youth is out of compliance with the rules that are given, it is the right of the foster parent to subtract privileged time of usage, total usage, days of usage, house chores (in accordance with the Provider Code of Conduct) additionally, and subtraction of time allowed for individual use in the community (aka house arrest or grounding) according to the severity of the offence.**
- c. **New Leaf remains (rules, privileges etc) in compliance with NLA/DHS contract and DHS statues regarding phone accommodations, family visitations, and court orders accordingly.**

E. GRIEVANCE PROCESS

If a client is dissatisfied with any service provided by NLA, he/she has the right to submit a written grievance, giving one copy to the Program Coordinator and another to the person responsible for the service. The Program Coordinator must begin resolution of the grievance within five (5) days. If a grievance is toward the Program Coordinator, then the Program Director or Case Manager/Parole Officer shall facilitate.

F. DISCRIMINATION/DIGNITY

NLA policy and State regulations prohibit discrimination of any sort, whether based on sex, race, national origin, or sexual preference. Additional, all clients are treated with the respect deserved by basic human dignity.

G. COMMUNICATION OUTSIDE THERAPUTIC ENVIRONMENT

A client has the right to communicate with family members, attorney, physician, clergyman, and others except where contact is clearly denied by Court Order or counter to the therapeutic environment. Approved contacts can be via telephone. **According to DHS Contract Section D Home Visits and Phone calls part b. Phone Calls: Youth shall be allowed a minimum of one weekly 15 minute phone call to family at no cost to the youth and/or parent.** Any visitation must be earned (as designated by the team) and authorized by appropriate staff member **in accordance with court mandates, and case approval.** Mail correspondence is also subject to program approval **in accordance with court mandates, and case approval.**

H. SMOKERS AND NON-SMOKERS

The rights of smokers and non-smokers are as outlined in the Utah Clean Air Act, Division of Youth Corrections/Child and Family Services Policy; whichever has ascendancy. Any underage smoker will be turned into the police by foster homes or appropriate staff. Foster/Proctor homes have the right to ban smoking from their property as a part of house rules, and enforced via the program.

I. ROOM SEARCHES

Foster care rooms can be searched at any time for contraband of any sort. Room searches must be done on a premise and with two staff present. Client has a right to be made aware of the room search but not necessarily prior to a room search.

*client is referred as anyone who has been screened for possible placement with NLA, anyone currently in placement with NLA, or anyone formerly in placement with NLA.

CLIENT ACKNOWLEDGMENT TO THE RIGHTS AND RESPONSIBILITIES CONTRACT.

My CLIENT RIGHTS AND RESPONSIBILITIES have been explained to me by a representative of NEW LEAF ALTERNATIVE. I have received a copy of the CLIENT RIGHTS AND RESPONSIBILITIES. I understand my rights and responsibilities as put forth by NEW LEAF ALTERNATIVE, and I am willing to abide by the program rules and expectations. I understand that I must work within the bounds set by NEW LEAF ALTERNATIVE or risk losing my placement.

Client signature

Date

New Leaf Representative Signature