

CLIENT RIGHTS STATEMENT

Thank you for choosing **TREATMENT ALTERNATIVES FOR STRONGER COMMUNITIES ("TASC")** as your health care provider. We are committed to providing quality care and service to all of our clients. This document explains your rights as a client while receiving services from TASC.

The client has the right to give or withhold informed consent, the right to refuse treatment or any specific treatment procedure, and the right to be informed of consequences resulting from such refusal.

If the client is a minor, the client has the right to consent to treatment without the approval of their parent/legal guardian in line with the Consent by Minors to Medical Procedures Act (420 ILCS 210/).

The client has the right to be informed of the rules and/or regulations of the program they are participating in.

The client has the right to request the opinion of a consultant at their expense.

The client has the right to the expression of conflict-free choice regarding treatment, service delivery, concurrent services, and composition of the service delivery team, with an understanding of the potential risks and benefits of such selections.

The client has the right to receive services in the least restrictive environment, as appropriate and available.

The client has the right to participate, or the right to decline involvement, in research projects, experimental medications, and/or experimental assessment procedures. The client will not be denied services on the grounds of their refusal to volunteer for research projects, experimental medications, and/or experimental assessment procedures. When clients are involved in such projects, research guidelines and ethical requirements are strictly adhered to.

The client has the right to receive services from other organizations, with or without TASC's assistance.

The client has the right to have access or receive a referral to legal entities for representation, self-help support services, and advocacy support services, and any other requested entities.

The client has the right to access Medication Assisted Recovery (MAR) services, either through direct service or referral.

The client has the right to receive individualized service and be provided with information on the nature and type of services they will receive and other pertinent information in a sufficient amount of time to facilitate decision-making.

The client, and parents/legal guardians (as applicable), has the right to actively participate in their service planning process and receive a copy of their service plan.

The client has the right to request that TASC communicate by alternative means or at alternative locations.

The client has the right to be informed of audiovisual recordings and the right to decline audiovisual recordings.

The client has the right to NOT be denied services because of race, color, sex, religion, national origin, ancestry, age (40 or over), order of protection status, marital status, sexual orientation (including gender identity), HIV status, physical or mental disability, unfavorable discharge from military service, pregnancy, citizenship status, employment status, familial status, or arrest record that is unrelated to present dangerousness.

The client has the right to have their disabilities accommodated as required by the Americans with Disabilities Act of 1990 (42 USC 12101), Section 504 of the Rehabilitation Act, and the Human Rights Act (775 ILCS).

The client has the right to receive language assistance services and appropriate auxiliary aids and services, including qualified interpreters and information in alternative formats, including electronic and written translated documents and oral interpretation, free of charge, and in a timely manner.

The client has the right to receive TASC services regardless of the source of financial support.

The client has the right to be free from physical, psychological, sexual, or fiduciary abuse, financial exploitation, sexual exploitation, humiliation, retaliation, and/or neglect.

The client has the right to confidentiality of their records. While receiving services from TASC, the client's personal information may be protected by the Health Insurance Portability and Accountability Act (HIPAA) privacy rules, under the Confidentiality of Substance Use Disorder Patient Records (42 CFR Part 2), the Illinois Mental Health and Developmental Disabilities Confidentiality Act, and/or the confidentiality of patient records as specified in Illinois Administrative Code, Section 2060.350.

The client has the right to receive a paper copy of the TASC Notice of Privacy Practices, which summarizes a client's right to confidentiality of protected health information. These rights include, but are not limited to: the right to inspect and copy records; the right to request amendments to records; the right to request restrictions on certain uses and disclosures of information; and the right to request and receive an accounting of disclosures.

The client has the right to confidentiality of HIV/AIDS status, testing, and the right to receive anonymous testing, as specified in Illinois Administrative Code, Section 2060.355. TASC cannot require an HIV antibody or AIDS test as a condition of treatment. TASC cannot require a client to disclose or sign an authorization to release information concerning their HIV antibody or AIDS test status as a condition of treatment.

The client has the right to file a complaint by contacting the Compliance Department via email (compliance@tasc.org). The client will be informed of how to initiate a complaint for investigation and resolution of any alleged infringement of rights through the TASC complaint procedures, and be provided with a description of the route of appeal available.

The client has the right to contact the Illinois Department of Human Services (DHS) Help Line to discuss concerns about services: 800-843-6154 (voice), 866-324-5553 (TTY).

The client has the right to file a civil rights complaint with the US Department of Health and Human Services, Office for Civil Rights, 200 Independence Ave, SW, Room 509F, HHH Building, Washington, DC 20201, 800-368-1019 (voice), 800-537-7696 (TDD), <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

The client has the right to contact the Guardianship and Advocacy Commission, 160 N. LaSalle St., Suite S500, Chicago, IL 60601, (312) 793-5900, and Equip for Equality, Inc., 20 N. Michigan Ave., Suite 300, Chicago, IL 60602, (312) 341-0022. TASC staff shall offer assistance in contacting these groups as needed.

The client has the right to contact and file a complaint with the public payor or its designee regarding both payment and services, and be informed of the public payor's process for reviewing complaints.

The client has the right to request and receive a copy of this document.

The client cannot have services denied, reduced, suspended, or terminated for exercising their rights.