

YOU HAVE RIGHTS

utah department of
human services
LICENSING

CLIENTS HAVE THE RIGHT TO:

Be treated with **DIGNITY**

BE FREE from potential harm or acts of violence

BE FREE from discrimination

BE FREE from abuse, neglect, mistreatment, exploitation and fraud

COMMUNICATE AND VISIT with family, attorney, clergy, physician, counselor, or case manager, unless therapeutically contraindicated or court restricted

PRIVACY of current and closed records

BE INFORMED of agency policies and procedures that affect client or guardian's ability to make informed decisions regarding client care, to include:

- program expectations, requirements, mandatory or voluntary aspects of the program
- consequences for non-compliance
- reasons for involuntary termination from the program and criteria for re-admission
- program service fees and billing
- safety and characteristics of the physical environment where services will be provided

If you feel your rights have been violated,

- Call: 801-538-4242
- Email: Licensingconcerns@utah.gov
- Mail: 195 N. 1950 W, Salt Lake City, UT 84116
(please include program name in the letter)