



Member Rights

- CCSN ensures that at the time of referral, a member's parent/legal guardian receives a written list of the member's rights in a language the member or their legal representative understands.
- The Member Rights Statement is explained to the member in their primary language. A member who does not speak English, or who has a physical or other disability, is assisted to understand their rights.
- A member has the right to be treated with dignity, respect, and consideration.
- A member has the right not to be discriminated against based on race, national origin, religion, gender, sexual orientation, religion, age, disability, marital status, diagnosis, or source of payment.
- A member has the right to receive treatment that supports & respects the member's individuality, choices, strengths, and abilities.
- Member is not subjected to exploitation, coercion, manipulation, sexual abuse, sexual assault, restraint or seclusion (except as allowed in R9-10-1012(B) or misappropriation of personal and private property by agency staff, volunteer or student.
- The member has the right to receive treatment that support's the member's personal liberty and only restricts those personal liberties according to court order or by member consent.
- The member has the right to receive treatment and services in the least restrictive environment necessary to comply with treatment goals.
- A member will not be prevented or impeded from exercising their civil rights unless the member is adjudicated incompetent or a court or competent jurisdiction has determined the member is unable to exercise a specific right or category of rights.
- The member or legal guardian has the right to submit grievances to agency staff members and complaints to outside entities and other individuals without constraint or retaliation.
- The member has the right to have their grievance reviewed by a qualified authority in a fair, timely, and impartial manner.
- The member has the right to seek, speak to, and be assisted by legal counsel of the member's choice, at the member's expense during the grievance process.
- The member has the right to receive assistance from a family member, designated representative, or other individual in understanding, protecting, or exercising their rights.
- The member or individual enrolled as seriously mentally ill has the right to receive assistance from human rights advocates provided by the network or the network's designee in understanding, protecting, or understanding their member rights.
- The member has the right to confidentiality of their record. Information will be released as permitted by state statutes or by signed member/legal guardian consent to release information.
- The member's guardian has the right to consent to photography, if used in the agency for identification purposes.
- The member has the right to privacy in treatment, including the right not to be fingerprinted, photographed, recorded, or videotaped without prior and signed consent.

- The member/legal guardian has the right upon written request to review his or her own record during agency business hours at a time agreed upon (according to A.R.S 12-12293,12-2294, and 12-2294.01).
- The member has the right to be informed of all fees that the member is required to pay and of the agency's refund policies and procedures before receiving behavioral health services except when service is provided to the member experiencing a crisis situation.
- The member/legal guardian has the right to voluntarily consent to treatment, unless treatment is ordered by a court of competent jurisdiction, after receiving a verbal explanation of the member's condition and the proposed treatment, including the intended outcome, the nature of the proposed treatment, any procedures involved in the proposed treatment, any risks of noncompliance with treatment recommendations or side effects from the proposed treatment, and any alternative to the proposed treatment.
- The member/legal guardian has the right to be referred for treatment specified in the member's treatment plan to another agency if the agency is unable to provide a behavioral health service that the member requests or that is indicated in the member's treatment plan.
- The member has the right to refuse treatment or withdraw consent to treatment unless such treatment is ordered by a court or is necessary to save the member's life or physical health.
- The member has the right to receive services free from abuse, neglect, retaliation for submitting a complaint, discharge or transfer, or threat of discharge or transfer, for reasons unrelated to the member's treatment needs, except as established in a fee agreement signed by the member/parent/guardian, denial of food, sleep, and use of the toilet facilities.
- The member or parent/guardian has the right to participate in decisions and in the development and periodic review and revision of the written treatment plan.
- The member/legal guardian has the right to control his or her own finances.
- The member has the right to refuse to participate in religious activities.
- The member has the right to refuse to perform labor for an agency. If the member works for the agency, the work shall be in the member's interest. If the primary purpose of this work is to benefit the mental health treatment agency, the member shall be paid in accordance with the law. If the purpose of the work is therapeutic, the member may or may not be paid as circumstances indicate. This therapeutic work shall be part of a planned program of treatment described in the member's record with the rationale for the work-treatment included. It shall be periodically reviewed by the appropriate agency review procedures.
- The member has the right to refuse to participate in research or experimental treatment.
- The member has the right to refuse to acknowledge gratitude to the agency through written statements, or other media, or speaking engagements at public gatherings.
- The member has the right to receive treatment in a smoke free environment.