

## COMPLAINT PROCEDURE

There is an Agency Human Rights Complaint Procedure. You have the right to make a complaint and seek resolution through a formal process. If you are unsatisfied with the resolution plan you may appeal it with the Local Human Rights Committee.

Full copies of the Human Rights policy may be obtained from any staff person.

If you have any questions, or you wish to report a complaint, you may contact any of the following persons:

- your Case Manager/Clinician
- Henrico Area Mental Health & Developmental Services, Human Rights Coordinator  
Telephone: 804-727-8514
- disAbility Law Center of Virginia  
Telephone: 800-552-3962
- Virginia Department of Behavioral Health & Developmental Services,  
Regional Human Rights Advocate  
Telephone: 804-524-7247

The Office of Human Rights Advocate can provide information, training, and help you navigate through the Human Rights process.

For licensed individuals you can also file a complaint with the Virginia Department of Health Professions at 1-800-533-1560.

In no case shall the Agency punish or retaliate against anyone for reporting an allegation of abuse, neglect, exploitation or for making a complaint.

*Henrico Area Mental Health & Developmental Services does not discriminate on the basis of race, color, age, religion, gender, national origin, disability, or any characteristic protected by law (except where such is a bona fide occupational qualification).*

## VISION, VALUES & LEADERSHIP PHILOSOPHY

### OUR VISION

We envision an inclusive, healthy, safe community where individuals lead full and productive lives

### Our Values

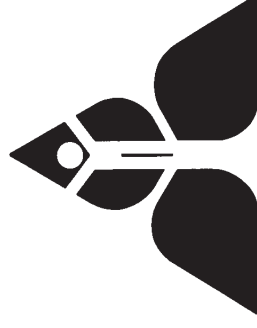
Excellence, Dignity, Partnership

### OUR LEADERSHIP PHILOSOPHY

Leadership is the responsibility of everyone at Henrico Area Mental Health & Developmental Services. If we are to be successful, we must lead with integrity, good stewardship, openness, creativity and full participation.



# HUMAN RIGHTS AND RESPONSIBILITIES



*HENRICO AREA  
MENTAL HEALTH &  
DEVELOPMENTAL SERVICES*

*Serving the Counties  
of Henrico, Charles City, and New Kent*  
10299 Woodman Road  
Glen Allen, VA 23060  
804.727.8500  
804.727.8580 (fax)

# HENRICO AREA MENTAL HEALTH & DEVELOPMENTAL SERVICES

As required by the State Code, public community mental health, developmental, and substance use services in the Commonwealth of Virginia are provided by through the establishment of Community Services Boards.

These Boards are appointed by the Boards of Supervisors and City Councils throughout the State. It is the responsibility of the Services Board in each community to determine the need for services, plan for an appropriate level of programming, seek funding, and administer the services that are established.

The **Henrico Area Mental Health & Developmental Services Board** has been formed jointly by the Counties of Henrico, Charles City, and New Kent. The Board serves individuals experiencing the effects of or at risk for mental illness, developmental disabilities and substance use disorders in the three-county area. Each County is represented on this twelve-member Services Board.

The **Henrico Area Mental Health & Developmental Services Board** is committed to assuring and protecting the human rights of the individuals served.

The Code of Virginia authorizes the Department of Behavioral Health and Developmental Services, DBHDS, Office of Human Rights to establish Rules and Regulations to Assure the Rights of individuals receiving services from providers licensed, funded or operated by the DBHDS.

The full Human Rights regulations can be found on the DBHDS website <http://www.dbhds.virginia.gov/>.

## RIGHTS STATEMENT

As a recipient of services, it is your right:

- ◆ To be protected from harm including abuse, neglect or exploitation.
- ◆ To be treated with dignity and respect.
- ◆ Not to be denied access to services based on race, color, religion, ethnicity, gender, age, national origin, disability or ability to pay.
- ◆ To participate meaningfully in decisions regarding all aspects of the services you receive.
- ◆ To have all information regarding your treatment managed confidentially, in accordance with appropriate laws.
- ◆ Except in an emergency, or required by law, not to be required to accept treatment or authorize release of information without your consent.
- ◆ To have access to and request corrections to your medical record.
- ◆ To receive services according to law and sound therapeutic practice.
- ◆ Not to be denied services solely because you have asserted rights protected by this policy.
- ◆ To all legal, civil, and personal rights guaranteed by law.
- ◆ To have an advocate you trust who can help you with your rights.
- ◆ To have your complaint resolved

## RESPONSIBILITY STATEMENT

As a recipient of services, it is your responsibility:

- ◆ To treat Agency staff and other clients with dignity and respect.
- ◆ To take an active role in your treatment or program, including defining needs and preferences and setting goals and objectives.
- ◆ To share information honestly with your case manager/clinician (only in this way can your treatment or program progress).
- ◆ To talk directly with your case manager/clinician if you have a complaint about your treatment or program.
- ◆ To make a commitment to your treatment or program goals.
- ◆ To attend all scheduled program or treatment sessions and to be on time or to cancel and reschedule at least a day in advance, unless it is an emergency.
- ◆ To pay fees promptly or work out an acceptable payment schedule.

*You have the right to receive help in understanding the human rights regulations and the HAMHDS complaint procedures.*