

## Complaint/Grievance Resolution:

File a complaint if you feel you have been treated unfairly or discriminated against for any reason. Contact any of the following:

- \* Valley Client Advocate  
801-263-7135
- \* Valley Regulatory Oversight and Compliance  
801-263-7130
- \* Mail or fax your written complaint to:  
  
Valley Regulatory Oversight & Compliance  
4460 Highland Dr.  
Suite 230  
Holiday, UT 84117  
Fax 801-263-7203

If you believe you have been discriminated against on the basis of disability you may also file a complaint directly with the Secretary of the U. S. Department of Health and Human Services, at the Office of Civil Rights

- \* U.S. Department of Health and Human Services, 200 Independence Avenue, S.W., Room 509F HHH Bldg., Washington, D.C. 20201.

Valley Behavioral Health will make every effort to ensure that you are afforded these rights and that you are treated with respect and dignity.

These rights and responsibilities are meant to promote your satisfaction.

## Valley Behavioral Health Administrative Offices

5965 South 900 East  
Salt Lake City, UT 84121  
801-263-7100

Website:

[www.valleycares.com](http://www.valleycares.com)

## 24-hour Crisis Numbers

Suicide Prevention Lifeline  
(800) 273-TALK [8255]

Salt Lake County  
801-587-3000

Summit County  
435-649-8347

Tooele County  
435-882-5600

888-735-5906 (Voice)  
800-346-4128 (Voice to Text V/T)  
888-346-5822 (Speech to Speech STS)  
speech impaired  
800-346-4128 (TTY)

## Your Rights & Responsibilities



### Our Mission

A leading community partner  
providing and promoting  
accessible, quality behavioral  
and physical healthcare.

# Your Rights and Responsibilities

## You Have the Right To:

- Receive services regardless of race, color, national origin, mental or physical disability, sex, sexual orientation, gender identity, religion, lifestyle, political affiliation, religion or age
- Be treated with respect, dignity and in the least restrictive environment consistent with your treatment needs.
- Information about program specific guidelines including fees and other costs, as well as reasons for involuntary termination and criteria for re-admission.
- Be free from potential harm or acts of violence while at Valley.
- Receive information on treatment options and alternatives in a way that is clear and that you can understand.
- Take part in treatment planning and decisions about your mental health care including the right to refuse treatment.
- Be free from restraint or seclusion if it is used to coerce (force) or discipline, as a reaction (to retaliate), or for convenience, as specified in Federal Regulations.
- Have your privacy protected and know who has accessed your records.
- Get a copy of your medical record. You may also ask that it be amended or corrected, when allowed by federal privacy law
- Receive information on the smoking policy in accordance with the Utah Clean Air Act.

- Receive program specific information about sanctions and consequences for violations.

## Additional Rights in a Residential Program:

- To communicate by telephone or in writing with your family, attorney, physician, clergy, counselor, or case manager. This does not apply when the communication is opposed by a licensed professional.
- To be provided with a list of people whose visitation rights have been restricted through the courts.
- To send and receive mail providing that security, health, and safety requirements are met.

We appreciate your participation in our consumer satisfaction surveys. These are used to improve the services and programs at Valley

## You Have the Responsibility To:

- Keep scheduled appointment and cancel 24 hours in advance.
- Be on time for your appointments.
- If you are a parent/guardian and your child is in treatment, you are responsible for making sure your child comes for scheduled appointments.
- Participate with your therapist in your treatment plan and care.
- Tell the secretary or your therapist of changes in your address, phone number, insurance, or financial situation.
- Tell medical staff of all medications you are taking, including medical and mental health prescriptions and over-the-counter medications, herbs, etc.
- Respect the property, comfort, and confidentiality of other clients/staff.
- Refrain from acts of violence or harm to other.
- Follow program participation guidelines.
- Tell your treatment provider when you want to stop services.