

## Administrative Offices

PO Box 572070  
Murray, Utah 84157  
801.263.7100

## Contact

### Website

ValleyCares.com

### Phone

888.949.4864

## 24-Hour Crisis Numbers

### Suicide Prevention Lifeline

(800) 273.TALK [8255]

### Salt Lake County

801.587.3000

### Tooele County

435.882.5600

### UNI Crisis Line

801.587.3000

## Resources

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)

## Client

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### Rights and Responsibilities



## 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 and dignity 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.
- Receive 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.
- Receive treatment in a safe environment.

### 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.

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### You have the responsibility to

- Keep scheduled appointments 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.

### Grievance Resolution

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

**Valley Client Advocate Phone**  
801.263.7135

**Valley Quality Assurance Phone**  
888.949.4864

#### Mail or fax your written complaint to:

**Valley Quality Assurance Address**  
PO Box 572070  
Murray, Utah 84157  
Fax 801.263.7203

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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 the 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.**