**Individual Rights…**

**As a client of Family Service of Roanoke Valley, you have the right:**

* To exercise your rights as a client of Family Service of Roanoke Valley including the right of privacy
* To have your property and person treated with courtesy, consideration and respect
* To be served by individuals who are properly trained and competent to perform their duties;
* To voice grievances regarding treatment or care that is (or fails to be) furnished and the lack of respect for property by anyone who is furnishing services on behalf of Family Service of Roanoke Valley;
* To not be subjected to discrimination or reprisal for exercising your rights, including the right to voice grievances and complaints;
* To participate in all decisions regarding care and services as much as possible and to ask questions about any procedures that may be considered
* To be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source and misappropriation or exploitation of your property;
* To declare to your guardian your wishes whether to withhold resuscitation and/or forgo or withdraw life sustaining care
* To have your communication needs met
* To have confidential clinical and financial records and your health information protected in accordance with Federal HIPPA privacy and security regulations
* To receive fair and equitable treatment including the right to receive services in a non-discriminatory manner; and the freedom to express and practice religious and spiritual beliefs
* To being treated in the least restrictive conditions possible and not experiencing unnecessary restrictions, restraints, or isolation
* To see or speak to a Human Rights Advocate (one who speaks and acts in favor or your rights if you believe your rights have been violated): Dwayne Lynch, Human Rights Advocate, 540-375-4321
* Call your case manager at FSRV – 540-563-5316 or Program Manager, Pam Adams at 540-795-4651