



## Client Rights and Responsibilities

### RIGHTS

You have the right to:

Be treated with dignity and respect

Be informed of your rights annually while in this program and be supported in exercising your rights.

See and get a copy of the Human Rights Regulations and the Policy upon request

Participate in all treatment and discharge planning

Receive services regardless of race, national origin, gender, age, religion, or disability

Confidentiality: your records will only be released with your consent or the consent of your authorized representative, or by court order; except in emergencies or as otherwise required or permitted by law

Inspect and to have copies of your records at your own expense, except where it would be harmful to you.

Be called by your preferred or legal name, to be protected from abuse, and to request help in applying for services or benefits for which you are eligible.

If any of your rights under the Human Rights Regulations have been violated you may file a complaint, and you may appeal the decision to the director. In answering your complaints, staff must inform you of your appeal rights, which include the right to appeal a decision to the LHRC.

Please contact your counselor, a supervisor, or the LHRC liaison with any concerns.

You can contact the Regional Advocate yourself and ask for help or the staff will help you make the contact.

**Gene Cash**  
*CAVA Director*  
*LHRC Liaison*  
2924 Emerywood Pkwy | Suite 200  
Richmond, VA 23294  
804.346.5165

### RESPONSIBILITIES

You are responsible to:

Not smoke on CAVA property or with counselors in your home

Provide CAVA with complete and accurate medical history i.e. all medications and previous mental health and medical treatment

Inform us about all treatments and interventions you are currently involved in

Follow suggestions and advice prescribed in treatment

Give reasonable notice to counselor if you refuse treatment or desire to end treatment

Be considerate of the rights of other patients and CAVA personnel and property

Make it known whether you clearly understand your plan of care and the things you are asked to do

Make appointments and arrive on time

Call in advance when you need to cancel a scheduled appointment

Provide CAVA with correct information about sources of payment

**Walter “Buddy” Small**  
**Senior Human Rights Advocate**  
**DBHDS – Office of Human Rights**  
**Central State Hospital**  
26317 W. Washington Street  
Petersburg, VA 23803  
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