

Bergen County Housing, Health and Human Services Center

Effective Date: 11/29/10
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Date: 12/31/12

SHELTER GUEST RIGHTS

Every Shelter Guest shall have the following rights:

1. To treatment or accommodations that are appropriate, regardless of race, creed, national origin, religion or sexuality.
2. To be treated with consideration, respect and full recognition of one's dignity and individuality.
3. To an individual care plan, with periodic review and active participation in the development of the plan with Center staff.
4. To know the identity and professional status of persons providing care and to know the counselor/case manager who is primarily responsible for care.
5. To expect reasonable safety in accordance with the program practices and environment.
6. To be informed of the program rules and regulations regarding one's conduct as a guest.
7. To be allowed to discharge oneself from the shelter upon written releases. In such case, the facility is free from any responsibility for the guest.
8. To receive all mail and correspondence.
9. To communicate with one's attorney, clergy, physician, court representative, probation and/or parole officer, D.Y.F.S, Board of Social Services, Welfare or Task Force Workers.
10. To be informed and to be involved in the decision for transfer to another facility.
11. To have reasonable access to and use of the telephone to make and receive calls, unless clinically contraindicated.
12. To be treated in the least restrictive environment to achieve therapeutic goals.
13. Make contacts w/ the community & to achieve the highest level of independence within the community
14. Present grievances on behalf of himself or others without retaliation
15. To a safe, healthful & decent living environment and considerate/respectful care that recognizes individuality and dignity

Each guest is guaranteed these rights unless they are exercised to the point of deprivation of other guests' rights or the exercising of these rights are unlawful or are in contrast to the guest agreement.

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