



THE CENTRE
FOR HUMAN DEVELOPMENT
GROUP OF COMPANIES LIMITED (TCHD)

The Centre for Human Development Limited (TCHD) is committed to delivering psychological, counselling and social services to you and your family. As a client at TCHD, there are rights that must be upheld as part of our standards and best practice. The following information explains these rights and the process if you believe these rights have been violated. Please keep this document in your personal records.

CLIENT RIGHTS NOTIFICATION

As a client of TCHD Limited, you have a right to:

1. Be treated in a professional, courteous, and caring manner that respects and appreciated differences related to race, ethnicity, national origin, gender, sexual orientation, religion, personal values, age, disability, and economic status.
2. **Treatment:** You have the right to participate in formulating an individualized treatment plan. The right to consent to the treatment plan and other services. To receive humane care, with respect and consideration
3. **Denial of services:** You have the right to refuse any services, including medication, and be informed of any potential consequences.
4. **Privacy:** Expect that your privacy will be respected, and confidentiality protected to the greatest extent permitted by law. You have a right to request a copy of your record in writing to the Director of the clinic. Some health information may be shared with third-party payers to secure payment for services. All sharing of information will comply with the rules and regulations. Your consent will always be secured before any information is shared.
5. **Suggestions:** You have the right to suggest changes in any aspect of the services we provide.
6. **Grievances:** You have the right to file a complaint about the services you have received.
7. **Civil Rights:** Your civil rights are protected by the Constitution – these rights concern respect and sensitivity for your ethnic/racial/cultural and religious background.
8. **Medical/Legal Advice:** You have the right to discuss your treatment with your doctor. **TCHD** does not provide legal advice but can assist in the research and referral process in an instance where this is appropriate to the treatment being provided.
9. **Medications used in your treatment:** You have a right to receive information about the benefits and potential risk of medications prescribed. This is provided along with a medication education form at the time medication is being prescribed.
10. **Advocacy:** You have the right to information about mental health advocacy groups or those with special needs.
11. **Cost of services:** If you pay a fee, you have the right to receive in writing the amount you

CLIENT'S RESPONSIBILITIES

As a client of TCHD Limited you have a responsibility to:

1. Treat staff and fellow clients in a respectful, cordial way their rights are not violated
2. Accurate reporting of information about yourself and your child
3. Attend the service in a fit state (not under the influence of drugs or alcohol).
4. Timely payment of financial obligations to **TCHD** as outlined in the Payment Contract for Services (if applicable).
5. Compliance with policies of **TCHD**
6. If you will not be able to keep an appointment, you must notify us 24 hours in advance. If we do not receive such advance notice, you will be responsible for paying a \$275.00 cancellation fee. Our offices are open during regular business hours for leaving your therapist a message.

GRIEVANCE PROCEDURE

1. If you have a concern or complaint before admission to the TCHD, discuss your concern or complaint with the Intake Coordinator.
2. If your concern or complaint is after the admission, first discuss your concern or complaint with the therapist.
3. If the Intake Coordinator or therapist does not resolve the situation, you can request to meet with the supervisor.
4. If you feel that, the matter has not been resolved by the above steps, request to meet with the TCHD Director.
5. Any request for a grievance meeting will be answered within 48 hours. A meeting will be set up no later than five business days from the day the meeting is requested.

Services and Your Rights

- To report any suspected **Unethical Practices** by any member of staff (Full-Time/Associate/Part Time) please call the President and Chief Executive Officer at - **1 (868) 317-3471** or email hanifbenjamin@livelifewelltt.org
- Documentation of grievance or complaint will be written by staff as well as detailed minutes of all meetings and will be filed in the client's grievance file located in the Director's office.

24 Hour Emergency Procedures

- If you and/or your child has a medical/psychiatric emergency, you should call **999** or go directly to your local hospital psychiatric emergency room for care.
- After the operational hours for **TCHD** please contact our main number at **1(868) 317-3471** and our afterhours operator will assist you and contact the Director of **TCHD**