



**Department of Behavioral Health
Alcohol and Drug Services**

NOTICE OF PERSONAL RIGHTS

In accordance with the Alcohol And/ Or Other Drug Program Certification Standards and Title 9, Chapter 4, Section 10569, of the California Code of Regulations, each person receiving services from an Alcohol and Drug Abuse Recovery Program shall have rights, which include, but are not limited to the following: The Right:

- To be accorded dignity in personal relationships with staff, volunteers, board members, and other individuals/persons;
- To be accorded safe, healthful and comfortable accommodations to meet his/her needs;
- To be free from verbal, intellectual, emotional, physical abuse, and/or inappropriate sexual behavior;
- To be informed by the program/licensee of the provisions of the law and procedures regarding a complaint and/or grievance and/or appeal discharge, including but not limited to, the address and telephone number of the Department of Health Care Services;
- To be free to attend religious services or activities of his/her choice and to have visits from spiritual advisor provided that these services or activities do not conflict with facility program requirements. Participation in religious services will be voluntary only;
- To be referred to another program should they object to the religious nature of any program in accordance with Title 42, Part 54;
- To be provided with confidentiality in accordance with federal regulation (CFR, Title 42, Chapter I, Subchapter A, Part 2, Section 2.1-2.67);
- To be accorded access to his/her file.

NOTICE OF CIVIL RIGHTS

In accordance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Title 9, Section 10800; Americans with Disabilities Act of 1990. No person shall experience discrimination on the basis of:

Ethnic Group Identification, Religion, Age, Sex, Race, Color, Mental and/or Physical Disability, Ancestry, National Origin, Gender Identity, Sexual Orientation, or Ability to Pay.

In cases where the complaint is filed initially with the Office of Civil Rights, that Office may proceed to investigate.

Certain complaints may also be filed directly with

U.S. Dept. of Health & Human Services
90 7th Street, Suite 4-100, San Francisco, CA 94103
Voice Phone (800) 368-1019, FAX (415) 437-8329, TDD (800) 537-7697

From the date of violation of Civil Rights you have a maximum of 180 days to file a written complaint.

COMPLAINTS SHOULD BE DIRECTED TO:

Department of Behavioral Health, ACCESS Unit
303 E. Vanderbilt Way, 3rd Floor, San Bernardino, CA 92418-0026
(888) 743-1478 or (909) 386-8256, [TDD] 711 Fax (909) 890-0353

Department of Health Care Services, Substance Use Disorder Services
P.O. Box 997413, MS# 2601, Sacramento, CA 95899-7413
Fax form to (916) 445-5084

Complaints for Residential Adult Alcoholism or Drug Abuse Recovery or Treatment Facilities may also be made by telephoning the appropriate licensing branch listed below:

SUD Compliance Division, Public Number: (916) 322-2911, Toll Free Number: (877) 685-8333

Print Client Name	Client Signature	Date
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