



# Clear Horizons Clinical Services

## Client Rights and Responsibilities

### Privacy Officer: W. Marie Pickett, LCSW

This document outlines your rights and responsibilities as a client of Clear Horizons Clinical Services, LLC.

Clear Horizons is committed to providing high quality, respectful, and safe services. The following information summarizes your rights, responsibilities, and key program expectations to help you make informed decisions about your care.

### Your Rights as a Client

- Be informed of your rights and have them explained to you.
- Be treated with dignity, respect, fairness, and without discrimination.
- Be free from harm, violence, abuse, neglect, mistreatment, exploitation, and retaliation.
- Have privacy and confidentiality of your records, within the limits of our Notice of Privacy Practices.
- Communicate or meet with family, legal representatives, clergy, physicians, or other supports unless therapeutically contraindicated or court restricted.
- Participate in creating a treatment plan that addresses your needs and concerns.
- Receive services in a safe, clean, and accessible environment.
- Gain information and support to help you make decisions about your care.
- Discuss your services with staff and raise concerns or complaints without fear of reprisal.
- Request a change of staff member when reasonable and clinically appropriate (discriminatory requests will not be considered).
- Decline participation in activities not related to treatment objectives.

### Your Responsibilities as a Client

You are expected to:

- Treat staff and others with courtesy and respect.
- Provide accurate information to support safe and effective services.
- Participate in treatment planning and follow agreed upon safety guidance.
- Keep scheduled appointments and follow the Missed Appointment Policy.
- Follow facility policies that help maintain a safe environment for all.

### Program Expectations & Requirements

To support effective treatment and a safe environment, clients must follow these program expectations:

#### Participation Requirements

- Engage in the intake, assessment, and service planning process.
- Participate in services as outlined in your treatment plan.
- Follow safety guidance and emergency procedures as directed by staff.

## **Mandatory vs. Voluntary Participation**

- Most services are voluntary.
- If services are court ordered or required by another agency, certain components may be mandatory. Staff will explain these requirements during intake.

## **Facility Policies**

- No smoking or vaping inside or within 25 feet of the building (Utah Indoor Clean Air Act).
- No firearms on the premises (Utah Code 535710).
- Clients will not be transported by staff in personal vehicles.
- Aggressive, threatening, or discriminatory behavior is not permitted.

## **Consequences for Noncompliance**

Clear Horizons works to resolve concerns collaboratively. However, certain actions may result in schedule changes, service limitations, or withdrawal of services.

## **Missed Appointment Policy**

- Notify the main office at least **48 business hours** in advance if you cannot attend.
- Less than 48 business hours' notice may result in a full service fee.
- **First missed appointment:** Courtesy call reviewing the policy.
- **Second missed appointment:** Full service fee may be assessed.
- **Three missed appointments:** Removal from a recurring schedule; future appointments must be arranged through the main office (8012064200) and will be limited to one appointment at a time.

## **Other Noncompliance Issues**

- Services may be limited, paused, or withdrawn if a client:
- Engages in threatening, aggressive, or unsafe behavior.
- Uses discriminatory or harassing language.
- Repeatedly violates facility policies.
- Refuses to pay required fees when able to do so.
- Engages in illegal behavior on site.
- Demonstrates needs outside the scope of Clear Horizons services.

## **Involuntary Termination & Re Admission**

- Clear Horizons may withdraw services when:
- There is a safety risk to staff, clients, or others.
- A client engages in physical or verbal abuse, intimidation, or illegal activity.
- A client repeatedly fails to attend appointments.
- A client refuses to work with assigned staff for discriminatory reasons.
- The client's needs exceed the scope of services provided.

Clients who were discharged may request to return for services. Staff and management will review the request, assess safety considerations, and determine whether services can resume.

## Service Fees & Billing Practices

Clear Horizons will review all financial information with you during intake, including:

- Current service rates
- Copays and deductibles
- Accepted payment methods
- Billing-only releases of information (available on the ROI form)
- Clients are responsible for fees not covered by insurance. Failure to pay may affect continued access to services.

## Safety & Physical Environment

Clear Horizons is committed to maintaining a safe, clean, and accessible environment.

### Safety Measures

- Emergency procedures are in place for medical, behavioral, and environmental emergencies.
- Staff are trained in crisis response and follow protocols for aggressive or threatening behavior.
- Infectious disease precautions are followed; clients with symptoms may be asked to reschedule.
- Evacuation routes and emergency exits are clearly marked.

## Accessibility

Clients have the right to receive services in an accessible environment. Staff will assist individuals with mobility or communication needs as appropriate.

## If You Feel Your Rights Have Been Violated

- Call: 801-890-2007
- Email: [licensingcomplaint@utah.gov](mailto:licensingcomplaint@utah.gov)
- Mail: 195 N. 1950 W., Salt Lake City, UT 84116  
(please include program name in the letter or email)

**Client Name (Please Print):** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_