

**Level Up Recovery**  
**CLIENT RIGHTS AND RESPONSIBILITIES POLICY**

**POLICY:**

To establish a framework that upholds and communicates the rights and responsibilities of clients within our agency.

**PURPOSE:**

To ensure every client understands and can exercise their rights and is aware of their responsibilities, thus fostering a supportive and respectful environment.

**PROCEDURE:**

**A. Client Rights:**

**1. Informed Consent:**

- a. Clients have the right to give informed consent prior to receiving a service.
- b. Adults will provide their own signature for informed consent. For those under age 18, consent must be given by a parent, caregiver, or individual with custodial control, aligning with KRS 222.441.

**2. Confidentiality:**

- a. Clients' personal data, treatment details, and program participation remain confidential.
- b. Information will only be disclosed with client consent or as mandated by law.

**3. Individualized Treatment:**

Clients are entitled to personalized treatment tailored to their specific needs.

**4. Treatment Plan Collaboration:**

Clients have the right to input into their treatment plan and to be informed about its content.

**5. Transparent Billing:**

Clients can request a written statement of charges and are entitled to be informed about fee assessment and payment policies.

**6. Medical Record Access:**

- a. Clients have the right to access and review their medical records in line with the AODE's policy.
- b. Clients are entitled to one free copy of their records, per KRS 422.317.

**7. Dignity and Respect:**

Clients have the right to be treated with consideration, respect, and personal dignity.

**8. Voice Concerns:**

- a. Clients can voice grievances, recommendations, or opinions about their received services.
- b. Grievances can be directed to the Cabinet's ombudsman or LU's designated personnel.
- c. Grievance forms can be obtained and filed at the front desk of any LU outpatient office or by emailing [leveluprecovery22@gmail.com](mailto:leveluprecovery22@gmail.com).
- d. Level Up Recovery Ombudsman: Jeffrey Hoskins 859-221-2703
- e. Cabinet's Ombudsman Office: 502-564-5497

**Mailing Address**

275 E. Main Street, 2E-O  
Frankfort, KY 40621

**9. No Discrimination:**

Eligibility for treatment programs will be determined without any form of illegal discrimination.

**10. Safety and Security:**

Clients have the right to safety and appropriate care within the facility.

**11. Client Conduct Awareness:**

Clients will be informed about the rules of conduct, including potential consequences for alcohol or drug use or other infractions.

**12. Client Right Restrictions**

If a client is restricted from exercising a right because it is restricted by the clients physical or mental status, there shall be documentation in the client record stating the reason for the restriction and documenting a through explanation to the client.

**B. Client Responsibilities:**

**1. Respect for Others:**

Clients must treat staff and fellow clients with respect and consideration.

**2. Adherence to Rules:**

Clients must follow all rules and guidelines provided by the Kentucky Phoenix Project, especially those related to substance use.

**3. Active Participation:**

Clients should actively engage in their treatment and recovery plans.

**4. Respect for Property:**

Clients should treat the facility and its contents with care.

**5. Reporting Concerns:**

Clients should promptly voice any concerns or issues to the appropriate personnel.

**RESPONSIBILITY:**

The Leadership Team and Administrator are responsible for ensuring adherence to this policy. Clinicians, case managers, and other staff play a critical role in upholding these principles.

**REFERENCES:**

908 KAR 1:320, KRS 222.271(1), KRS 222.441, and KRS 422.317

**EFFECTIVE DATE:**

11/30/2023

**REVISION/REVIEW DATE:**

11/30/2025