

What Is A Right?



A right is a power or privilege to which one is entitled; guaranteed to all adults in the U.S. by Federal and State laws.

Upholding Client Rights



Clients, guardians, providers, and staff will receive information regarding client rights annually and as needed.

Providers and staff will receive training on NH State regulations regarding client rights annually and as needed.

Types of Rights

Fundamental, *such as*

- Freedom of religion
- The right to vote
- The right to be free from discrimination

Treatment, *such as*

- Right to make informed decisions
- Right to adequate, humane, and quality treatment
- Right to refuse treatment and medication

Personal, *such as*

- Freedom from force or restraint
- Privacy and confidentiality
- Right to complain about any alleged violation of rights
- Right to be treated with dignity and respect
- Right to be free from abuse, exploitation, and neglect

Investigation Process:



- If a complaint is filed with the Bureau of Developmental Services and/or the Bureau of Adult and Aging Services, each Bureau will determine if an investigation is warranted and assign an investigator if so.
- The Moore Center's Client Rights Coordinator will send any pertinent documentation to the investigator.
- Only the assigned investigator may investigate. The investigator will conduct interviews and review documentation. The investigator will then report their findings based on facts only.
- The area agency, provider agency, client, and guardian will receive written copies of the investigator's report.
- Should any party not agree with the finding and resolution, a request for further investigation can be made.



*If you believe your rights have been violated
and you wish to submit a complaint,
please contact:*

Bureau of Developmental Services (BDS)
855-450-3593
and
Bureau of Adult and Aging Services (BAAS)
800-949-0470

*For more information, please contact the
Client Rights Coordinator:
603-206-2726
clientrights@moorecenter.org*

