

## *Client Rights and Responsibilities*

### *The Horsepower Equine Assisted Learning (HEAL) Foundation*

#### Client Rights

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| <ul style="list-style-type: none"> <li>* To receive considerate and respectful services.</li> <li>* To receive services which demonstrate sensitivity to and respect for diverse cultural backgrounds.</li> <li>* To receive services without regard to ethnicity, sex, age, handicapping condition, national origin, sexual orientation or economic status.</li> <li>* To receive current and complete information concerning his/her diagnosis, treatment, and prognosis in terms he/she can understand from the members of the professional staff assigned to his/her case.</li> <li>* To know by name, specialty, and qualifications the members of staff assigned to his/her case.</li> <li>* To have the consideration of privacy and individuality as it relates to social, religious and psychological wellbeing.</li> <li>* To have the respectfulness and privacy as it relates to his/her individual care program. Case discussion, consultation, examination, and treatment are confidential and are conducted discreetly.</li> <li>* To obtain information on the relationship of The Horsepower Equine Assisted Learning (HEAL) Foundation to other health care and related agencies insofar as his/her care is concerned.</li> <li>* To be fully informed, prior to or at the time of his/her initial appointment, of services available, and of related charges.</li> <li>* To participate in the planning of his/her treatment, to be fully informed of any risks or hazards associated with his/her treatment, to refuse treatment, and to refuse to participate in experimental research.</li> </ul> | <ul style="list-style-type: none"> <li>* To not be arbitrarily discharged, or transferred to another service provider. Clients may be transferred or discharged only for clinical reasons, for his/her welfare, for other clients' welfare, or for nonpayment of services. Reasonable advance notice of any transfer or discharge must be given to a family/client.</li> <li>* To be encouraged and assisted to understand and exercise his/her rights and, to this end, have the right to voice grievances and recommend changes in policies and services to The Horsepower Equine Assisted Learning (HEAL) Foundation staff and outside representatives of his/her choice, free from restraint, interference, coercion, discrimination, or reprisal.</li> <li>* To be free from mental and physical abuse, neglect, and exploitation and be free from chemical and physical restraints, except in emergencies, or as authorized in writing by his/her physician or other appropriately licensed professionals for a specified and limited period of time, and when necessary to protect the client from injury to him/herself or to others.</li> <li>* No client/family shall be required to provide services for The Horsepower Equine Assisted Learning (HEAL) Foundation.</li> <li>* To have the assurance of confidential treatment of his/her clinical records and may approve or refuse their release to any individual outside The Horsepower Equine Assisted Learning (HEAL) Foundation, except as otherwise provided by law, or a third party payment contract.</li> <li>* To expect a reasonable response to his/her requests.</li> <li>* To expect reasonable continuity of care.</li> </ul> |
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#### Client Responsibilities

- \* To keep appointment or notify The Horsepower Equine Assisted Learning (HEAL) Foundation of necessary cancellations 24 hours in advance.
- \* To pay for services to the extent that he/she is able. Services may be refused if a client/family is able but unwilling to pay. The Horsepower Equine Assisted Learning (HEAL) Foundation has a sliding fee scale based on family income.

\* To inform The Horsepower Equine Assisted Learning (HEAL) Foundation of relevant changes in location or status – address, telephone number, insurance coverage, etc.

\* To follow through on service plan recommendations and procedures to which he/she had agreed or to specifically communicate his/her withdrawal of consent to any The Horsepower Equine Assisted Learning (HEAL) Foundation staff member.

To report any problems or changes, please contact your therapist. If you believe you have been denied any of the above rights, you may contact The Horsepower Equine Assisted Learning (HEAL) Foundation by mail at:  
8366 Old Nokesville Rd., Catlett, VA 20119