



Client Rights

The YMCA of San Diego County provides individuals served or their legal representative, when applicable, with information about their rights in accordance with California state laws. The purpose of this document is to educate and engage clients about their rights in relation to their healthcare, and promote trust, respect, and collaboration between clients and healthcare providers.

Rights of the Client Served:

Consistent with California State law, clients (and/or legal representative, as appropriate) have the following rights:

- To be informed of their rights and be treated with dignity and respect.
- To have their cultural and personal values, beliefs, and preferences respected.
- To be free from discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.
- To receive privacy of health information and be informed of privacy and confidentiality rights in accordance with applicable privacy regulations.
- To review, request copies of or amendments to, and obtain information on disclosures of health information, according to law and regulations.
- To receive information in a manner that is understandable and request services in a language the client can understand.
- To be involved in making decisions about care, treatment, or services.
- To refuse care, treatment, or services and to receive information about this in writing.
- To have written information about office policies, fees, methods of payment, insurance reimbursement, number of sessions, length of sessions, assistance when your therapist is not available (in cases of vacation and emergencies), and cancellation policies at the onset of therapy. This kind of information is referred to as informed consent.
- To have a surrogate decision-maker if the client served is unable to make decisions on their own. The surrogate decision-maker has the right to refuse care, treatment, or services on behalf of the client served



- To have family involved in decision making regarding care, treatment, or services. In the event the client served is a competent adult, the client must consent to family involvement.
- To give or withhold informed consent to produce or use recordings, films, or other images for purposes other than the individual's care, treatment, or services
- Be informed about their healthcare team, health status, treatment options, and proposed procedures in understandable terms. This includes the right to access medical records.
- To be free from neglect and exploitation, as well as from verbal, mental, physical, and sexual abuse.
- To receive information necessary to file a complaint with relevant state authorities. To file complaints or grievances about your care without fear of retaliation.
- To have complaints acknowledged, reviewed, and (when possible) resolved by the YMCA of San Diego County and to receive information about the outcome of the complaint.

If you have concerns or need assistance, please contact our administrative office at counselingservices@ymcasd.org.