



YOUR RIGHTS AS A PARENT/GUARDIAN

- ✓ You have the right to know your legal rights at the facility.
- ✓ You have the right to know about mental health laws.
- ✓ You have the right to be informed about your child's care and treatment including:
 - Professional staff responsible for your child's care
 - Risks, side effects, and benefits of medications and treatment procedure
 - Use of any audio-visual techniques
 - Cost of services provided.
- ✓ You have the right to request an internal review of your child's treatment plan.
- ✓ You have the right to request the opinion of a consultant, at your expense.
- ✓ You have the right to privacy of communications between students and staff, according to program policies.
- ✓ You have the right to know plans for discharge of your child.
- ✓ You have the right to know plans for meeting mental and physical health requirements.
- ✓ You have the right to know this is not a fully-locked facility. (Brighton House has a 30-second delayed egress and the other houses are not locked.) The program makes every effort to prevent students from running away, but it may happen.
- ✓ You have the right to receive a Student/Parent Handbook that outlines rules of the program.
- ✓ You have the right to arrange with your child's primary therapist for visits from your clergy or attorney according to the program rules.
- ✓ You have the right to send mail to and receive mail from your child, according to the program rules.
- ✓ You have the right to conduct private telephone conversations with your child according to the rules of the program.
- ✓ If restrictions are necessary, they will be reviewed at least weekly.
- ✓ You have the right to privacy of information for both current and closed records.

If you feel you or your child has been denied any of these rights or that the quality of services has been less than standard or less than contracted, you have the right to present your concerns by written request to:

Program Director, Youth Care & Pine Ridge Academy, P O Box 909, Draper UT 84020 or Admissions@youthcare.com

Please report any concerns you have about safety or quality of care immediately to the program.

An attempt to resolve the difference will be made by the Program Directors. You will receive a reply to your complaint after investigation into the matter within 72 hours. If you are unsatisfied with the resolution, please contact Mindy Exon, Director-Risk Management, at Mindy.Exon@youthcare.com. If you are still unsatisfied, please contact Trina Quinney-Packard, Executive Director/CEO, at Trina.Packard@youthcare.com.

Youth Care is licensed by Utah DHHS Division of Licensing & Background Checks/Office of Licensing, and an OMBUDS is available to you and your student for any concerns you may have about the program or your rights. You can call the Ombuds office at (801) 538-4580, email: dhhs.customerservice@utah.gov, or visit their website: dhhs.utah.gov/office-of-ombuds/congregate-care-ombuds/. You can also report your concern directly to the Office of Licensing at dlbc.utah.gov/concerns-and-incidents/, call (801) 890-2007, email licensingcomplaint@utah.gov, or mail: 195 N 1950 W, Salt Lake City, UT 84116.

Youth Care is proud to be accredited by Joint Commission. You can review our Quality Report on Joint Commission website at www.jointcommission.org. Should you wish to report any safety or quality-of-care concerns to Joint Commission, please go to their website www.jointcommission.org/en-us/contact-us/report-a-patient-safety-event or call (800) 994-6610 or mail to: Office of Quality and Patient Safety, Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181

No punitive action will be taken by the program toward anyone expressing a grievance or lodging a complaint.