YOUR CLIENT RIGHTS

You deserve to be treated with dignity, respect, kindness, and compassion throughout your treatment. You have the right to feel safe, have your privacy respected, and participate in care that meets your individual needs.

La Luna Center is committed to helping you understand, exercise, and uphold your rights.

PRIVACY
You have the right to:

- Request and receive medical examinations, including weigh-ins, without other clients in the room.
- Remain clothed during weight checks.
- Not be required to perform physical exercises during weight checks.

RESTROOMS
You have the right to:

- Use a private restroom stall or single-occupancy bathroom without being observed
- Have restroom policies that treat transgender and gender-nonconforming clients the same as cisgender clients.

RESPECT / FREEDOM FROM DISCRIMINATION
You have the right to:

- Receive care without discrimination based on physical or mental disability, race, ethnicity, socioeconomic status, religion, gender expression, gender identity, sex, sexuality, culture or the language you speak.
- Be treated fairly, respectfully, and humanely.
- Have your dignity, individuality, cultural values, religious beliefs, and personal privacy respected.
- Receive care that recognizes and respects your individual needs and background.

DIETARY NEEDS AND ETHICS
You have the right to:

- Have your personal dietary ethics accommodate as much as possible.
- Have any decision to deviate from your preferred dietary ethics documented in your clinical record.
- Have any denial of your dietary ethics based only on clinical need, as determined by your interdisciplinary treatment team.

SAFE AND INDIVIDUALIZED CARE
You have the right to:

- Receive care in a safe setting from qualified professionals.
- Be treated with dignity, compassion, and respect by all La Luna Staff.

- Receive treatment tailored to your individual needs.
- Receive care that is trauma-informed and trauma-aware.
- Have only appropriate qualified staff conduct weigh-ins, vital-sign checks, individual therapy, and group therapy.
- Have staff maintain appropriate therapeutic boundaries and prioritize your therapeutic relationship when a staff member has multiple roles within the facility.

RELIGIOUS AND SPIRITUAL PRACTICES

You have the right to:

- Continue your religious or spiritual practices unless a specific practice would affect your health or safety or the health or safety of others receiving or providing care.

PHYSICAL ACTIVITY

You have the right to:

- Engage in a minimum amount of physical activity each day, as clinically appropriate.
- Not have your bodily movement restricted as a form of punishment.

SPEAK UP

If you believe your rights have been violated at any point during evaluation, treatment, or care, you have the right to file a grievance.

You may file a grievance with any of the following:

- La Luna Center Business Manager
- Colorado Behavioral Health Administration
- The Joint Commission
- Colorado Department of Public Health and Environment (CDPHE)
- Office of the Ombudsman for Behavioral Health Access to Care

You may ask facility staff for assistance with the grievance process.

We are here to support you. If you have questions about your rights or need help exercising them, please as a staff member.