

Accessing Services

To access Mental Health,
Developmental Disabilities and/or
Substance Abuse services call
1-800-939-5911
24 hours a day/7 days a week/
365 days a year
to speak to someone



PBH Administrative Office
245 LePhillip Court NE
Concord, NC 28025



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245 LePhillip Court NE
Concord, NC 28025

7/2008

CRC

CLIENT RIGHTS COMMITTEE



Advocacy & Empowerment
of people with mental illness,
developmental disabilities and
substance abuse disorders



*Creating solutions, **One** person at a time*

Cabarrus ♦ Davidson ♦ Rowan ♦ Stanly ♦ Union

The PBH Client Rights Committee

(CRC) oversees rights protections by reviewing reports on:

- Substantiated incidents
- Unsubstantiated incidents
- Reports of abuse, neglect and exploitation
- The use of restrictive interventions (such as prone restraints)

The CRC is comprised of family members, consumers, and professionals from Cabarrus, Davidson, Rowan, Stanly and Union counties. They are knowledgeable about the needs of people with mental illness, developmental disabilities and substance abuse disorders.

The CRC meets at least quarterly. Staff support is provided by the Office of Consumer Affairs and Quality Management. To contact your representative, request more information or an application for the CRC, call 704-721-7018.

The CRC serves under PBH Board policy as a committee of the Board and makes an annual report to the PBH Board of Directors.

Reporting Client Rights Violations

To report allegations of client rights violations call:

- The Client Rights Committee of your provider, or
- Directly to PBH through any of the following:

◆ Anonymous Line
1-888-213-9687

◆ Consumer Affairs Office
704-721-7007 or 704-721-7018

◆ Quality Management
704-721-7000



If you have concerns about allegations of client rights violations you may also report them to:

Disability Rights North Carolina
919-856-2195

Toll free: 1-877-235-4210

TTY: 1-888-268-5535

www.disabilityrightsnc.org

Client Rights

Clients/consumers have the right to:

- Their civil rights;
- Be treated with dignity and respect;
- Privacy;
- Be safe from harm;
- Be free from abuse, neglect, exploitation and punishment;
- Be free from restraints, both chemical and physical;
- Give informed consent before receiving electroshock therapy, experimental drugs or procedures or non-emergency surgery;
- Refuse treatment (in most circumstances);
- Receive treatment;
- Receive humane care;
- Have their treatment options and medication options explained to them in a manner they can understand;
- File a complaint or grievance;
- Many more rights that are not listed here.

