

WILLAMETTE WELLNESS CENTER
CLIENT INDIVIDUAL RIGHTS POLICY

OAR 309-019-0115 - Individual Rights

Updated: 9/16/2026

In addition to all applicable statutory and constitutional rights, every individual receiving services through Willamette Wellness Center (WWC) has the following rights. WWC provides this information to individuals receiving services and, when appropriate, their guardians, and will explain these rights and how to exercise them.

a) Choice of Services and Supports

Choose from services and supports that are consistent with the assessment and service plan, culturally competent and responsive, provided in the most integrated setting in the community, under conditions that are least restrictive to the individual's liberty and least intrusive to the individual, and that provide for the greatest degree of independence.

b) Dignity and Respect

Be treated with dignity and respect.

c) Participation in the Service Plan

Participate in the development of a written service plan, receive services consistent with that plan, participate in periodic review and reassessment of service and support needs, assist in the development of the plan, and receive a copy of the written service plan.

d) Explanation of Services

Have all services explained, including expected outcomes and possible risks.

e) Confidentiality and Consent to Disclosure

Have confidentiality and the right to consent to disclosure in accordance with applicable state and federal law, including ORS 107.154, ORS 179.505, ORS 179.507, applicable provisions of Oregon confidentiality law, 42 CFR Part 2 when applicable, and applicable federal privacy requirements. WWC's separate Notice of Privacy Practices provides additional information regarding how health information may be used and disclosed.

f) Informed Consent

Give informed consent in writing prior to the start of services, except in a medical emergency or as otherwise permitted by law. Minor children may give informed consent to services in the following circumstances:

- Under age 18 and lawfully married;
- Age 16 or older and legally emancipated by the court; or
- Age 14 or older for outpatient services only.

For purposes of informed consent, outpatient service does not include service provided in residential programs or in day or partial hospitalization programs.

g) Access to Service Records

Inspect their service record in accordance with ORS 179.505. To request access to or a copy of an applicable service record, contact WWC or submit a written records request.

h) Experimentation

Refuse participation in experimentation.

i) Medication

Receive medication specific to the individual's diagnosed clinical needs, including medications used to treat opioid dependence, when medication services are applicable to the individual's care.

j) Transfer

Receive prior notice of transfer, unless the circumstances necessitating transfer pose a threat to health or safety.

k) Freedom from Abuse and Neglect

Be free from abuse and neglect and report any incident of abuse or neglect without being subject to retaliation.

l) Religious Freedom

Have religious freedom.

m) Freedom from Seclusion and Restraint

Be free from seclusion and restraint.

n) Information About Individual Rights

Be informed at the start of services and periodically thereafter of the rights guaranteed by OAR 309-019-0115.

o) Information About Services, Policies, and Fees

Be informed of the policies and procedures, service agreements, and fees applicable to the services provided, and have a custodial parent, guardian, or representative assist with understanding any information presented.

p) Family and Guardian Involvement

Have family and guardian involvement in service planning and delivery.

q) Declaration for Mental Health Treatment

Have an opportunity to make a Declaration for Mental Health Treatment when legally an adult. WWC will provide information about this right and how to request assistance with a declaration.

r) Grievances and Appeals

File grievances, including appealing decisions resulting from the grievance process. WWC provides its grievance and appeal policy and grievance information separately.

s) Rights of Children

When the individual is a child as defined by applicable Oregon rules, exercise the rights provided under applicable Oregon law, including ORS 109.610 through ORS 109.697.

t) Rights of Individuals Committed to the Oregon Health Authority

If committed to the Oregon Health Authority, exercise the rights provided under ORS 426.385.

u) Freedom from Reprisal or Punishment

Exercise all rights described in OAR 309-019-0115 without any form of reprisal or punishment.

HOW TO EXERCISE YOUR RIGHTS

WWC will explain these rights and how to exercise them to each individual receiving services and, when applicable, the individual's guardian. If you have questions about your rights, need assistance exercising a right, would like to request your service record or service plan, need information about a Declaration for Mental Health Treatment, or need this information in another language or an alternative format appropriate to your needs, please contact WWC.

Willamette Wellness Center

Phone: 503-404-3637

Email: info@wwcpdx.com

Individual rights are also posted in writing in a common area of WWC's facility. Exercising your rights will not result in reprisal or punishment. Information about filing a grievance or appeal is provided in WWC's separate grievance and appeals materials.

Oregon Rule References: OAR 309-019-0115 (Individual Rights); OAR 309-019-0135 (written program orientation information provided prior to or at the start of treatment); and the Oregon statutes and federal authorities identified above where applicable.