

You have the right to:

- Be informed about your rights
- Due process
- File a writ of Habeas Corpus
- Education
- File a complaint
- Be treated as legally competent
- A safe and humane environment
- To be protected from harm
- Privacy and confidentiality
- Freedom of movement
- Personal possessions
- Communications and social contact
- Religion
- Confidentiality of records
- Not be forced to perform labor
- Disclosure of services
- Quality treatment/services
- Individualized treatment/services
- Participation in treatment/services
- Least restrictive conditions
- Not participate in research and experimentation
- Informed consent

You have the responsibility to:

- Provide complete medical information
- Be familiar with and follow the rules
- Attend scheduled activities
- Be considerate of the rights of others
- Be respectful of property not belonging to you
- Actively participate in planning your program
- Maintain civil language and conduct
- Keep yourself and your living area clean
- Obey laws which apply to all citizens
- Meet your financial commitments

For More Information Contact:

The Alabama Department of Mental Health

Office of Rights Protection & Advocacy

RSA Union Building

100 North Union Street

Post Office Box 301410

Montgomery, Alabama 36130-1410

Phone: 334-242-3454/1-800-367-0955

Fax: 334-242-0747

E-mail: Alabama.DMH@mh.alabama.gov

Web site: www.mh.alabama.gov

Models used for illustrative purposes only.



ALABAMA DEPARTMENT OF
MENTAL HEALTH

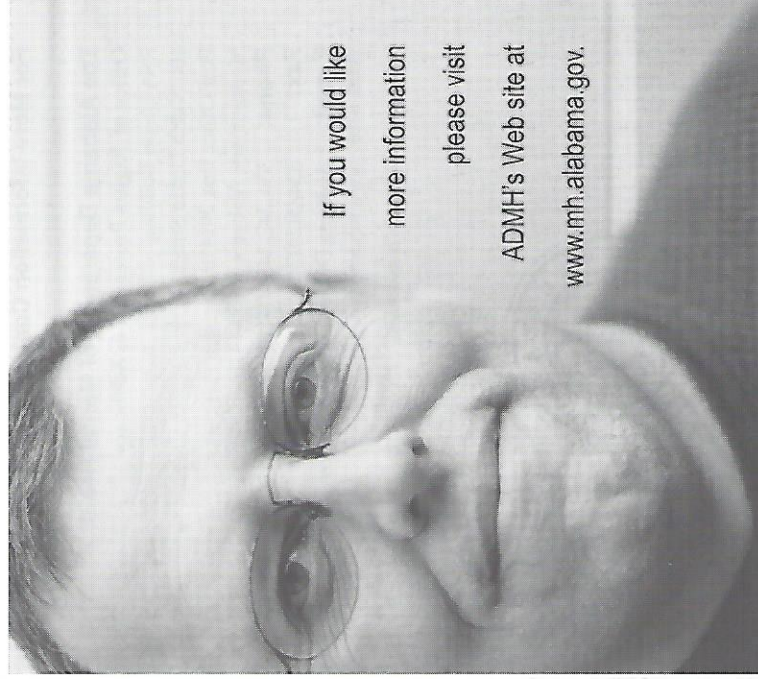


What Does An Advocate Do?

1. Your advocate provides Information and Referral Services designed to link you with the Alabama Department of Mental Health (ADMH) services you desire. This service is provided by advocates at both the local and state levels and is available to you regardless of whether you are receiving inpatient or community services.
2. Your advocate conducts Complaint Investigations. Should you feel that your rights have been violated by a program that is either certified by or contracted with ADMH, your advocate can look into the problem for you. Your advocate will objectively review the situation to determine if there is indeed a rights violation. The advocate will then work with you and with the program to resolve the problem.
3. Your advocate conducts Education and Training Programs designed to increase your knowledge of your rights. Advocates also conduct staff training as a proactive measure to prevent the occurrence of rights violations in the agencies where you receive your services.
4. Your advocate conducts Rights Compliance Monitorings to ensure that state facilities and community programs maintain compliance with Advocacy mandates and standards. These monitorings are conducted periodically throughout the year and are designed to address problems and to identify potential problem areas. Advocates are interested in what you have to say about the services you receive, so if you see your advocate monitoring the program you attend, feel free to speak with him/her.

5. Your advocate puts forth an effort to maintain a good working relationship with agencies external to the ADMH. Such interagency collaborations may require that the advocate attend meetings to learn more about services and benefits that could help you in achieving your future goals.

"The mission of the Office of Rights Protection and Advocacy is to actively assist in safeguarding the rights of individuals served in ADMH inpatient facilities and those served in community programs under contract with or certified by ADMH."



If you would like
more information
please visit
ADMH's Web site at
www.mh.alabama.gov.

How Do I Contact My Advocate?

- Call the toll-free number: 1-800-367-0955. This line is answered by the Office of Rights Protection & Advocacy located at ADMH's Central Office in Montgomery.
- This is not a direct line to your advocate, but the person who answers the line will take your name and number and will ask for the location from which you are calling. They will then determine which advocate is assigned to your area of the state and will ask him/her to call you.
- The Office of Rights Protection & Advocacy is open Monday - Friday, 8:00 AM - 5:00 PM except on holidays. After hours your call will be answered by the voicemail. The message will ask you to leave your name, number and a brief message. This information will be delivered to your advocate on the following workday.
- Please give the advocate time to call you back. Much of your advocate's job is done outside of his/her office. However, if you believe you need to speak with someone immediately, please tell the person who answers the line or leave that information in your message. Please remember messages left on the voicemail are responded to on the following business day.
- If you have not heard from your advocate by the end of the following business day, please call the toll-free number again to make sure that the advocate is not having trouble reaching you.
- If you do not have access to a telephone, you may write your advocate using the address on this brochure.