

Consumer Rights Statement

This Consumer Rights Statement enumerates the rights that you have when you receive mental health or substance use disorder services/support from the Department of Behavioral Health (DBH). If you need further explanation of any of these rights, feel free to ask your provider or see DBH Consumer Rights Policy 515.3. If the court has said that you are not able to understand these rights, these rights will be explained to your family member or legal representative or anyone you choose. You will be provided a copy.
(See footnote below for definition of consumer¹ which may also refer to “client”.)

When you are receiving services from the Department of Behavioral Health (DBH) or any facility that is contracted to provide mental health and/or substance use disorder services/supports, you have the right to:

1. BE TREATED WITH DIGNITY AND RESPECT AT ALL TIMES.
2. BE TOLD WHAT RIGHTS YOU HAVE.
3. BE FREE FROM DISCRIMINATION.
4. BE SAFE FROM HARM.
5. COMPLAIN IF YOU FEEL YOUR RIGHTS HAVE BEEN VIOLATED.
6. DECIDE WHAT TREATMENT YOU WANT IN ADVANCE.
7. GIVE OR NOT GIVE CONSENT FOR TREATMENT OF YOUR BEHAVIORAL HEALTH OR PHYSICAL HEALTH PROBLEMS.
8. TAKE OR REFUSE TO TAKE MEDICATIONS.
9. TREATED IN THE LEAST RESTRICTIVE AND INTEGRATED SETTING.
10. TAKE PART IN THE DEVELOPMENT OF YOUR TREATMENT/SERVICE PLAN.
11. HAVE INFORMATION ABOUT YOU KEPT PRIVATE.
12. TALK IN PRIVATE WITH THOSE MENTIONED IN YOUR SERVICE PLAN DURING REASONABLE TIMES.
13. RECEIVE AND SEND MAIL WITHOUT ANYONE ELSE OPENING IT.
14. ASK FOR AND GET A COPY OF YOUR BILL FOR THE SERVICES YOU RECEIVE.
15. RECEIVE SERVICES AND LIVE IN A HEALTHY, SAFE AND CLEAN PLACE. VOTE IN ALL ELECTIONS IF YOU ARE REGISTERED.
16. PRACTICE OR NOT PRACTICE YOUR RELIGION.
17. HAVE A PLACE TO STORE YOUR PROPERTY.
18. SAY HOW YOU FEEL ABOUT THE SERVICES YOU RECEIVE.

YOU MAY CONTACT:

Department of Behavioral Health, Consumer and Family Affairs Administration
64 New York Avenue, N.E., 3rd Floor, Washington, DC 20002
Telephone: (202) 673-4377 Fax: (202) 671-8049

www.dbh.dc.gov
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¹ Consumer refers to a person eligible to receive behavioral health services. Note: The common term used in the substance use disorder (SUD) service delivery system is “clients”.