

# Bereavement Client Bill of Rights



By the Bay Health is committed to ensuring that each counseling client receives the highest-quality services possible. To this end, every client has rights and responsibilities that are supported by law and agency policy.

This Bereavement Client Bill of Rights is designed to describe, protect and promote the rights of each client to be treated with dignity and respect. These rights may be exercised by the client or by a representative.

## **Nondiscrimination**

Every client is assured of personalized care regardless of race, religion, gender, ethnicity, national origin, age, handicap, sexual orientation, veteran status or lifestyle. By the Bay Health's counseling staff provides high-quality care, which is respectful of dignity, individuality and privacy.

## **Confidentiality**

Clients are guaranteed the protection of confidentiality in their counseling services, except when laws or ethics dictate otherwise, as spelled out in the Informed Consent Form for counseling services.

Any disclosure to another party will only be made with full written and informed consent by the client, or the client's representative in the case of minors, except in circumstances required by California State law.

## **Informed Consent**

It is our policy that clients be informed participants in the planning of care. This includes understanding the diagnosis, services provided, any fees that will be charged and payment/billing procedures. Clients have the right to be informed about the options available for treatment and the effectiveness of the recommended treatment.

## **Professional Expertise**

All counselors are licensed professionals, or are supervised by licensed staff and have completed additional training in bereavement and grief counseling. Clients have the right to receive full information about the treating professional's knowledge, skills, preparation, experience and credentials. By the Bay Health will not tolerate any occurrence of abuse, neglect, exploitation or boundary violation by any staff.

## Right to Have Your Concerns Addressed

By the Bay Health is always interested in client feedback, suggestions or concerns regarding our services. All complaints are taken seriously, responded to and resolved in a timely manner. Be assured that if you voice a complaint, you will not be subject to coercion, discrimination, reprisal or unreasonable interruption of care for exercising your rights.

We encourage you to voice any concern or complaint to a member of your care team for prompt follow-up.

You may also contact the Department of Public Health, 24 hours a day, seven days a week to report a complaint or request information.

### To File a Complaint:

The Joint Commission (TJC)  
One Renaissance Blvd., Oakbrook Terrace, IL 60181  
(800) 994.6610; automated 24/7  
[www.jointcommission.org](http://www.jointcommission.org)

### In Marin, Sonoma, Napa, Solano, Alameda and Contra Costa Counties:

California Department of Public Health,  
Licensing and Certification  
Redwood Coast/Santa Rosa District Office  
2170 Northpoint Pkwy., Santa Rosa, CA 95407  
Phone: (707) 576.6775 / Fax: (707) 576.2037  
Toll Free: (866) 784.0703

### In San Francisco and San Mateo Counties:

California Department of Public Health, Licensing and Certification, San Francisco District Office  
150 North Hill Dr., Suite 22, Brisbane, CA 94005  
Phone: (415) 330.6353 / Fax: (415) 330.6350  
Toll Free: (800) 554.0353

By the Bay Health is an independent, non-profit, health care provider serving the San Francisco and North Bay area since 1975. We provide the highest quality end-of-life care to patients and their families, as well as community education on end-of-life issues. Our grief counseling program serves anyone in the community who is coping with the loss of someone close to them.

For information about our programs and services, visit [www.bythebayhealth.org](http://www.bythebayhealth.org) or call (415) 927.2273.

By the Bay Health guarantees that no benefit was received by a health care professional for any patient's referral or transfer. Information regarding By the Bay Health's liability insurance will be provided upon request.

### For more information, contact:

#### By the Bay Health

#### Director of Quality & Compliance

17 E. Sir Francis Drake Blvd., Larkspur, CA  
94939-1708  
Phone: (415) 927.2273 / Fax: (415) 925.1680  
Mon.–Fri., 8:30 a.m.–5 p.m.

By the Bay Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

By the Bay Health cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (415) 927.2273, TDD 711.

By the Bay Health 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 (415) 927.2273, TDD 711.

4-28-21



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Marin County  
(415) 927.2273

San Francisco & San Mateo  
Counties  
(415) 626.5900

Sonoma County and the cities of  
American Canyon, Napa and  
Vallejo  
(707) 935.7504

[www.bythebayhealth.org](http://www.bythebayhealth.org)