



Protecting Your Human Rights

As an individual who receives services from Wall Residences, you have certain rights that are set out in the Rules and Regulations to assure the Rights of Individuals Receiving Services from Providers licensed, funded, or operated by the Department of Behavioral Health and Developmental Services. There is a written Wall Residences policy that sets out what will be done to comply with these regulations.

Right to Notification

You are to be informed of your rights annually while in the program. And you have the right to see and get a copy of the Rules and Regulations to Assure the Rights of Individuals and the Wall Residences Human Rights Plan upon request. You must be told if your service has established rules of conduct, what these rules are, and to have a copy of the rules.

Right to Person-Centered Services

Wall Residences cannot deny services to you solely on the basis of your race, national origin, sex, age, religion, disability, or ability to pay. If you think Wall Residences has discriminated against you, contact the CEO John Weatherspoon, the Regional Advocate, or any Wall Residences employee.

Right to Confidentiality, Access & Amendment

Your records will be disclosed only with your authorization, the authorization of your authorized representative or by court order. Except in emergencies or as otherwise required or permitted by law. You have the right to inspect and to have copies made of your records at your own expense, except where it would be harmful to you. In that situation, a lawyer, doctor, or psychologist you choose can see the records on your behalf. If you feel there are mistakes in your record, you can ask to have them amended, and if Wall Residences doesn't change what you think is an error, you can place your statement about the error in your record.

Right to Consent

A treatment or service which presents a significant risk – that is, one that might cause some injury or have a serious side effect may not be administered unless you or your authorized representative first give informed consent.

Right to Dignity

You have the right to be called by your preferred or legal name. You have the right to be protected from abuse, and to request help in applying for services or benefits for which you are eligible. In your residential program, you have the right to a safe, sanitary, and humane environment. You have the right to the provision of suitable clothing. You have the right to confidential mail and telephone communications. You have the right to personal meetings with professionals or counselors assisting you. You have the right to observe religious practices which do not conflict with the rights of others or with the law.

Right to Least Restrictive Alternative

You will be involved in decisions to limit your freedom and you will be told what has to happen for the limits to be removed. Your personal and physical freedom may be limited when necessary for your safety or the safety of other individuals, or for treatment. Restrictions can be applied without notice in emergencies.

Right to be Paid for Work

You have the right to be paid for work you do for Wall Residences that the law says is compensable work. Personal housekeeping and work that is done as part of treatment and is not done mainly for the purpose of making money for the program is not compensable work.



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Right to Notify Others

You have the right to notify a person of your choice of your general condition, location, or transfer to another location.

Right to Keep Certain Legal Rights

When you enter a Wall Residences service you keep your basic legal rights, including the right to enter into contracts, to register and vote, to marry or divorce, to make a will, to use the courts, etc.

Right to Hearings and Appeals

If you believe any of your rights under the Rules and Regulations to Assure the Rights of Individuals has been violated you may file a complaint. You may also appeal the decision to the Wall Residences CEO. In answering your complaints, Wall Residences staff must inform you of your appeal rights, which include the right to appeal a decision to the Local Human Rights Committee (LHRC).

Right to Assistance by Regional Advocate

Complaints can be made to your Program Manager, Regional Coordinator, the Directors, VPs, or CEO. Wall Residences reviews all complaints received and will attempt to provide resolution for any complaint of a violation of your rights. All complaints are reported to the Regional Human Rights Advocate. The state has appointed a Regional Advocate to help individuals and to ensure programs recognize individual rights. The Advocate will help you in making, resolving, or appealing complaints about rights violations.

The Office of Human Rights

Virginia Department of Behavioral Health and Developmental Services

The first Human Rights Director was appointed in 1978, leading to the development of the Office of Human Rights. According to the DBHDS website (October 2025), “The mission of the Office of Human Rights is to monitor compliance with the Human Rights Regulations by promoting the basic precepts of human dignity, managing the DBHDS Human Rights complaint resolution program and advocating for the rights of persons with disabilities in our service delivery systems.”

We encourage you to review the thorough and helpful information available about your rights on the DBHDS website.

<https://dbhds.virginia.gov/clinical-and-quality-management/human-rights/resources-for-individuals/>

If you feel your rights have been violated, DBHDS has processes and advocates to help you register a complaint. These are regionally based. A map with contact information can be found within the resources for individuals portion of the human rights webpages of the DBHDS website.

https://dbhds.virginia.gov/wp-content/uploads/2025/09/contact_info_map-2025.updatelogo.pdf

You deserve to be treated with dignity and respect.