

What is the Patient Advocacy Program?

We are dedicated to ensuring the rights of mental health clients.

Mental health clients have the same legal rights afforded to every American citizen.

Information & Assistance

(619) 282-1134 or 1-800-479-2233

Fax: (619) 282-4885

www.jfssd.org/patientadvocacy

Hours: 8:00am–5:00pm, Monday–Friday



Patient Advocacy

For mental health clients residing in San Diego County board and care facilities

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For a copy of our Notice of Privacy Practices, please visit our website or contact us.

Patient Advocacy

Board and Care Facilities



The Patient Advocacy Program is funded by the county of San Diego



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Board and care houses are licensed residential facilities that provide 24 hour care and supervision to adults

Admission Agreements must include general facility policies which are intended to ensure that no client, in the exercise of his/her personal rights, infringes upon the personal rights of any other client.

Adult Residential Facilities Residents Rights

Basic Rights

- To be informed of his/her rights including the right to confidentiality
- To dignity, privacy, and humane care
- To be free from harm, abuse, and discrimination
- To freely practice his/her religion
- To receive assistance in exercising the right to vote
- Other rights in accordance with state and federal laws

Personal Belongings

- To wear his/her own clothes
- To possess and use his/her own personal items, including his/her own toilet articles
- To possess and control his/her own cash resources
- To have access to individual storage space for his/her private use

Visitors & Communication

- To visit the facility with his/her relatives or authorized representative prior to admission
- To have visitors, including advocacy representatives, visit privately during waking hours
- To have access to telephones in order to make and receive confidential calls, provided that such calls do not infringe upon the rights of other clients and do not restrict availability of the telephone during emergencies
- To mail and receive unopened correspondence

- To have communications to the facility from his/her relatives or authorized representative answered promptly and completely, with resident's consent

Transportation and Meals

- To have transportation to medical and dental appointments and prompt medical care and treatment provided or to have arrangements made for these services
- To leave and return to the facility at any time and not be locked in or out
- To move from the facility in accordance with the terms of the Admission Agreement
- To nutritional meals, in accordance with licensing requirements

What do patient advocates do?

- Investigate and resolve complaints, concerns, or grievances received from mental health clients about rights violations
- Coordinate efforts with other agencies, as needed and when appropriate
- Visit facilities and monitor for compliance with clients' rights laws, regulations, and policies
- Ensure that clients, staff, owners, and administrators are informed of the rights of persons with mental illness
- Provide continuing education for licensees, administrators, residents, and other professionals

Need Assistance?
Have Questions?

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