

HANDBOOK FOR CONSUMERS, LEGAL REPRESENTATIVES, ADVOCATES, AND FAMILY MEMBERS

K. Individual Rights:

Everyone in the community has human and legal rights. Human rights include the right to make choices and to be treated with dignity and respect. Legal rights are those guaranteed by law. These include the right to treatment and services, independence, and freedom from restraint and the right to help plan the training and services you receive from Link Associates. Your Link Service Coordinator or Program Supervisor will talk to you about your rights when you begin receiving services. Individual rights include, but are not limited to:

1. The right to be treated with consideration, respect, and with full recognition of personal dignity and individuality.
2. The right to receive kind and considerate treatment at all times and be free from emotional and physical abuse.
3. The right to receive a copy of the Link Associates rules and regulations governing the program, including the Individual Rights Statement, at intake.
4. The right to refuse treatment or services being offered by Link Associates.
5. The right to receive a program evaluation for each program within thirty (30) days following admission into a program.
6. The right to work with your team to choose which services best meets your individual needs.
7. The right to a current Comprehensive Consumer Case Plan of services, implemented through prompt treatment of identified goals. This includes:
 - a. participation in the planning and decision making processes.
 - b. have regular reviews of your plan with a written report
 - c. opportunity to request a plan change at any time
8. The right to be free of restrictive measures (see **Rights Limitations or Restrictions** below) unless a restriction is developed and authorized through Link Associate's Positive Behavioral Support and Least Restrictive Intervention policy.
9. The right to confidentiality of all information contained in records.
10. The right to examine all information contained in your record and secure copies of the record at reasonable cost upon request.
11. The right to practice whatever religion you choose, including the right to believe in any faith, attending a particular church or religious service or choosing not to attend any church or religious service.
12. The right to choose your own friends, neighbors, and associates.
13. The right to register to vote and to vote within state law.
14. The right to own and dispose of property and the right to enter into contracts and purchase property.
15. The right to meet with or participate in activities of social or other community groups in or outside the facility, including the right to refuse to participate in such activities.
16. The right to decline to participate in research projects unless informed consent has been given.
17. The right to choose your own physician.
18. The right to perform age appropriate, meaningful work in a safe environment and be paid for work performed in compliance with wage and hour regulations.
19. The right to submit complaints to the agency as well as to any other department or organization available to all citizens without fear of retribution. .
20. The right to freedom from unnecessary drugs or medications and the right to have medications administered only with your informed consent.
21. The right to freedom of choice in your living situation, choice of work, and choice in leisure activities.
22. The right to choose the agency to provide your personal services.
23. The right to meaningful and fair access to the courts, including legal representation.
24. The right to freedom from retaliation for making complaints about the services you receive.

L. Rights Limitations or Restrictions:

Some rights can be limited with your consent or the consent of your legal representative, or legal authorities. If rights are limited, the least restrictive and most appropriate method will be used. Limits will only be used to protect your health or safety, the health or safety of others, your financial affairs, or if needed as a part of your Comprehensive Consumer Service Plan to help you learn a social or behavioral skill. Any restrictions must be discussed with your team and specified in your Comprehensive Consumer Services Plan. You or your legal representative must give written permission and the limitation will be discussed on a regular basis to make sure it is still in your best interest. Rights that can be limited may include:

1. Managing personal financial affairs.
2. Selecting and participating in dietary preference.
3. Choosing and wearing clothing of your choice.
4. The freedom of movement, at reasonable times.
5. The freedom of speech and expression which includes the right to both send and receive uncensored phone calls and mail and to engage in private conversations.
6. Keeping medication in a locked container.
7. Keeping money in a locked container.
8. Not being allowed to use some appliances like a stove without staff support.
9. Psychotropic medications ordered by a physician or psychiatrist.
10. Staff having a key to your home.
11. Restricting time without staff support.

M. Individual Responsibilities:

To help us serve you in the best way possible, you have some responsibilities. It is our goal that everyone, consumers and staff interact with one another with dignity and respect at all times. If you need help in any of these areas, your team will assist you to identify the best way to work on the skill.

You are responsible to:

1. Engage in positive problem solving/questioning
2. Respond to constructive criticism in a productive, routine manner.
3. Respect others right to confidentiality at all times by not discussing programming and personal issues in the presence of other uninvolved employees or consumers, family, or in public.
4. Actively participate with staff in the CCSP planning and cooperate with the plan after it is developed.
5. Work cooperatively with staff and other consumers.
6. Respect the rights of other consumers and staff.
7. Be responsible for your work at home and on the job and offer other consumers assistance as able.
8. Provide information needed to serve
9. Make staff aware of concerns or problems.
10. Keep personal relationships away from the workplace as not to embarrass, distract or keep other consumers from performing job duties.
11. Follow Link Associates housing and workplace rules.