



Rights and Responsibilities

1. Scope

This policy is for clients.

2. Terms and Definitions

Term	Definition
Rights and Responsibilities	How to Exercise your Rights
<i>What is a right?</i>	Something I am allowed to do or have all the time.
<i>What is a responsibility?</i>	Something I agree to do to the best of my ability.

3. Policy Details

This policy details the rights and responsibilities of clients, clients' authorizers and representatives.

1. I have the right to:

Take part in planning and evaluating the services that will be provided to me.

AND

Have services and supports provided to me in a way that respects me and considers my preferences.

I understand that I need to do the following to exercise this right:

- I need to give feedback to the team on what I want and what I need

- Understand that the team is balancing my wants and needs
- Know I may not receive everything I want

2. Refuse or stop services and be informed of what will happen if I refuse or stop services.

I understand that I need to do the following to exercise this right:

- To go to the staff or program manager and explain why I want to stop or refuse services
- Remember that people may not agree with me because by doing so I may get sick or harmed
- Remember that I could lose my services and not get them back easily

3. Know before I start to receive services from CANA, if the program has the skills and ability to meet my needs for services and support.

I understand that I need to do the following to exercise this right:

- To learn about what services I can and cannot get
- To be willing to check out all of my options for services
- To try to use the services I have to get the things I need

4. Know the conditions and terms governing the provision of services, including the program’s admission criteria and policies and procedures related to temporary service suspension and service termination.

I understand that I need to do the following to exercise this right:

- Remember that admission means “start” and termination means “stop”
- To know the policies and routines
- That you can’t be kicked out without explanations being given or understood
- Need to listen to the reasons why services are being stopped.
- Need to learn about my appeal rights. I can question what they say or did.

5. Have the program help coordinate my care if I transfer to another provider to ensure continuity of care.

I understand that I need to do the following to exercise this right:

- Tell my case manager and/or legal representative about the desire to switch programs

6. Know what services this program provides and how much they will cost, regardless of who will be paying for the services, and to be notified if those charges change.

AND

Know, before I start services, if the cost of care will be paid for by insurance, government funding, or other sources, and be told of any charges I may have to pay.

I understand that I need to do the following to exercise this right:

- To know what I'm paying for
- And what others are paying for
- To ask for help budgeting and know what I am receiving
- Remember I should not request services I don't need

7. To have staff that is trained and qualified to meet my needs and support.

I understand that I need to do the following to exercise this right:

- To know that the staff are trained to help and support me
- To have understanding and helpful staff

8. Have my personal, financial, service, health, and medical information kept private and notified if these records have been shared.

AND

Have access to my records and recorded information that the program has about me as allowed by state and federal law, regulation, and rule.

I understand that I need to do the following to exercise this right:

- I can request a copy of my records in writing

9. Be free from abuse, neglect or financial exploitation by the program or its staff.

AND

Be free from staff trying to control my behavior by physically holding me or using restraint to keep me from moving, giving me medications I don't want to take or that isn't prescribed to me, or putting me in time out or seclusion; except if and when manual restraint is needed to protect me or others from physical harm.

I understand that I need to do the following to exercise this right:

- I will treat people how I want them to treat me
- Know that abuse, neglect, and exploitation mean "bad treatment" and I need to report it

10. Receive services in a clean and safe location.

I understand that I need to do the following to exercise this right:

- Let staff know if they do not feel safe in their current location
- Assist staff with keeping service location clean (if applicable)

11. Be treated with courtesy and respect and have my property treated with respect.

I understand that I need to do the following to exercise this right:

- I understand that people should treat me with respect
- I don't think people should talk about me without my permission

11. Be allowed to reasonably follow my cultural and ethnic practices and religion.

I understand that I need to do the following to exercise this right:

- Tell people about cultural, ethnic, and religious practices that are important to me
- Talk to staff about planning events and ask for help

12. Be free from prejudice and harassment regarding my race, gender, age, disability, spirituality, and sexual orientation.

I understand that I need to do the following to exercise this right:

- I deserve to be respected no matter what
- I need to know who to tell and ask for help if I feel someone is not respecting me

14. Be told about and to use the program’s grievance policy and procedures, including how to contact persons responsible for helping me get my problems with the program fixed and how to file a social services appeal under the law.

I understand that I need to do the following to exercise this right:

- Know that grievance means “complaint”
- I need to know who to tell and how to ask for help
- I understand that no one will hurt me if I tell them

15. Know the names, addresses and phone numbers of people who can help me, including the ombudsman, and to be given information about how to file a complaint with these offices.

AND

Exercise my rights on my own or have a family member or another person help me exercise my rights, without retaliation from the program.

I understand that I need to do the following to exercise this right:

- I understand that I can call my parents to ask for help
- I can go to my social worker
- I can talk to the staff
- I can call and advocate
- I can take it to the court and appeal what they say or did

16. Give or not give written informed consent to take part in any research or experimental treatment.

I understand that I need to do the following to exercise this right:

- I have the right to just say “no”
- Ask staff to inform me and define for me all the terms and conditions before I agree
- Get good information before making a decision

17. Choose my own friends and spend time with them.

I understand that I need to do the following to exercise this right:

- Learn the best way to have a friend and be a friend
- Know that staff can't tell me who my friends are or who I can be friends with
- Remember that I have to be nice and flexible
- I should reschedule if I forgot to go somewhere with someone.

18. Have personal privacy.

AND

Visit alone with my spouse, family, legal counsel, religious guide, or others allowed in the MN Human Services Rights Act, MN Statutes, section 363A.09, including privacy in my bedroom.

I understand that I need to do the following to exercise this right:

- I should tell people when I want to be alone
- Close my door for privacy when I want to be alone
- I can tell people to go away if I want to be alone
- Respect other people's privacy and not barge in

19. Take part in activities I choose.

I understand that I need to do the following to exercise this right:

- I have to let people know what I want to do
- I have to save my money so I can afford to do things
- I may have to ask people to help make arrangements for tickets and transportation

For Residential Programs:

1. Have free, daily, private access to and use of a telephone for local calls, and long-distance calls made collect or paid for by me.

I understand that I need to do the following to exercise this right:

- Remember that sometimes I need to wait until a person is done before I can use the phone
- Remember that I may have to share the phone if necessary
- Remember that I need to pay my phone bill

2. Receive and send mail and emails and not have them opened by anyone else unless I ask.

I understand that I need to do the following to exercise this right:

- Give permission for anyone else to read my mail but me

3. Use of and have free access to common areas (this includes the kitchen)

I understand that I need to do the following to exercise this right:

- I have a right to use community spaces, including the living room, kitchen, and bathroom.
- If I need alone time, I need to remember that common areas are for everyone and my bedroom is for me to get away.