

CHOICE, unlimited

Creating and Enhancing Opportunities Within Local Communities

Service Recipient Rights

You have several rights when you are receiving services from a licensed provider. They must give you a copy of these rights on your first day of service. The provider must then explain these rights to you within 5 working days of providing service to you. This document will be signed and dated by you or your legal representative and maintained in your file at service initiation and annually thereafter.

SERVICE RELATED RIGHTS:

1. **THE RIGHT TO TERMINATE OR REFUSE SERVICES** - You have the right to refuse or end services. If you choose either of these options, the service provider will inform you of the results of ending or refusing services.
2. **THE RIGHT TO KNOW SERVICE LIMITS** - You have the right to know, in advance, any limits to the services you receive. Those limits to service are:

All rights restrictions must be documented in your Coordinated Service and Support Plan Addendum (CSSPA) and on the Service Recipient Rights Restriction form. Continued or discontinued rights restrictions must be reviewed semi-annually and must be clearly documented.

3. **THE RIGHT TO KNOW INITIATION / DISCHARGE TERMS** - You have the right to know the provider's admission policy and other policies and procedures related to initiation and discharge. You also have a right to know why the provider could discharge you. A discharge is when the provider stops giving you services and asks you to get services somewhere else. If a provider wants to stop giving you services, they must give you written notice in advance. You have the right to receive support from this agency to help coordinate your care if you transfer to another provider.
4. **THE RIGHT TO KNOW SERVICE CHARGES** - You have the right to know what the charges are for your services, regardless of who will be paying for the services, and be notified upon request of changes in those charges. The charges are as follows: _____
5. **THE RIGHT TO KNOW FUNDING SOURCE** - You have the right to know who pays for your services, whether insurance, government funding, or other sources, and if you or your family have to pay any amount. Service payment is covered by: Waiver/ County Social Services VRS/DVR Other: _____
Amount my family or I have to pay: _____
6. **THE RIGHT TO TRAINED / COMPETENT STAFF** - The staff who work with you must be competent and have the training necessary to do a good job, have professional certification or licensure, as required, and must meet additional qualifications identified in the individual service plan/CSSP. If you and your case manager think staff members need additional training, it will be written in your service plan and the provider will make sure staff members have this training.
7. **THE RIGHT TO PARTICIPATE IN SERVICE PLANNING** - You have the right to participate in planning and evaluating the services you receive.
8. **THE RIGHT TO RESPECTFUL SERVICES** - You have the right to receive services and support provided to you in a way that respects you and considers your preferences as identified in you Coordinated Service and Support Plan and your Coordinated Service and Support Plan Addendum.
9. **THE RIGHT TO KNOW THE PROVISION OF SERVICES** - You have the right to know the criteria, policies and procedures related to temporary service suspension and service termination.

PROTECTION RELATED RIGHTS:

1. THE RIGHT TO PRIVATE RECORDS - People can only look at your personal, financial, service and medical records, or talk about you to others, if you or your guardian gives permission. You have a right to know your service provider’s policy and procedures about keeping your information private.
2. THE RIGHT TO SEE YOUR RECORDS - You have a right to look at your records, in accordance with applicable state and federal law, regulation, or rule. This organization will follow all laws, regulations, or rules regarding privacy including the Health Insurance Portability and Accountability Act (HIPAA) and the Minnesota Data Practices, Minnesota Statute Chapter 13.
3. THE RIGHT TO BE FREE FROM STAFF CONTROLLING YOU BY USE OF PHYSICAL HOLDS – You have the right to be free from staff trying to control you by physically holding you or using a restraint to keep you from moving, giving you medication you don’t want to take or that is not prescribed to you, putting you in a “time out” seclusion, restrictive intervention; except, if and when, manual restraints is needed in an emergency to protect you or others from physical harm.
4. THE RIGHT TO BE FREE FROM MALTREATMENT - Staff must do all they can to prevent you from being hurt by others. If someone mistreats you, tell a staff person, your case manager, or some other advocate.
5. THE RIGHT TO BE TREATED WITH RESPECT - Staff must treat you respectfully. They must allow you to do the things you enjoy, speak with you in a way you can understand, and be respectful of your cultural background.
6. ~~THE~~ RIGHT TO RECEIVE SERVICES IN A CLEAN AND SAFE ENVIRONMENT - You have the right to receive services in a clean and safe location/environment.
7. THE RIGHT TO HAVE REASONABLE OBSERVANCE OF CULTURAL AND ETHNIC PRACTICE AND RELIGION – You have the right to observe and participate in activities of ethnic practice or religion of your choice. Staff will encourage you in your knowledge and information of your culture, ethnicity, and religion. Your schedule may include cultural, ethnic, and religious activities.
8. THE RIGHT TO BE FREE FROM BIAS AND HARASSMENT – Regarding race, gender, age, disability, spirituality, and sexual orientation. Each staff will encourage you to express your individuality and will not judge, harass, or act in any way that can be construed as biased. Each individual is a unique person and has the right to live, work, and engage in environments that are free of bias and harassment.
9. THE RIGHT TO BE INFORMED OF, AND USE THE GRIEVANCE POLICY AND PROCEDURES – Including knowing how to contact persons responsible for addressing problems and to appeal under section 256.045. This organization has a grievance policy that will be explained to you upon service initiation and more frequently if desired by yourself or your legal representative. This policy includes information on who to contact for addressing problems and your right to appeal a decision. The right to appeal may be found in Minnesota Statute, section 26.045. You may find this information on the MN Office of the Revisor’s website: <https://www.revisor.mn.gov/>. You have the right to have service and support provided to you in a way that respects your preferences.
10. THE RIGHT TO KNOW THE NAME, TELEPHONE NUMBER, AND THE WEB SITE, EMAIL AND STREET ADDRESS OF PROTECTION AND ADVOCAY SERVICES – Including the appropriate state-appointed ombudsman, and a brief description of how to file a complaint with these offices. Should you choose to voice a grievance, you will not be retaliated against. You may be provided with contact information for persons and agencies than can assist you. Staff may explain how to contact them and how to file a complaint with those agencies or offices.
11. THE RIGHT TO HAVE YOUR COMPLAINTS HEARD - If you have a problem, you have a right to have others hear about it. You can complain to anyone working for your service provider, including supervisors. If you feel no one is listening to your concerns, tell your case manager or an advocate. The contact person for this service is:

- Karen Schmidt / Jackie Nelson / Kristie Buchman 218-724-5869
- County Case Manager: _____ Phone number: _____

Commented [GW1]: This is in the Protection section in the statutes.

Commented [KB2R1]: ACCEPT CHANGE

• VRS/DVR Counselor: _____ Phone number: _____

• Legal Advocacy: 218-724-5625

12. THE RIGHT TO HAVE PROBLEMS RESOLVED AND TO APPEAL UNDER SECTION 256.045 - If you have a problem, you have a right to know what the provider will do to take care of it. If your problem isn't solved, you can appeal. Contact your case manager, advocate or guardian to help you with this. If you disagree with this process, you may legally appeal to the court system.

13. THE RIGHT TO ADDITIONAL ASSISTANCE - Whenever you need help with something and feel you are not getting the help you need, you can contact your case manager, guardian, or an advocate. Phone numbers of people you can contact are:

• Karen Schmidt / Jackie Nelson / Kristie Buchman 218-724-5869

• County Case Manager: _____ Phone number: _____

• VRS/DVR Counselor: _____ Phone number: _____

• Legal Advocacy: 218-724-5625

14. THE RIGHT TO STAND UP FOR YOUR RIGHTS - If you feel any of your rights aren't being met, you, your family or your guardian have the right to insist on your rights. Your service provider cannot stop you, nor do anything to punish you for this.

15. THE RIGHT TO REFUSE TO PARTICIPATE IN RESEARCH OR ANY EXPERIMENT - You don't have to participate in any experiment or research unless you want to. Staff must give you information about this in a way you are able to understand it and put your choice in writing.

16. THE RIGHT TO FRIENDS - You have the right to associate with other people of your choice in the community.

17. THE RIGHT TO PERSONAL PRIVACY - You have the right to be alone in the bathroom or other private areas.

18. THE RIGHT TO PLAN ACTIVITIES - You have a right to choose, plan, and participate in activities you enjoy.

I have received a copy of these rights. Yes No

These rights were explained to me in a manner which I understand. Yes No

Service Recipient signature Date: _____

Legal Representative signature Date: _____

These rights were explained to me on _____ by _____
Date Signature