



CONSUMER RIGHTS STATEMENT

1. The right to be treated with consideration and respect for personal dignity, autonomy, and privacy;
2. The right to service in a humane setting which is the least restrictive feasible as defined in the treatment plan;
3. The right to be informed of one's own condition, of proposed or current services, treatment or therapies, and of the alternatives;
4. The right to consent to or refuse any service, treatment, or therapy upon full explanation of the expected consequences of such consent or refusal;
5. The right to a current, written, individualized service plan that addresses one's own mental health, physical health, social and economic needs, and that specifies the provision of appropriate and adequate services, as available, either directly or by referral;
6. The right to active and informed participation in the establishment, periodic review, and reassessment of the service plan;
7. The right to be free from intellectual, emotional and/or physical abuse.
8. The right to be free from abuse, financial or other exploitation, retaliation, humiliation, and neglect;
9. The right to access to information pertinent to the Client in sufficient time to facilitate his/her decision making;
10. The right to informed consent, refusal or expression of choice regarding service delivery, release of information, concurrent services, and composition of service delivery team;
11. The right to access or referral to legal entities for appropriate representation, self-help support services, and advocacy services;
12. The right to freedom from unnecessary or excessive medication;
13. The right to freedom from unnecessary restraint or seclusion;
14. The right to participate in any appropriate and available agency service, regardless of refusal of one or more other services, treatments, or therapies, or regardless of relapse from earlier treatment in that or another service, unless there is a valid and specific necessity which precludes and/or requires the Client's participation in other services. This necessity shall be explained to the Client and written in the Client's current service plan;
15. The right to be informed of and refuse any unusual or hazardous treatment procedures;
16. The right to be advised of and refuse observation by techniques such as one-way vision mirrors, tape recorders, televisions, movies, or photographs;
17. The right to have the opportunity to consult with independent treatment specialists or legal counsel, at one's own expense;
18. The right to confidentiality of communications and of all personally identifying information within the limitations and requirements for disclosure of various funding and/or certifying sources, state or federal statutes, unless release of information is specifically authorized by the Client or parent or legal guardian of a minor Client or court-appointed guardian of the person of an adult Client;
19. The right to have access to one's own psychiatric, medical or other treatment records, unless access to particular identified items of information is specifically restricted for that individual Client for clear treatment reasons in the Client's treatment plan. "Clear treatment reasons" shall be understood to mean only severe emotional damage to the Client such that dangerous or self-injurious behavior is an imminent risk. The person restricting the information shall explain to the Client and other

persons authorized by the Client the factual information about the individual Client that necessitates the restriction. The restriction must be renewed at least annually to retain validity. Any person authorized by the Client has unrestricted access to all information. Clients shall be informed in writing of agency policies and procedures for viewing or obtaining copies of personal records;

20. The right to be informed in advance of the reason(s) for discontinuance of service provision, and to be involved in planning for the consequences of that event;
21. The right to receive an explanation of the reasons for denial of service;
22. The right not to be discriminated against in the provision of service on the basis of religion, race, color, creed, sex, national origin, age, lifestyle, physical or mental handicap, developmental disability, or inability to pay;
23. The right to know the cost of services;
24. The right to be fully informed of all rights;
25. The right to exercise any and all rights without reprisal in any form including continued and uncompromised access to service;
26. The right to file a grievance;
27. The right to have oral and written instructions for filing a grievance, and
28. The right to investigation and resolution of alleged infringement of rights.

Your Responsibilities

- Actively participate in your rehabilitation and help to develop your plan of care with a Community Connections, Inc. staff member.
- Take part in planning and participating in your own psychosocial rehabilitation program and provide information concerning your mental health and medical history.
- Attend scheduled unit meetings and to select the unit of your choice to participate in.
- Contact Community Connections, Inc. staff if you are going to be absent from the program. Cancel your transportation, if applicable, as soon as you know you will be unable to attend the program.
- Ask a question(s) when you do not understand what is happening to you.
- Let a Client of the staff know when you have a problem or feel sick.
- Show respect for the property and rights of others.
- Obey the laws which apply to all citizens.
- Be familiar with and observe the rules and policies of Community Connections, Inc..
- Accept responsibility for your actions.
- Cooperate with the goal of achieving self-sufficiency in the management of your everyday living.
- As a Client of Community Connections, Inc. you have a guaranteed right to a place to come, a guaranteed right to meaningful relationships, a guaranteed right to meaningful work and a guaranteed right to a place to return.