

Consumer Bill of Rights
Course: AA2729

(Note: Consumers' legal representatives and case managers will receive a copy and explanations of revisions to policies and procedures that affect the consumer's service-related or protection-related 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.

THE RIGHT TO TERMINATE OR REFUSE SERVICES-You have the right to refuse or end services. If you choose either of those options, the service provider will inform you of the results of ending or refusing services.

THE RIGHT TO KNOW SERVICE LIMITS-You have the right to know, in advance, any limits to the services you are to receive. Those limits to service are:

THE RIGHT TO KNOW INITIATION/DISCHARGE TERMS-You have the right to know the provider's policy on service starting services. 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.

THE RIGHT TO KNOW SERVICE CHARGES-You have the right to know what the charges are for your services. The charges are as follows:_____

THE RIGHT TO KNOW FUNDING SOURCE-You have the right to know who pays for your services and if you or your family has to pay any amount. Service payment is covered by: _____ Amount my family or I have to pay:_____

THE RIGHT TO TRAINED/COMPETENT STAFF-The staff who work with you must have the training necessary to do a good job. If you and your case manager think these staff need added training and write this in your service plan, the provider must make sure staff have this training.

THE RIGHT TO PRIVATE RECORDS-People can only look at your records or talk about you to others if you or your guardian give permission. You have a right to know your service provider's policy about keeping your information private.

THE RIGHT TO SEE YOUR RECORDS-You have a right to look at your records.

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.

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.

THE RIGHT TO HAVE YOUR COMPLAINTS HEARD-If you have a problem, you have a right to have other's hear about it. You can complain to anyone working for your service provider, including the 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:_____How do I contact them:_____

THE RIGHT TO HAVE PROBLEMS RESOLVED-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.

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. Numbers of people you can contact are:_____

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 or do anything to punish you for this.

THE RIGHT TO REFUSE TO PARTICIPATE IN AN 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.

THE RIGHT TO A PHONE-You have the right to use a phone privately on a daily basis to make free local calls. You may have to pay for long distance calls or call collect.

THE RIGHT TO PRIVATE MAIL-No one can open your mail or tell you who you can or can't write to, or what you can write.

THE RIGHT TO PRIVACY WHEN MARRIED-If your husband or wife visits you, you have a right to private visits. If you both live at the service site, you have a right to share a bedroom and a bed.

THE RIGHT TO FRIENDS-You can choose your own friends. You have right to talk to your family and friends, and they can visit when they want.

THE RIGHT TO PERSONAL PRIVACY-You have the right to be alone in the bathroom and bedroom.

THE RIGHT TO PERSONAL PROPERTY-You have the right to keep and use personal clothing and possessions as space permits, unless to do so would infringe on the health, safety, or rights of other residents or household members.

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 _____ Date:_____ (Consumer or legal rep)

These rights were explained to me on: _____ (Date) _____ (Signature)

