

# Recipient rights

ARE NEVER LIMITED STRICTLY BECAUSE THEY HAVE DISABILITIES

# WHAT SPECIFIC RIGHTS ARE BEING DISCUSSED?

- Take part in planning and evaluating the services that are provided.
- Have services provided in a way that respects and considers their preferences.
- Refuse or stop services and be informed about what will happen if they refuse or stop services.
- Know before services begin, if the provider has the skills and ability to meet their needs for services and supports.
- Know the conditions and terms governing the provision of services, including the providers admission criteria and policies and procedures related to temporary service suspension and service termination.
- Have the provider help coordinate care, if transferring to another provider ensuring continuity of care.

- Know what services the provider offers and how much they cost, regardless of who will be service, and to be notified if those charges change.
- Know before services start, if the cost will be paid for by insurance, government funding, or other sources and be told of any charges they may have to pay.
- Have staff that are qualified and trained to meet their support needs.
- Have personal, financial, service, health, and medical information kept private and be notified if these records have been shared.
- Have access to records and recorded information that the program has about them as allowed by state and federal law, regulation, or rule.
- Be free from abuse, neglect or financial exploitation by the provider or its staff.
- Be free from staff trying to control behavior by physically holding or using a restraint to keep recipient from moving, giving unwanted medication or unprescribed medication, or putting in time out, seclusion, restrictive intervention; except if and when manual restraint is needed in an emergency to protect recipient or others from physical harm.
- Receive services in a clean and safe location.

- Be treated with courtesy and respect and have their property treated with respect.
- Be allowed to reasonably follow preferred cultural and ethnic practices and religion.
- Be free from prejudice and harassment regarding race, gender, age, disability, spirituality, and sexual orientation.
- Be told about and to use the provider's grievance policy and procedures, including knowing how to contact persons responsible for helping to get problems with the provider fixed and how to file a social services appeal under the law.
- Know the names, addresses and phone numbers of people who can help, including the ombudsman, and to be given information about how to file a complaint with these offices.
- Exercise their rights or have a family member or another person help them exercise my rights, without retaliation from the program.
- Give or not give written informed consent to take part in any research or experimental treatment.
- Choose their own friends and spend time with them.

- Have personal privacy.
- Take part in activities that they choose.
- RESIDENTIAL SERVICES AND SUPPORTS (meaning out-of-home crisis respite, supported living services, foster care services in a foster care home or a community residential setting) MUST INCLUDE THESE ADDITIONAL RIGHTS:
  - 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.
  - Receive and send mail and emails and not have them opened by anyone else unless I ask.
  - Use of and have free access to common areas (this includes the kitchen).
  - Visit alone with my spouse, family, legal counsel, religious guide, or others allowed in Minnesota Human Services Rights Act, Minnesota Statutes, section 363A.09, including my bedroom.

# Other Documented rights