

SUBJECT: CONSUMER RIGHTS AND RESPONSIBILITIES

EFFECTIVE
DATE: 11-09-10 (replaces 08-24-10)

APPROVED BY:

Reviewed (no changes): 04-17-11 _____

Executive Director

POLICY

McIntosh Trail CSB recognizes the interdependence of care delivery and organizational ethics. The process that guides the organization's interaction with and care of consumers demonstrates its recognition and support of consumer rights.

No listing of consumer rights can ensure the respect of those rights. It is the intent of these policies that the organization's interaction with and care of the consumer reflect concern and respect for the rights of the consumer and that all staff members become more aware of the ethical issues surrounding consumer care. Consumers who are disoriented or in a state of anxiety at the time of admission are informed of their rights at an appropriate time during treatment.

Any consumer receiving treatment/services or their decision maker has the right to:

1. Reasonable access to care, regardless of race, spirituality/religion, sex, sexual orientation, ethnicity, age, or disability.
2. Personal dignity throughout the provision of care.
3. Considerate care that respects personal values and belief systems.
4. Be informed of the organization's rules and regulations applicable to the consumer's conduct.
5. Informed participation in decisions regarding your care.
6. Participate in the treatment planning if you are more than 12 years of age along with the participation of parents, relatives, or guardians.
7. Individualized treatment, including the provision of adequate and humane services regardless of the source(s) of financial support, provision of services within the least restrictive environment possible, provision of an individualized treatment plan, periodic review of treatment plan, and provision of an adequate number of competent, qualified and experienced professional clinical staff to supervise and implement the treatment plan.
8. Participate in the consideration of ethical issues that arise in the provision of care, including resolution of conflict, withholding of resuscitative services, foregoing or withdrawal of life sustaining treatment and participation in investigational studies or clinical trials.
9. Personal privacy and confidentiality of information.
10. Choose a representative to make the decisions if you are incapable of understanding a proposed treatment or procedure or you are unable to communicate your wishes regarding care.

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POLICY (Continued)

11. Receive information and, when appropriate, your family or legal guardian, in a language that you understand and is communicated in a way that is meaningful.
12. Receive services that protect your health and safety.
13. Receive education/information on your illness/condition.
14. Refuse medication or treatment/service to the extent permitted by law.
15. Review and obtain copies of your records, unless the physician or other authorized staff feel it is not in your best interest.
16. Exercise all civil, political, personal, and property rights to which you are entitled as a citizen.
17. Freedom from retaliation that would interfere with the provision of services.
18. Remain free of physical therapeutic holds or time-out procedures, unless such measures are required for providing effective treatment or protecting your safety or the safety of others.
19. Be free of neglect, physical or verbal abuse, humiliation, and exploitation.
20. Converse privately, reasonable access to a telephone, receive and send uncensored mail, have visitors, and retain personal effects and money.
21. Be free from any type of fear-eliciting procedures or threats (overt or implied).
22. Referral to legal entities for representation, when requested.
23. Be free from having any basic necessity such as nutrition, clothing, shelter, rest or sleep withheld.
24. File a complaint if you think any of these rights have been restricted or denied. Filing a complaint will not result in retaliation or barriers to services.

PROCEDURE

At admission, each consumer receives a written statement of his/her rights and the rules/regulations and responsibilities for which he/she is responsible. Both statements are explained by staff at admission and signed by the consumer. These rights are reviewed annually during the Individualized Service Plan (ISP) with Developmental Disability (DD) participants and annually during the Individualized Recovery Plan (IRP) with Mental Health and Addictive Disease (MH/AD) consumers. Consumers who are disoriented or in a state of anxiety at the time of admission are informed of their rights at an appropriate time during treatment. An audio tape of "The Consumer Rights and Responsibilities Handbook" is available from the Administrative Office for those consumers requiring assistance. New employees receive consumer rights training at orientation.