



Policy 2.03: Rights and Responsibilities of Individuals Served

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It is the policy of Bridge Health to ensure the rights of individuals are protected and that individuals receive equitable supports from the organization. Upon intake and annually thereafter, individuals, guardians, and/or family members will be notified of their rights in language that is meaningful and clear.

Rights of individuals served include:

- The right to quality care suited to your needs.
- The right to receive services that respect your dignity, and protect your privacy, health, and safety.
- The right to the provision of services and treatment in the least-restrictive environment.
- The right to be informed of the benefits and risks of your service plan.
- The right to direct the development, implementation, and revision of your service plan.
- The right to set progressive treatment goals and review accomplishments on a regular basis.
- The right to have all treatment, services, education, and policies explained using language that is meaningful to you.
- The right to receive open, honest communication from staff providing services.
- The right to refuse service, unless a physician indicates that refusal would be unsafe for you or others.
- The right to privacy with a choice to authorize or refuse the release of confidential information unless required by law.
- The right to affordable, prompt, and confidential services.
- The right to confidential records.
- The right to review and obtain copies of your records, unless the physician indicates it is not in your best interest.
- The right to free language translation services, including sign language interpretation.
- The right to exercise all civil, political, personal, and property rights to which you are entitled as a citizen.
- The right to be free from physical and verbal abuse.
- The right to remain free of physical restraints and/or corporal punishment or time-out procedures unless such measures are required for your safety or that of others.
- The right to access self-help and advocacy support services.
- The right to humane treatment and to remain free of threats either overt or implied.
- The right to be free from fear-eliciting procedures of any kind.
- The right for all individuals to talk privately, to have reasonable access to a telephone, to receive and send mail, to have visitors, and to retain personal property and money.
- The right for all residential individuals to have access to all basic necessities including, but not limited to, such things as food, clothing, shelter, rest, and sleep.
- The right to receive services which are sensitive to the diversity of culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status, and language.
- The right to a tobacco-free environment in all Bridge Health facilities and vehicles.
- The right to participate in satisfaction surveys.
- The right to file a complaint (without fear of retaliation) if you think your rights have been restricted or denied along with the right to an investigation of alleged infringement of rights. (See Bridge Health Complaints and Grievances Policy 2.02)
- The right to be fully informed of the charges for services.
- The right to access the agency's quality management report and current strategic plan at www.bridgecsb.org.

- The right to be notified when scheduled appointments will be delayed or to receive at least 24-hours notice, when possible, if the appointment is cancelled or rescheduled.
- The right to obtain a copy of the most recent completed report of licensing inspection upon written request.

Responsibilities of individuals served include:

- To be honest with the staff providing services.
- To notify your Care Coordinator when services are received from any other providers, including medications prescribed.
- To engage in the process of developing and implementing your person-centered service plan.
- To respect the right and confidentiality of other individuals.
- To pay assessed fees.
- To schedule and keep all scheduled appointments or give at least a 24-hour notice if canceling or rescheduling an appointment.

Approved

Heather Roesner, CEO

A handwritten signature in blue ink, appearing to read "Heather Roesner", is written below the printed name.