

## **FAMILY SUPPORT SERVICES OF NORTH IDAHO**

### **PARTICIPANT RIGHTS**

All people receiving services through Family Support Services of North Idaho have the following rights:

- Humane care and treatment; and
- Not to be put in isolation; and
- Be free of mechanical restraints, unless necessary for the safety of that person or for the safety of others; and
- Be free of mental and physical abuse; and
- Communicate by telephone or otherwise and to have access to private area to make telephone calls and receive visitors; and
- Receive visitors at all reasonable times and to associate freely with persons of his own choice; and
- Practice his own religion; and
- Wear his own clothing and to retain and use personal possessions; and
- Voice grievances and to recommend changes in policies or services being offered; and
- Be informed of his medical and habilitative condition, or services available at the agency and the charges for the services; and
- Reasonable access to all records concerning himself; and
- Refuse services; and
- Exercise all civil rights, unless limited by prior court order; and

Family Support Services of North Idaho shall ensure the following rights to all consumers of services;

- Privacy and confidentiality
- Be treated in a courteous manner
- Receive a response from the agency to any request made within a reasonable time frame; and
- Receive services which enhance the consumer's social image and personal competencies and whenever possible promote inclusion in the community; and
- Refuse to perform services for the agency. If the consumer is hired to perform services for the agency the wage paid shall be consistent with state and federal law, and
- Review the results of the most recent survey conducted by the Department and the accompanying plan of correction, and
- All other rights established by law; and
- Be protected from harm

The treatment services and habilitation for an individual will be designed to maximize the potential of the individual and will be provided in the setting that is least restrictive of the individual's personal liberty.

Family Support Services will ensure that each participant is informed of his rights in the following manner:

- Upon initiation of services, each family/participant will be provided with a packet of information which outlined rights, access to grievance procedures, and the names, addresses, and telephone numbers of protection agency and advocacy services. This packet will be in writing and easy to understand; and
- Family Support services will post a list of the participant's rights into the therapy room; and
- Each family/participant will be provided with a verbal explanation of their rights in a manner that will best promote individual understanding of these rights.

I have reviewed and been explained these Rights and understand I may access either agency management or ownership in the event of a misunderstanding of these rights or if I feel my rights have been violated.

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Initial

\_\_\_\_\_  
Date