

## **Rights of Persons Served**

Information related to the rights of the persons served will be regularly and appropriately communicated to all clients (and family members and legal representatives if appropriate), staff and volunteers. This information is included in the MCCDC Client Bill of Rights (below) and in the detailed information following this section.

All persons served by MCCDC have the right to be treated with respect and dignity at all times. Each person will be informed of his or her rights at the earliest possible time. MCCDC is committed to supporting and protecting all of the fundamental human, civil, constitutional, and statutory rights of each person it serves.

MCCDC seeks to help each person served to be an informed consumer and as active a participant as possible in those services. Their privacy and right to confidentiality will be carefully protected. They will be informed of their rights and how to exercise them and how to file a grievance when they believe they have not received proper treatment. The printed Bill of Rights and Responsibilities that appears below will be posted and it or an abbreviated version of it will be given and explained to each person at the point of admission into MCCDC' services.

### **MCCDC Client Bill of Rights**

Clients of MCCDC have the right:

to be treated with dignity and respect;

To make personal choices;

To receive quality care;

To understand and access information that is about them;

To privacy;

To have personal information handled with confidentiality;

To safety and security;

To be treated equally, free from discrimination; and

To speak up and be heard;

To file a grievance; and

To provide input regarding the content of their Individual Service Plan (ISP) and service delivery process, and

Freedom from financial or other exploitation

And freedom from humiliation

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### **Procedures**

The MCCDC Client Bill of Rights will be posted at each program site.

The Rights of Person Served Policies and the Client Bill of Rights will be made available to all clients (and family members or representatives if appropriate) of the MCCDC, and will be reviewed with clients as required.

All team members and volunteers are required to make a conscientious commitment to the MCCDC Client Bill of Rights and ethical codes of conduct by signing the **Professional Business Conduct and Ethics Acknowledgement Form** upon the commencement of employment and will be oriented to all Rights of Persons Served Policy during the onboarding process.

All team members shall promote the safety of persons served, other team members and volunteers (see MCCDC Safety Manual.)

Persons served have the right to make a written formal complaint using the **MCCDC Grievance Form** and submit the form to your immediate supervisor and/or Operations/HR Manager.

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### **Informed Choice**

To enable persons seeking or about to receive services to make an informed choice, they, or their parents or legal guardians if they are minors or unable to understand, will be given full written information about the program during the first or earliest possible contact with MCCDC, which will be explained in a language or form that they can understand. (See detailed Informed Choice Policy.)

### **Participation in Planning**

Persons served and their families will have the right to participate fully in the assessment, individualized service or treatment planning, and plan evaluation and revision processes that take place in their cases, as spelled out in the Individual Services Plan (ISP). Each person receiving services has the right to ask for and receive information regarding his or her care and treatment, to have the service plan reviewed regularly, and to be increasingly involved in the planning. Persons receiving services who are not able to participate fully in service planning, or their families as appropriate, will be informed in advance about the benefits and risks of, and alternatives to, planned services to be administered by MCCDC.

### **Confidentiality**

The protection of the confidentiality of information regarding persons served is the obligation of MCCDC and all of its representatives. All personnel will receive training around confidentiality issues and sign statements indicating their understanding of the requirements and their agreement to abide by MCCDC policy, as spelled out in the Code of Ethics document.

### **Grievances**

Any individual, family, or child receiving services from MCCDC has the right to be heard on grievances related to his or her services or treatment by the agency. It is MCCDC policy that IMMEDIATE attention will be given to all grievances from persons served. For the purpose of this policy, a grievance is considered to be a complaint by a person served or his/her family regarding a problem in service delivery that is substantial and cannot be resolved in the initial contact regarding it. The process for handling complaints or grievances from persons served is detailed below. Any child or family who files a grievance will be able to do so without fear of retaliation. Each grievance will be resolved as quickly as possible and the person served will be informed of the resolution. The person served will also be informed of his or her right to file a complaint with the referring or placing agency or public contractor involved in the case, if applicable. Grievances will be reviewed as part of the Quality Improvement process. Any patterns or problematic cases that may result in liability for MCCDC will be brought to the attention of the Board through that process. (See Grievance Procedures.)

### **Prohibited Interventions**

Personnel providing MCCDC services are not permitted in any situation to use manual, chemical, or mechanical restraint; sustained isolation; or locked seclusion; or any other restrictive behavior management intervention with persons receiving services. MCCDC team members shall not directly handle the funds of persons served.

Team members who fail to comply with this policy are subject to disciplinary action up to and including termination.

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