



CLIENT RIGHTS POLICY

1. Each individual who is admitted to a Unique Caring Foundation service will be informed of his/her rights as stipulated in 122C Article 3. A written summary will be given each participant and his/her legally responsible person.
2. All staff, care providers and volunteers are informed of the rights of the participants. Documentation of this training is signed by each staff member, care provider, contractor and volunteers and maintained by the program.
3. The Unique Caring Foundation Client Rights Committee will conduct an annual review of the Client Rights Policy, rights training and agency compliance with the Client Rights Policy.
4. Information provided to the participant will be consistent with their level of comprehension and will include: Protection regarding disclosure of confidential information; the governing body policies for fee assessment; grievance procedure; service suspension or expulsion; search and seizure procedure; and program rules with potential penalties.
5. Participants/legally responsible persons will be informed in terms they can understand about the potential risks and benefits of services, and will give consent to receive these services except in emergency situations or otherwise specified by laws.
6. Each voluntarily admitted individual has the right to refuse any treatment and or service.
7. If treatment is refused, the qualified professional will determine if another type of treatment is possible. If all appropriate modalities are refused, a voluntarily admitted consumer can be discharged. Refusal of consent should not be used as the sole grounds for termination unless the procedure is the only viable treatment/habilitation method available at the agency.
8. Documentation of informed consent will be placed in the individual's record.
9. Each individual will be encouraged to participate in appropriate, generally accepted social interactions and activities with other members of the community.
10. Special procedures and safeguards will be developed and implemented according to sound medical practice when a medication that is known to present serious risk to an individual is prescribed.
11. Care providers and staff will make every reasonable effort to protect each participant's personal clothing and possessions from theft, damage, destruction, loss or misplacement.
12. Each participant is assured the right to dignity, privacy and human treatment in the provision of personal health, hygiene and grooming care. Such rights include but are not limited to an opportunity for a shower or tub bath daily, the opportunity to shave daily, the opportunity to obtain individual personal hygiene articles which include but not limited to toothpaste, toothbrush, sanitary napkins, shaving cream and utensils.
13. Bath tubs or showers and toilets that ensure individual privacy will be available. Adequate toilet, lavatory, and bath facilities for use by an individual with mobility impairment may be available.
14. Each consumer will be provided a quiet atmosphere for uninterrupted sleep during scheduled sleeping hours and accessible areas for personal privacy for at least limited periods of time as clinically appropriate.
15. Each participant will maintain communication rights. Adult participants will have access to a telephone in a private area.
16. Individuals will be free from unwarranted invasion of his/her privacy. Searches of the individual or their property is warranted only when there is a reason to believe that they have possession of materials that are prohibited by the program's admission policy (including House Rules) or our agreement with the individual. All searches will be conducted according to the Unique Caring Foundation policy.

- 17. Each participant will be free from the threat or fear of unwarranted suspension or expulsion from the program. Any suspension or termination of services will comply with The Unique caring Foundation Suspension/Termination Policy.
- 18. Care providers and staff will not subject any participant to any sort of neglect or indignity or inflict abuse upon anyone. Care providers and staff will ensure to prevent the neglect or abuse of any participant in their care by others.
- 19. Care providers and staff are prohibited from engaging in any acts that constitute a sexual offense, sexual molestation, sexual harassment or sexual abuse.
- 20. All instances of alleged or suspected abuse, neglect or exploitation of consumers will be reported to the appropriate county Department of Social services, Division of Facility Services and the Healthcare Registry. Persons reporting instances of abuse, neglect or exploitation will be protected from harassment or threats.
- 21. The goal of the agency is to provide services using the least restrictive, most appropriate and effective positive modality.
- 22. Each participant will be free from unnecessary or excessive medication.
- 23. The following restrictive interventions are not used at all: Seclusion, physical restraint, isolated time out (see policy).
- 24. The following types of procedures are prohibited: Interventions prohibited by statute, corporal punishment, painful body contact, substance administered to induce painful bodily reactions, unpleasant tasting foodstuffs, noxious situations or substances, noise, bad smells, splashing with water, potentially physically painful procedures, electric shock, and insulin shock.
- 25. Use of protective devices will not be permitted unless the following conditions are met: The device has been assessed, it is the least restrictive appropriate measure, the individual is monitored at all times and the devices are cleaned at regular intervals.
- 26. The Unique Caring Foundation, Inc. and our care providers reserve the right to establish rules regarding acceptable behaviors and medical records requirements. Violation of these rules may cause a service disruption and replacement or suspension/termination. Service suspensions or terminations will comply with The Unique Caring Foundation, Inc. policies and the Grievance Procedure.
- 27. Participants/legally responsible persons may recommend changes in program policies and procedures or agency governance.
- 28. Each participant maintains all civil rights unless adjudicated incompetent.
- 29. Participants have the right to contact the Governor Advocacy for persons with Disabilities and will be given assistance by the program staff if necessary. The telephone number for the council is 1-704-433-2067.
- 30. The Grievance Policy and procedure is distributed to all participants and/or family members upon admission to the program. This policy allows consumers, family members, significant others, care providers and staff to express concerns about services and what response they may expect. The procedures include how to concern/complaint is to be expressed, to whom the concern/complaint should be addressed, a time frame for a response, and subsequent levels of management to contact if the response is unsatisfactory.

Referral to the Advocate may be made at any point in the grievance process. Referrals to the appropriate Governor’s Advocacy Council staff may be made at any point in the process. Each complaint will be evaluated and may be referred to the Client Rights Committee for investigation at any point.

Foster Parent Signature

Date

Witness Signature

Date



NOTIFICATION OF RECEIPT OF CLIENT RIGHTS INFORMATION

I have received and read a copy of the client rights policies and procedures, which is a written summary of 122C, Article 3. I understand it is regarding client rights and responsibilities. My questions that I had regarding client rights have been answered.

I also understand that specific programs may have additional policies and procedures pertaining to client rights and that those will be explained to me upon initiation with those programs.

I have received the following information:

1. Rules and responsibilities that I am expected to follow regarding client rights and that I accept the penalties for any violation of the rules.
2. Protections regarding disclosure of confidential information
3. Policies addressing fee assessment and collection practices
4. Grievance policy and procedure and name of contact person.
5. Search and Seizure policies & procedures
6. Notification of provisions regarding emergency use of restrictive interventions

I understand that failure to comply with these regulations could result in dismissal from employment with The Unique Caring Foundation, Inc. and may result in legal consequences.

 Signature Foster Care Parent

 Date

 Signature Foster Care Parent

 Date

 Signature Witness

 Date