

Independent Haven

Client Bill of Rights

When you receive services from Independent Haven you have several rights. You will be given a copy of your rights and they will be explained to you at your intake, 45-day review and during annual meetings. A Bill of Rights will also be posted in the common area at your site.

Service Related Rights

The right to terminate or refuse services – You have the right to know, in advance, any limits to the services you receive. These limits are:

Independent Haven does not perform personal cares for clients including bathing, dressing or grooming. Most of the buildings at Independent Haven are not handicap accessible.

Independent Haven does not perform medical procedures including tube feedings, dressing changes, insulin injections, blood sugar monitoring, C-PAP, or oxygen.

Independent Haven does not provide services to support clients who are physically aggressive.

Independent Haven does not provide chemical dependency services.

Independent Haven does not provide sex offender services.

The right to know initiation/discharge terms – You have the right to know the provider's policy on beginning services. You also have a right to know why the provider could discharge you. A discharge is when Independent Haven stops giving you services and asks you to get services elsewhere. If Independent Haven decides to do this, you will receive written notice in advance. A reason for discharge may include:

You no longer need services provided by Independent Haven.

You require more services than Independent Haven provides.

You choose not to positively participate in the rules of Independent Haven, established goals and/or policies.

You need assistance with personal cares.

You need staff to perform medical procedures.

You need chemical dependency services.

You need handicap accessible housing.

You have been physically aggressive towards staff or clients.

You have been sexually inappropriate with staff, clients or community members.

The right to know service charges - You have the right to know the charges for the provider's services. The charges are described in your waiver which is billed to your respective county.

The right to know funding source - You have the right to know who pays for your services and if you or your family has to pay any amount. Service payment is covered by your respective county through your waiver. You or your family will be responsible for paying for: outings, personal items, electricity, cable, rent, phone, pharmacy, and medical bills not covered by insurance.

The right to be trained/competent staff – Staff who work with you must receive appropriate training to meet your needs. If you and your case manager think staff need additional training and have written documentation in your service plan, Independent Haven must give staff additional training.

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Protection Related Rights

The right to private records – Staff at Independent Haven can look at your records or discuss information about you only if you or your legal guardian give permission.

The right to see your records – You have a right to see your records.

The right to be free from maltreatment – Staff must do all they can to prevent you from being hurt by others. If someone mistreats you, tell a staff person, your case manager, or other advocate.

The right to be treated with respect– Staff must treat you respectfully. They must allow you to do things you enjoy, speak with you in an understanding way and be respectful of your cultural background.

The right to refuse to participate in an experiment – You do not have to participate in any experiment or research if you do not wish to do so. Staff must give you understandable information and put your choices in writing.

The right to a phone – You have the right to use a personal phone privately on a daily basis to make free local calls. You may have to pay for long distance calls or place collect long distance calls.

The right to private mail – You have the right to a private mail box. You have the right to send and receive private mail.

The right to privacy– If your significant other visits you, you have a right to private visits. If you both live at Independent Haven, you have a right to share a bedroom and a bed.

The right to friends – You can choose your own friends. You have the right to talk to your family and friends and they can visit you at Independent Haven.

The right to personal privacy – You have the right to be alone in the bathroom and bedroom.

The right to plan activities – You have the right to choose, plan and participate in activities you enjoy.

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Grievance Rights

The right to have your complaints heard – If problems occur, you have the right to inform others about it. You can inform any staff working at Independent Haven, including management. If you do not feel heard, inform your case manager or an advocate. You may contact the Independent Haven Program Manager at 763-999-7799.

The right to have problems resolved – If problems occur, you have the right to know what Independent Haven will do to try and resolve the problem. If the problem is not resolved, you can appeal. Contact your case manager, advocate or guardian to help you with this. The names and telephone numbers of people you can contact are:

Case manager:

Legal guardian:

Office of Ombudsman: 612-296-3848

The right to stand up for your rights – If you believe any of your rights are violated, you have the right to insist your rights. Independent Haven cannot stop you or punish you for this.

MAARC 1-844-880-1574

Office of Ombudsman: 612-296-3848

Legal Aid: 612-332-7301 or 612-338-0968

I have received a copy of these rights and they have been explained to me:

Client signature

date

Legal guardian signature

date