

Rights of a Participant or Legal Guardians Served in ALL Programs:

START CORPORATION RESPONSIBILITIES

1. Start Corporation will develop, implement and comply with policies and procedures that protect its participant's rights
2. The participant will be informed of their rights and responsibilities at the time of admission or within 24 hours of admission
3. Receive a copy of ADM014 Rights and Responsibilities upon admission and upon revision
4. Have a family member, chosen representative and/or his or her own physician notified of admission to the BHS provider at the request of the participant
5. Receive non-medical and medical services without discrimination based on race, age, religion, national origin, gender, sexual orientation, or disability; upon request, participants will have access to Start Corporation's policies/protocols
6. Maintain the personal dignity of each client; free from abuse, neglect, exploitation and harassment
7. Receive care/treatment in a least restrictive, safe setting/environment, that meets the participant's needs and ensures physical/emotional security/general well-being
8. Participants will be free from abuse, neglect, financial or other exploitation, humiliation, or retaliation prior, during, and preceding their experience with Start Corporation
9. Be provided interpretation/translation services, if applicable, to facilitate communication between participant and staff
10. Be informed of the client's own health status and to participate in the development, implementation and updating of the participant's treatment plan
11. Make informed decisions regarding care by the participant or the participant's parent or guardian, if applicable, in accordance with federal and state laws and regulations
12. Be informed, in writing, of the policies and procedures for filing a grievance, update of review and determination of a resolution
13. Consult freely and privately with legal counsel or to contact an attorney at any reasonable time
14. Have the participant's personal information and medical records, including all computerized medical information, kept confidential in accordance with federal and state statutes and rules/regulations
15. To be given a copy of the program's rules and regulations upon admission
16. Clear description regarding services, benefits/risks, approximate timelines, and who will provide recommended services
17. Prompt information regarding conditions, treatment alternatives, and the right to refuse treatment.
18. Information of all available services/programs, including community and cultural resources
19. If participants do not qualify for specific services/programs due to criteria, age, level of need, participants will be notified verbally or in writing. Participants will be provided with an explanation and alternative services/programs that are aligned with their needs.
20. Competent and professional treatment that is respectful and focused on participant's needs

INDIVIDUAL RESPONSIBILITIES

1. Have a copy of these rights, which includes the information to contact HSS during routine business hours.
HSS
P.O Box 3767
Baton Rouge, La 70821
(225)-342-0138
2. Clear communication of rights, rules, and regulations at the start of services and annually thereafter.
3. Participants will be encouraged to grow and develop skills for independence and share ownership/responsibility for their health decisions
4. Participation in developing treatment plan goals, objectives, and plans
5. Receive an explanation of treatment/service or rights while in treatment/services
6. Be informed of the nature and purpose of any services rendered and the title of personnel providing that service
7. Risks, benefits, and side effects of all proposed treatment and medications will be explained
8. The probable health/mental health consequences of refusing treatment and other available treatments which may be appropriate will be explained to participant verbally or in writing

9. Accept or refuse all or part of service/treatment, unless prohibited by court order or a physician deems the participant to be a danger to self or others or gravely disabled
10. Involvement of family and significant others at participant's request/make personal choices to the extent possible, be assured choice and privacy and the opportunity to act autonomously
11. Encouragement to exercise your rights as an individual, and as a citizen, including the right to vote.
12. Involvement in your community including social, religious, and other activities
13. Confidentiality within the program except when disclosure is authorized by you or required by law.
14. Manage your finances as you see fit while maintaining financial obligations
15. Have a choice to contract with a third party for ancillary services/other services if deemed necessary
16. Participate or refuse to participate in experimental research when the client gives informed, written consent to such participation, or when a client's parent or legal guardian provides such consent, when applicable, in accordance with federal and state laws and regulations
17. Not to be photographed or recorded without prior informed written consent
18. Be informed in advance of all estimated charges and any limitations on the length of services at the time of admission or within 72 hours of program's knowledge of changes

PROGRAM/SERVICES INFORMATION

1. Opportunity to freely communicate, associate, and meet individuals of personal preferences (visits, e-mail, calls, mail)
2. Access to telephones and provided adequate privacy for incoming and outgoing calls
3. Access and responsible for personal possessions
4. Participants will not be permitted to be in possession of any item(s) that can be used to harm themselves or others.
5. Upon admission to an inpatient program, participants will be asked to surrender their items for safekeeping. Items that have been surrendered will be cataloged in a Participant Belonging Sheet. Items that are surrendered will be returned upon discharge.
6. Access to your personal funds, support with financial assistance as needed
7. Adequate privacy provided to fulfill Treatment Plan goals and objectives
8. Make suggestions or complaints in person or in writing to the Program Director and/or the Executive Director.
9. Access to an impartial advocate whenever your rights or desires appear to be in conflict or jeopardy.
10. Access to you own records and information about disclosures of your records
11. Ensure compliance with client's rights enumerated in R.S. 28:171/Louisiana Children's Code article 1409
12. For participants receiving care/treatment in the CRC program, Start Corporation's policy and position on the use of seclusion and restraint, is clearly understood under such circumstances, if any, seclusion or restraint would be used
13. Start Corporation does not use seclusion or restraint in any of its community based programs/services or traditional residential programs
14. For non-residential programs, participants will not be restrained or secluded in violation of federal and state laws, rules and regulations
15. Be fully involved in services and motivated to accomplish treatment plan goals and objectives
16. Maintain good personal hygiene at all times
17. Do not use or sell illegal drugs, illegally obtained drugs, or other substances that can interfere with your recovery or the recovery of those around you
18. Maintain active contact with family and other important persons (contact information up to date)
19. Respect the property of others by not touching, taking, or borrowing items without permission
20. Prevent damage or loss of items for self, others, or the agency. (Replacement may be required)
21. Observe "quiet time" as defined by local jurisdiction or landlord / lease requirements
22. Respect the privacy of others at all times, including knocking on doors and receiving permission before entering
23. When applicable, attend work or school programs regularly, participating to your fullest potential
24. Participate fully in services, notify staff at any time you feel services are not meeting your needs

25. Work towards personal recovery, independence, and quality of life
26. Do not smoke inside the residence (unless allowed by lease agreement) or in Start Corporation's vehicles
27. When required, allow Start Corporation to be your designated payee for Social Security/ other benefits
28. Access to indoor and/or outdoor recreational and leisure opportunities
29. Access to privacy/private room when using phone, visiting or meeting with staff
30. Provided written notification of any changes with licensure that would affect participant's current status
31. Any participant may be discharged at any time due to disturbance of the facility or other safety issues
32. Provided with basic hygiene items (soap, tooth paste, shampoo etc.) if needed
33. Participants understand that sharing a room with another resident may be required and may require reasonable restrictions
34. If allowed, participants may share a room with spouse or consenting adult

CRISIS PROCEDURES

1. In an emergency call 911/24-hour crisis line: 1-877-500-9997.

GRIEVANCES, COMPLAINTS, AND/OR SUGGESTIONS

1. Submitted complaints/grievances from participants will be done with the participant's well-being in mind and it will be encouraged to proceed without fear of reprisal following a prompt response from administration
 2. You have a right to express your concerns, suggestions, or complaints. Please follow these steps to do so:
 - a. Provide a verbal or written report to the staff or supervisor as soon as possible. You may ask for assistance in doing this
 - b. Provide full and accurate details, including witnesses, to the best of your ability
 - c. If you are not satisfied with the response, please report your concern to the program supervisor or manager
 - d. If you are not satisfied with the response, please notify the Administrative Office at 985- 879-3966. The Administrative management team will review the complaint and as necessary, involve members of the board to determine a resolution
 - e. If you are still not satisfied with the response, you may request an outside advocate through an impartial resource
 3. All complaints and grievances by individuals served by Start Corporation shall be treated with respect, confidentiality, and promptness. All efforts shall be made to arrive at a fair and just resolution, with no retaliation toward the complainant
 4. All complaints and grievances will receive prompt response and investigation as warranted. The staff member primarily involved in the response shall notify the complainant at least weekly of progress. The formal response will be provided in writing to the complainant within 3 working days following the decision.
 5. You and others have a right to live free of abuse, neglect, and exploitation. Mistreatment of children, the elderly, and adults with disabilities should be reported promptly. Please use the following agencies and phone numbers for reporting: Children: Dept. Child and Family Services (DCFS) - 855-4LA-KIDS, Adults / Elderly: Adult/Elderly Protective Services – 800 898-4910 or 800 259-4990 or LA Dept of Health - Health Standards Division 1-800-660-0488
 6. Copy of rights/grievance procedures are posted within the premises that are accessible to all participants.
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Participant Signature / Date

Staff Signature / Date