



SUBJECT: RIGHTS OF PERSONS SERVED

All persons served by Intercultural Family Services, Inc. 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. Intercultural is committed to supporting and protecting all of the fundamental human, civil, constitutional, and statutory rights of each person it serves.

Intercultural 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. A printed Bill of Rights and Responsibilities 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 Intercultural's services.

INFORMED CHOICE

In order 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 Intercultural, which will be explained in a language or form that they can understand.

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 Process of Care Plan. Each person receiving services has the right to ask for and receive information regarding his or her care and treatment, to have the service or treatment 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 Intercultural.

CONFIDENTIALITY

The protection of the confidentiality of information regarding persons served is the obligation of Intercultural 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 Intercultural policy, as spelled out in the Information Management Plan.

GRIEVANCES

Any individual, family, or child receiving services from Intercultural has the right to be heard on grievances related to his or her services or treatment by the agency. It is Intercultural 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 in Administrative Procedure #5. 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 Intercultural will be brought to the attention of the Board through that process.

PROHIBITED INTERVENTIONS

Personnel providing Intercultural 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.