



Dedicated to Health, Healing and Recovery

Individual Advocacy

Policy Name: Individual Rights and Responsibilities

Attachments: None

Effective Date: 2/21/16

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Owner Approval: Karen Watson, 3/21/16

CEO Approval: Thomas W. Ford, Ph.D. 3/28/16

It is the policy of Lookout Mountain Community Services to ensure that the rights of individuals are protected and that individuals receive equitable supports from the organization. Upon intake and annually thereafter, individuals, guardians, or family members will be notified of their rights in understandable language. This notification will be documented in the individual's record.

Summary of Individual Rights:

When receiving services at Lookout Mountain Community Services, state and federal laws protect individuals' rights. Individuals' rights include:

- The right to quality care suited to your needs.
- The right to receive services that respect your dignity, and protect your privacy, health and safety.
- The right to the provision of services and treatment in the least-restrictive environment.
- The right to be informed of the benefits and risks of your service plan.
- The right to participate in the development and implementation of your service plan.
- The right to refuse service, unless a physician indicates that refusal would be unsafe for you or others.
- The right to privacy with a choice to authorize or refuse the release of confidential information unless required by law.
- The right to affordable, prompt, and confidential services.
- The right to review and obtain copies of your records, unless the physician indicates it is not in your best interest.
- The right to free language translation services, including sign language interpretation.
- The right to exercise all civil, political, personal, and property rights to which you are entitled as a citizen.
- The right to remain free of physical restraints and/or corporal punishment or time-out procedures unless such measures are required for your safety or that of others.
- The right to access self-help and advocacy support services.
- The right to remain free of threats either overt or implied.
- The right to be free from fear-eliciting procedures of any kind.
- The right for all residential individuals to talk privately, to have reasonable access to a telephone, to receive and send mail, to have visitors, and to retain personal effects and money.
- The right for all residential individuals to have access to all basic necessities including, but not limited to, such things as food, clothing, shelter, rest, and sleep.
- The right to receive services which are sensitive to the diversity of culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status and language.
- The right to a tobacco-free environment in all LMCS facilities and vehicles.
- The right to participate in satisfaction surveys.
- The right to file a complaint (without fear of retaliation) if you think your rights have been restricted or denied along with the right to an investigation of alleged infringement of rights.
- If you are an individual in our Drug Abuse Treatment and Education Program, your rights also include the following:
 - The right to be promptly and fully informed of any changes in the person-centered service plan.
 - The right to be fully informed of the charges for services.

- The right to contact Healthcare Facility Regulation to obtain licensing information or to file a complaint. Contact information is as follows:

Healthcare Facility Regulation
2 Peachtree St. NW
Suite 32
Atlanta, Ga. 30307
Phone: 1-404-657-5728
1-800-878-6442

- The right to obtain a copy of the program's most recent completed report of licensing inspection upon written request.
- The right to obtain a copy of the agency's performance improvement report and current Strategic Plan. Visit the agency's website at www.lmcs.org.
- The right to set progressive treatment goals and review accomplishments on a regular basis.
- The right to have all treatment, services, educations, and policies explained using language that is meaningful to me.
- The right to receive open, honest communication from staff providing services.
The right to be notified when scheduled appointments will be delayed or to receive at least 24-hours notice, when possible, if the appointment is to be cancelled or rescheduled.

Individual responsibilities:

- To be honest with the staff providing services.
- To notify the Care Coordinator when services are received from any other providers, including medications prescribed.
- To engage in the process of developing and implementing the person-centered service plan.
- To respect the right and confidentiality of other Individuals.
- To pay assessed fees.
- To keep all scheduled appointments or give at least a 24-hour notice if canceling or rescheduling an appointment.