



Member Rights and Responsibilities Policy and Procedure

Title: Member Rights and Responsibilities

Policy: Park Center is committed to treating members in a manner that acknowledges their rights and responsibilities.

Purpose: To ensure that members are treated in a manner that is consistent with their rights and responsibilities.

Procedure:

1. Park Center Member Rights and Responsibilities will be signed annually and clearly posted at all times.
2. The Member Grievance process will be posted at all times.
3. All staff will ensure the rights and responsibilities of the member are being met, and any violation of the following rights and responsibilities will be examined by following the Member Grievance process.

Members have the right to:

1. Receive information about Park Center's services and service providers service guidelines and member rights and responsibilities.
2. Make recommendations regarding Park Center's member rights and responsibilities and related policies.
3. Be treated with respect, dignity and compassion regardless of state of mind or condition.
4. Be provided services without regard to race, color, ethnicity or national origin, gender expression or identity, sexual orientation, genetic information, age, creed, religion, veteran status, or disability or any other status protected by federal, state, or local law.
5. To be assisted by the organization in the exercise of their civil rights.
6. Privacy and confidentiality related to all aspects of care including but not limited to, the unwarranted disclosure of medical records, whole or in part.
7. Be protected from physical, emotional or verbal abuse and neglect and from all manners of exploitation.
8. Participate in the development of his/her individual recovery plan; to participate in all decision-making regarding his/her mental health and substance use care; to be involved in his/her discharge or aftercare planning.

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9. Be provided quality services by competent service providers; to be afforded continuity of care from one service provider to another.
10. Refuse to participate partially or fully in therapeutic activities
11. Be provided services in the least restrictive setting feasible.
12. Refuse the use of any audio and/or visual techniques to record or observe the individual's activities during individual sessions.
13. To be aware that Park Center uses security cameras in common spaces where members may be present.
14. Participate in cultural, educational, religious, community service, vocational, and/or recreational activities, if offered and/or appropriate.
15. Be provided with information about the organization, its services, its service providers and member rights in a way which is easily understood.
16. Be able to choose service providers within the limits of the organization and to refuse care from specific service providers.
17. Voice complaints about the care or services provided at the organization without fear of reprisal.
18. Receive care in a timely and courteous manner.
19. Receive information on how to formulate an advanced directive.
20. Have access to his/her records and request that they be amended.
21. Sign or refuse to sign organizational documents (clinical documentation, Releases of Information, etc.)
22. Be free from any form of restraint or seclusion.
23. Regain privileges that may be temporarily restricted due to failure to follow program rules.
24. Request that Park Center not submit any protected health information to the member's health plan as long as member chooses to pay for services out of pocket.
25. File a Title VI complaint. As a recipient of Federal funding, Park Center abides by Title VI of the Civil Rights Act of 1964 which states that no person in the US shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal finance assistance. Should you feel you have been discriminated against, staff will connect you to Park Center's Title VI representative to file a complaint.
26. Members will not be required to make public statements acknowledging gratitude to the organization. Members will not be required to perform in public gatherings and identifiable photos of members will not be used without written and signed consent.
27. Residential Programs Only:
 - a. Residents will not be denied adequate food, rehabilitation activities, mail or other contacts with family members as punishment.
 - b. Residents will not be confined to their room or other place of isolation as punishment. This does not preclude requesting individuals to remove

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themselves from potentially harmful situations in order to regain self-control.

- c. Residents have the right to be free of any requirement to perform services which are ordinarily performed by paid staff such as the care of other residents.
- d. Residents have the right to send personal mail and to receive mail and packages which may be required to be opened in the presence of staff when there is reason to believe that the contents may be harmful to the member or other residents.
- e. Residents have the right to use common areas with due regard for privacy, personal possessions and the rights of other residents.
- f. Residents will be accorded privacy and freedom for the use of bathrooms at all hours.
- g. Residents have the right to associate and communicate privately with persons of their choice including receiving visitors at reasonable hours.

Members have the responsibility to:

- 1. Treat others with dignity and respect.
- 2. Participate in the recovery planning process.
- 3. Discuss questions or disagreements with recovery plans with staff until a clear understanding is reached.
- 4. Be on time for appointments and program hours.
- 5. Provide accurate and complete information to the staff, to the extent possible, as necessary for care and recovery planning.
- 6. Provide opinions, concerns and/or complaints about their services.
- 7. Take part in understanding their mental health needs and develop goals that are mutually agreeable to both the member and staff.
- 8. Maintain the confidentiality of other members who are also receiving services.
- 9. Comply with site safety guidelines mandated by Park Center or its licensing, funding or accrediting bodies.
- 10. Not discriminate against staff or other members. As a recipient of Federal funding, Park Center abides by Title VI of the Civil Rights Act of 1964 which states that no person in the US shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal finance assistance.

Restriction of Privileges:

- 1. Member rights are non-negotiable and can never be taken away. Program privileges, however, may be temporarily restricted for failure to abide by program rules. In such instances, the service coordinator meets with the member to explain what rule(s) had been broken, what privilege will be restricted and for how long the restriction will be in place. Any privilege

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restriction will be done in a trauma-informed way and in alignment with the member's plan of care.

2. Privilege restriction serves as a consequence for failure to follow program rules and to encourage learning for future scenarios. Privilege restriction situations are discussed by service coordinator teams in weekly program meetings.

Date Approved: 11.16.2021 _____

Will Connelly

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President, CEO

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Chair, Board of Directors

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