



ADMINISTRATIVE POLICY:
Program:
Effective:
Functional Responsibility:

RIGHTS OF PERSONS SERVED
AFC
October 01, 2018
Human Rights Officer

THE RIGHTS OF PERSONS SERVED POLICY

I. POLICY:

- A. It is the policy of Centro Las Americas, Inc., (CENTRO) to provide services that fully comply with all federal, state, and local regulations and applicable laws, and to adhere to explicit ethical standards throughout all facets of the organization's operations. CENTRO will ensure these conditions of operation are met through an organized and ongoing comprehensive corporate compliance program.
- B. CENTRO's Policies on the rights of person served by Centro, indicates that all clients serve have certain individual rights that include but are not limited to:
- 1) To be treated with dignity and respect at all times including being free from threat to your physical, psychological and financial well-being and not to be treated in any manner that is punitive, abusive, neglectful, humiliating or retributive.
 - 2) To be addressed and presented choices and opportunities appropriate for you including having the right to exercise citizenship rights, participate in activities in the community, and have social interactions and relationships with individuals of your choosing including individuals with or without disabilities.
 - 3) To be provided assistance in exercising choice, participating in the life of the community and making and maintaining relationships of your choosing.
 - 4) The right to be informed of medical and psychological conditions, to be provided with accurate information on treatments including risks and alternatives, as well as the right to refuse treatment, except in the case of a life-threatening emergency.



- 5) To be able to file complaints or grievances including human rights complaints and receive response and follow up in a reasonable time period.
- 6) The right to participate in all meetings pertaining to your service plan, future life planning, lifestyle choices, and personal well-being.
- 7) The right to privacy including during personal care activities except when needing assistance. Such assistance will be provided in the least intrusive manner possible.
- 8) The right to reasonable access to a telephone to make confidential telephone calls.
- 9) The right to participate in sexual activity between two consenting adults and be provided educational sexuality training.
- 10) The right to engage in age appropriate leisure, recreational, and social activities including time for private personal activities and for vacations.
- 11) The right to receive and send mail in a confidential manner.
- 12) The right to practice and participate in the exercise of religion.
- 13) The right to own, keep safe and dispose of personal possessions and property.
- 14) The right to control your photographic and digital image, not to be photographed or filmed without consent or be exploited in any manner for commercial benefit.
- 15) The right of access to the least restrictive setting for safe day, medical, residential and treatment supports.



16) The right of confidentiality of personal history, finances, legal matters, medical/clinical information, and other personal information.

17) The right of guardianship, advocacy, as representative payee and legal representation as deemed necessary and appropriate to be the best accommodate you.

18) The right to services in an environment that does not discriminate against culture, race, language, age, religious affiliation, spiritual beliefs, gender, sexual preference, and medical or physical disabilities.

I have read the above “policies on the rights of persons served.’ These have been fully explained to me. As applicable, myself, advocate, legal guardian(s) have received and signed that these rights have been read by them so that they may better assist me to exercise these rights.

Client’s Signature: _____ Date: _____

Guardian(s): _____ Date: _____

Centro Representative: _____ Date: _____