



ADMINISTRATIVE POLICY:  
Program:  
Effective:  
Functional Responsibility:

RIGHTS OF PERSONS SERVED  
Agency-wide  
December 28, 2018  
Human Rights Officer

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## **RIGHTS OF PERSONS SERVED**

### **I. POLICY:**

- A. It is the policy of Centro Las Americas, Inc. (“CENTRO”) to provide quality services in an environment in which the needs of persons served are met through the protection of individual interests. Such an environment is based on respect of the dignity of the person served as an individual who is provided care in a courteous and compassionate manner. The dedication of each employee to the components outlined in this policy is essential in achieving our goal of protection of individual rights and interests.

### **II. PERSON SERVED RIGHTS:**

- A. Definition: A person served is defined as any person receiving services from CENTRO.
- B. All persons receiving services from CENTRO shall retain all rights, benefits and privileges guaranteed by Federal, State, and local law, except those specifically lost through the due process of law.
- C. Persons served have the right to live in the community of their choice without restraints on their independence, except those restraints to which all citizens are subject.
- D. Persons served have the right to be treated with courtesy and dignity and are at all times entitled to respect for their individuality, and the recognition that their strengths, abilities, needs, and preferences are not determinable on the basis of any psychiatric diagnosis they may have.
- E. Persons served have the right to be notified of all rights accorded them as recipients of services at time of admission or intake, and in terms that they understand.
- F. Persons served have the right to receive services conducted in a manner reflecting quality professional and ethical standards of practice and shall be apprised of the organization’s code of ethics/conduct.
- G. **Persons served have the right to receive services without discrimination based on race, color, sex, sexual orientation, age, religion, national origin, domestic/marital status, political affiliation or opinion, veteran’s status, physical/mental handicap or ability to pay for services.**
- H. Persons served have the right to be treated in an environment free from physical abuse, sexual abuse, physical punishment, or psychological abuse by threatening, intimidating,



harassing, or humiliating actions on the part of staff with freedom from exploitation and retaliation.

- I. Persons served have the right to be fully informed of the services to be provided, the right to consent to services, and the right to refuse services (with the exception of legally mandated services) without fear of retribution or loss of rights. Persons served have the right to an explanation of the potential impact a refusal or withdrawal of consent might have on the services provided by CENTRO.
- J. Persons served have the right to confidentiality. Information may not be released without the consumer's written permission, except as the law permits or requires.
- K. Persons served, or the consumer's legal guardians, have the right to review the consumer's record at any reasonable time upon request, including prior to an authorized release, and shall be afforded the assistance of an appropriate clinical employee in cases where a reasonable concern exists of a possible harmful effect to the consumer through the misinterpretation of information in the record.
- L. Persons served, along with family or significant other(s), when appropriate, have the right to participate in their treatment and treatment planning. Persons served have a right to a full and complete explanation of the nature of treatment and any known or potential risks involved therein.
- M. Persons served have the right to an individualized, written treatment plan to be developed promptly following admission, treatment based on the plan, periodic review and reassessment of needs, and appropriate revisions of the plan including a description of services that may be needed following discharge from services.
- N. Persons served have the right to request and receive outside (other than CENTRO's personnel) professional consultation regarding their care.
- O. Persons served have the right to an explanation if services are refused to them for any reason including admission ineligibility or continued care ineligibility and have the right to appeal such decisions.
- P. Persons served have the right to access self-help groups, advocacy services and legal services at any time. Access will be facilitated through the Program Director.
- Q. Persons served have the right to informal complaint and/or formal grievance regarding practices or decisions that impact their treatment or status without fear or concern for reprisal by the organization or its staff and have the right to have this process clearly communicated to them upon entry to services and throughout participation in services.
- R. Persons served have the right to be informed of appeal procedures, initiate appeals, have access to grievance procedures, receive a grievance appeal decision in writing, and appeal a grievance decision to an unbiased source.



## RIGHTS OF PERSONS SERVED ACKNOWLEDGEMENT

By signing below, I acknowledge I have received a copy of CENTRO's Rights of Persons Served Policy and Procedures. I have had an opportunity to ask questions. I voluntarily accept and agree to its terms.



\_\_\_\_\_  
Person Served Name (please print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Person Served Signature

\_\_\_\_\_  
Guardian's Name (please print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Guardian's Signature

\_\_\_\_\_  
Personnel Name (please print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Personnel Signature