



Policy and Procedure # 301

Client Rights

Approval: _____ Effective Date: _____

POLICY:

All people have the right to be treated in a manner that is respectful of their individual identity and dignity and which fosters constructive self-esteem.

Any client receiving residential or employment day program services from EFI has the same basic human and civil rights as any other citizen. In situations where it has been determined that a client is incapable of understanding their rights, the client's guardian will be advised of these rights. Where no guardianship exists an advocate may assist the client in the preservation and maintenance of the client's rights.

REFERENCE: WAC 388-101-3320
RCW: 70.129
DDA Policy 5.06
DDA Policy 15.03

PROCEDURE:

Residential Program

1. All clients have the right:
 - a. To be informed of their rights as well as EFI policies and procedures at the time of admission. The client shall be given a copy of this policy which will be reviewed at admission and annually.
 - b. To be treated with dignity and respect and to have issues explained to them so that they understand each aspect of the program.
 - c. To be allowed to exercise their right as a client or participant in any EFI program, and as a citizen of the United States, including the right to vote, unless amended by court order through guardianship.
 - d. To access the courts, counsel, legal advocacy and obtain private legal representation.
 - e. To have the mediation and/or complaint process clearly explained if at any time the client does not agree with plans, services or support provided by EFI.
 - f. To select their own goals and have final approval of all plans made for them.
 - g. To involve others (spouses, parents, advocates, etc.) in the planning process of their goals included to but not limited to the person centered plan.
 - h. To be assured that any information contained in EFI records will be kept confidential and discussed only in a confidential manner and that copies and documents contained in their records will be released to authorized individuals or agencies only if there is a Consent to Release form signed by the client or their guardian.



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- i. To request access to their records, to voice complaints and recommend changes in policy, services or care; either to an employee or to an outside representative of their own choice.
 - j. To have referral for other services or supports from outside agencies or entities.
 - k. To be informed of phone numbers and addresses of outside agencies or entities.
 - l. To refuse to perform any work, paid or unpaid, for EFI.
 - m. To integrate with non-disabled peers, co-workers, supervisors etc.
 - n. To be free from physical, verbal, sexual, financial, or psychological exploitation, neglect, abuse or punishment.
 - o. To meet with and participate in social, religious and community groups at their own discretion.
 - p. To be regularly observed for changes in physical, mental and emotional functioning which may require treatment.
 - q. To thorough and timely medical treatment, to be informed of any medical conditions and current developmental and behavioral status, to be informed of any risk associated with treatment as well as to refuse treatment.
 - r. To be free from physical, chemical, or psychological restraint unless as part of a behavior management plan approved by DDA or as prescribed by a mental health professional.
 - s. To sexual expression based upon his or her capabilities, interest and legal status.
 - t. To be given timely notice and to have input into changes affecting client rights.
 - u. To be able to associate and communicate privately with persons of their choosing.
 - v. To have qualified and trained employees working with them.
 - w. To provide feedback on support and services they receive from EFI.
2. Expanded Client Rights include:
- a. To have adequate housing, food and clean bedding
 - b. To have the right to privacy. A door to a private residence or bedroom will not be opened without knocking and being invited in, except in an emergency.
 - c. To send and receive unopened mail or employment information.
 - d. To have reasonable access to a telephone as needed to make and receive personal phone calls.
 - e. To retain and use personal clothing and possessions.
 - i. Personal possessions cannot be taken from a client at any time, except when authorized by a restrictive procedure as approved by DDA
 - ii. All personal property is considered inviolate except when the clothing or possession could be of danger to the individual or to others.
 - iii. If a personal possession is thought to create a danger to a client or to others, law enforcement may be contacted to intercede.
 - f. To be assured of privacy for visits with relatives or guests of their choosing.



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- g. To have the privileges and respect from the highest ethical standards with rights to privacy, personal choice, dignity, independence, individuality and self-management.
- h. To have the right to receive education/training services appropriate to your needs regardless of age or disability.
- i. To have the right to have work opportunities as a contributing member of the community and is entitled to recognition for personal achievement.

Employment /Day Program Services

1. All clients have the right:
 - a. To be informed of their rights as well as EFI policies and procedures at the time of admission. The client shall be given a copy of this policy which will be reviewed at admission and annually.
 - b. To be treated with dignity and respect and to have issues explained to them so that they understand each aspect of the program.
 - c. To be allowed to exercise their right as a client or participant in the EFI employment program, and as a citizen of the United States, including the right to vote, unless amended by court order through guardianship.
 - d. To access the courts, to access counsel, to legal advocacy and to obtain private legal representation.
 - e. To have the mediation and/or complaint process, clearly explained if at any time the client does not agree with plans, services or support provided by EFI
 - f. To select their own goals and have final approval of all plans made for them.
 - g. To involve others (spouses, parents, advocated, treatment team, etc.) in the planning process of their goals included to but not limited to the person centered plan as long as it is understand that they are receiving the provided services.
 - h. To be assured that any information contained in EFI records will be kept confidential and discussed only in a confidential manner and that copies and documents contained in their records will be released to authorized individuals or agencies only if there is a Consent to Release form signed by the client or their guardian.
 - i. To request access to their records, to voice complaints and recommend changes in policy, services or care; either to an employee or to an outside representative of their own choice.
 - j. To have referral for other services or supports from outside agencies or entities.
 - k. To be informed of phone numbers and addresses of outside agencies or entities.
 - l. To refuse to perform any work, paid or unpaid, for EFI.
 - m. To integrate with non-disabled peers, co-workers, supervisors etc.
 - n. To be free from physical, verbal, sexual or psychological exploitation, neglect, abuse or punishment.
 - o. To be given timely notice and to have input affecting client rights.
 - p. To have qualified staff and trained employees working with them.
 - q. To provide feedback on support and services they receive from EFI.



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2. Expanded client rights:
 - a. To have the privileges and respect from the highest ethical standards with rights to privacy, personal choice, dignity, independence, individuality and self-management.
 - b. To have the right to receive education and training services appropriate to their needs regardless of age or disability.
 - c. To have the right to have work opportunities as a contributing member of the community and are entitled to recognition for personal achievement.

3. Community Protection:
 - a. Clients who receive employment program services must agree to comply with the specialized supports and restriction specified in their Individual Support Plan (ISP), treatment plan and Positive Behavior Support Plans (PBSP).
 - b. Clients will be provided an opportunity to work successfully in the community;
 - c. Environmental and programmatic safeguards and structures which enhance the protection of others from behaviors that endanger people or property and/or interfere with the rights of others; and
 - d. Specialized supports to assist participants to make positive choices to reduce the behaviors that require intensive intervention and supervision.
 - e. In Community protection, certain restrictions may apply to rights and privileges depending on the treatment plan.