

## **Program Policies - Alabama Department of Mental Health IDD and CWP Waivers**

### **Promotion and Protection of Individual Rights**

It is the policy of Sunbridge Home Health Care to promote and protect Individuals served Rights and Responsibilities as indicated by the United Nation's Declaration of Human Rights, by the U.S. Constitution, laws of the country, and State of Alabama including but not limited to the following:

- \*Be treated with respect, dignity, courtesy, fairness and shown humanity at all times.
- \*Be free of all forms of abuse and neglect.
- \*Participate in the planning of services and any changes to the "Person Centered Plan" (PCP)
- \*Request changes to your services including but not limited to direct caregiver, provider, and PCP.
- \*Be advised of any changes in the PCP before the change is made.
- \*Receive a copy of the PCP.
- \*Receive services from qualified and trained personnel who are supervised.
- \*Have direction over services provided to the degree possible, within the authorized PCP
- \*Receive a copy of the Company's "Code of Ethics", under which services are provided.
- \*Be informed that you provider maintains liability insurance coverage.
- \*Know the Company's established grievance procedure, and how to make a complaint about the service and receive cooperation to reach a resolution, without fear of retribution.
- \*Report all instances of suspected abuse, neglect, or exploitation reported, including any instances involving a Sunbridge Home Health Care employee, without fear of retribution.
- \*Contact the Medicaid hot line number for any Medicaid questions, when you need help, or to report suspected fraud and abuse is: 1-800-362-1504, or 1-800-253-0799, for the hearing impaired.
- \*Contact the provider's supervising management at 256-580-5800
- \*Contact your case manager: name and phone number is:
- \*Have access to consultation with a private physician at your own expense.
- \*Medical care including routine, follow up, and specialist care.
- \*Be evaluated and receive hourly services in the least restrictive environment.
- \*Access to the Core and the right to participate in the Core and receive the services of a translator, if needed.
- \*Decide to participate or not participate in religious services
- \*Have access to friends and relatives.

- \*A safe and clean-living environment
- \*Nourishing, well-balanced, and varied diet.
- \*Keep personal possessions.
- \*The same legal rights and responsibilities as any other person except as restricted by law.
- \*Due process and a review by a human rights committee when there is a restriction on any rights.
- \*Have all personal information and medical records kept confidential to include but not limited to health, social, and financial unless permission to release is given or mandated by law of policy.

Sunbridge Home Health Care supports Individuals to exercise their rights and responsibilities. The agency will assess each individual's ability to understand and exercise his or her rights on an ongoing basis but at least annually. The right assessment will address individual's civil and legal rights and individual freedoms. The assessment includes but is not limited to the ability to do the following:

- \*Exercise freedom of movement with physical environments, including units with lockable entrance doors, with individuals served and only appropriate staff having keys and will be documented in the person-centered plan, if more than one bedroom, each bedroom should be considered a unit and the "tenant" should have a key to their lockable door.
- \*Have a lease, residency agreement or other form of written agreement in place that provides protections, and addresses eviction processes and appeals comparable to those provided under the state's landlord tenant law.
- \*Manage money
- \*Send and receive mail including a private place to read and open mail.
- \*Privacy to make and receive phone calls and use other means of communication.
- \*Have visitors of their choosing at any time. Any restriction of visitors or visitations of the individual's choice must be based on individualized, assessed that is documented in the person-centered plan along with what efforts that will be taken to try to reduce or move the restricted access as soon as may be feasible.
- \*Access individual possessions.
- Vote and otherwise participate in the political process.
- \*Make choices about religious affiliation and participation.
- \*Interact socially with members of either gender.
- \*Privacy including a choice of private bedroom or choice of a roommate with furnishings positioned to maximize privacy.
- \*Freedom and support to control schedules and activities.
- \*Receive service without regard to race, gender, age, language, ethnicity, disability, religion, sexual orientation, or financial circumstances.

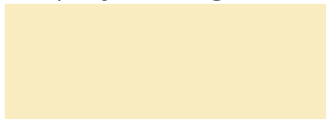
Sunbridge Home Health Care refrains from having standing policies and procedures

that restrict people's rights without due process.

All employees will be educated on the contents of the "Individual served Bill of Rights" during orientation. Each employee will sign an acknowledgment of understanding and agreement to support the "Individual served Bill of Rights" as established by Sunbridge Home Health Care. The signed acknowledgment will be placed in the employee file. Employees will attend annual training on client rights.

Sunbridge Home Health Care will provide individuals and their legally authorized representatives an oral and written summary of their rights/responsibilities and how to exercise them upon admission and annually thereafter. The information will be provided in a format that is in language and style that is easily understood by the individual. The Individual served or the Individual served authorized representative must sign an acknowledgment form, ensuring understanding and receipt of a copy of the Sunbridge Home Health Care Individual served Bill of Rights.

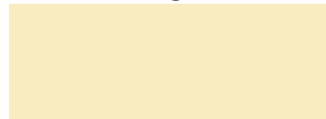
Employee's Signature:



Date:



Trainer's Signature:



Date:

