

# INDEPENDENCE CENTER CLUBHOUSE

## Member Rights, Privileges and Responsibilities

Members of Independence Center Clubhouse will be treated with respect and dignity. By listing the rights of members, it is easy to lose sight of the reason for listing these rights. Independence Center guarantees these rights not because they are required of us, but rather, because we demand them of ourselves.

The rights listed below generate from clear and simple values:

- Those in a position of influence have a special responsibility to protect the rights of others. More influence demands more vigilance.
- We must treat others the way we want to be treated.
- The behavior of a person in distress does not excuse us from our obligations to treat that individual with kindness and respect, nor does it change the individual's rights or responsibilities.
- There must be clear awareness throughout the Clubhouse of the individual's right to challenge, refuse and appeal decisions with which they do not agree. This right should be celebrated because it is the cornerstone of the dignity we desire and the responsibility we wish to foster.

### **RIGHTS & RESPONSIBILITIES**

- We will all respect the dignity and rights of everyone in our Clubhouse community. Assaultive or harassing behavior or theft is not tolerated.
- As in any work place; alcohol, drugs or any weapons, cannot be brought into our Clubhouse.
- We will act promptly to meet the needs of all members and work diligently to achieve individual goals and aspirations.
- We agree to work together for the common good of our Clubhouse community.
- In accordance with our commitment to wellness, we will all honor the smoke-free policy.
- Members are encouraged to participate in the writing of their own record. Health information is kept confidential.
- Bottom line responsibility for ensuring a safe and welcoming community rests with the members and staff and ultimately with the Clubhouse Director.
- We agree to uphold The International Standards for Clubhouse Programs. The Standards serve as a "bill of rights" for members and a code of ethics for staff, board members and administrators.

### **PRIVILEGES**

- The privilege of membership is extended indefinitely and shall remain permanent providing such membership reflects the mutual consent of both the individual member and of the Clubhouse.

### **GRIEVANCES**

- Any person who files a complaint or grievance will be free from retaliation or barriers to service.
- Any person who believes that they have been subjected to abuse, neglect, or violation of rights should follow the grievance procedure (forms are readily available on each floor of the Clubhouse near the elevators). One may also contact the Office of Constituent Rights at the address and phone number listed below:

Office of Constituent Rights  
Department of Mental Health  
PO Box 687  
Jefferson City, MO 65102  
(800) 364-9687

OR, one may contact the Executive Director of Independence Center:

Executive Director  
4245 Forest Park Ave.  
St. Louis, MO 63108  
(314) 880-5401