

INDEPENDENCE CENTER

Participant Rights, Privileges and Responsibilities

All participants of Independence Center will be treated with respect and dignity. By listing the rights of participants 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 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.

Everyone who receives services from Independence Center is entitled to:

- ◆ Treatment and care that is humane and that meets the highest standards.
- ◆ Safe and sanitary housing.
- ◆ Receive services in a clean and safe setting.
- ◆ Refuse to participate in **any** activity.
- ◆ Receive prompt evaluation, care, and treatment.
- ◆ Be thoroughly oriented about the services to be provided.
- ◆ Not be the subject of experimental research without prior written and informed consent.
- ◆ Be offered a nourishing, well-balanced and varied diet.
- ◆ Be treated with dignity and addressed in a respectful, age appropriate manner.
- ◆ Be free from abuse, neglect, financial or other exploitation, retaliation, or humiliation.
- ◆ Receive an impartial review of alleged violations of rights.
- ◆ Have records and health information kept confidential in accordance with federal and state laws and regulations.
- ◆ Request to have records amended.
- ◆ Request to see and review one's own record, except for that specific information or those records provided by other individuals or providers, under the presence of a designated staff.
- ◆ Request to receive an accounting of the disclosure of health information for a six-year period from the date of request.
- ◆ Have the same legal rights and responsibilities as any other citizen, unless otherwise required by law.
- ◆ Not be denied admission or services because of ethnicity, race, color, gender, sexual orientation, age, religion, national origin, marital status, political belief, mental or physical disability, or any other preference or personal characteristic, condition or state.
- ◆ Be free from assaultive behavior.
- ◆ Have personal belongings remain free from theft.

INDEPENDENCE CENTER PROHIBITS THE FOLLOWING:

- ◆ The use of seclusion.
- ◆ The use of mechanical or chemical restraints.

PARTICIPANT RESPONSIBILITIES INCLUDE:

- ◆ Refrainment from assaultive behaviors and possession of weapons.
- ◆ Refrain from use of drugs or alcohol.
- ◆ Refrainment from stealing.

Any person who files a complaint or grievance will be free from retaliation or barriers to service.

Any person at Independence Center who believes that he or she has been subjected to abuse, neglect, or a violation of rights may contact the Department of Mental Health, Office of Constituent Services at the address and phone number listed below:

Office of Constituent Services
Department of Mental Health
P.O. Box 687
Jefferson City, Mo 65102
1-800-364-9687

Any person who feels that his or her rights have been violated may also contact the Executive Director of Independence Center:

Executive Director
4245 Forest Park Ave.
St. Louis, MO 63108
(314) 533-4245