



Midwest Special Services, Inc.

Midwest Special Services, Inc. Policy of Rights of Persons Served

Revised: November 2016

POLICY

Midwest Special Services, Inc. (MSS) is committed to preserving the rights and dignity of all persons. As a human service agency licensed under MN Statutes, Chapter 245D whose purpose is to provide needed services for people who have disabilities, MSS is dedicated to eliminating the attitudinal, social, and economic barriers that impede the rights of persons with disabilities to self-determination, dignity, and the development of personal and vocational potential.

The staff at MSS, including subcontractors, temporary staff, and volunteers, will uphold and actively advocate for the rights of people who receive services from the agency or who are candidates for services. All people receiving services in an MSS program and candidates for services have the right to:

- Participate in the development and evaluation of the services provided to the person;
- If served in a licensed program, have services and supports identified in the *Coordinated Service and Support Plan* and/or *Coordinated Service and Support Plan Addendum* provided in a manner that respects and takes into consideration the person's preferences according to the requirements in MN Statutes, section 245D.07 and 245D.071;
- If served in a non-licensed program, have services and supports identified in the Individual Service Plan provided in a manner that respects and takes into consideration the person's preferences and meets all requirements of the funding agent for the program;
- Refuse or terminate services and be informed of the consequences of refusing or terminating services;
- Know, in advance, limits to the services available from the license holder, including the license holder's knowledge, skill, and ability to meet the person's service and support needs;
- Know conditions and terms governing the provision of services, including the MSS admission criteria and policies and procedures related to temporary service suspension and service termination for the program in which the individual is served;
- A coordinated transfer to ensure continuity of care when there will be a change in provider;
- Know what the charges are for services, regardless of who will be paying for the services, and be notified upon request of changes in those charges;
- Know, in advance, whether services are covered by insurance, government funding, or other sources, and be told of any charges the person or other private party may have to pay;
- Receive licensed services from an individual who is competent and trained, who has professional certification or licensure, as required, and who meets additional qualifications

identified in the *Coordinated Service and Support Plan* and/or *Coordinated Service and Support Plan Addendum or Individualized Service Plan*.

In addition, MSS recognizes the following protection-related rights of all persons receiving services and candidates for services to:

- Have personal, financial, service, health, and medical information kept private, and be advised of disclosure of this information by the license holder;
- Access records and recorded information about the person in accordance with applicable state and federal law, regulation, or rule;
- Be free from maltreatment;
- Be free from restraint, time out, seclusion, restrictive intervention, or other prohibited procedure identified in section 245D.06, subdivision 5, or successor provisions, except for: (i) emergency use of manual restraint to protect the person from imminent danger to self or others according to the requirements in section 245D.061 or successor provisions; or (ii) the use of safety interventions as part of a positive support transition plan under section 245D.06, subdivision 8, or successor provisions;
- Receive services in a clean and safe environment when the license holder is the owner, lessor, or tenant of the service site;
- Be treated with courtesy and respect and receive respectful treatment of the person 's property;
- Reasonable observance of cultural and ethnic practice and religion;
- Be free from bias and harassment regarding race, gender, age, disability, spirituality, and sexual orientation;
- Be informed of and use the MSS's grievance policy and procedures, including knowing how to contact persons responsible for addressing problems and to appeal under section 256.045;
- Know the name, telephone number, and the Web site, e-mail, and street addresses of protection and advocacy services, including the appropriate state-appointed ombudsman, and a brief description of how to file a complaint with these offices;
- Assert these rights personally, or have them asserted by the person 's family, authorized representative, or legal representative, without retaliation;
- Give or withhold written informed consent to participate in any research or experimental treatment;
- Associate with other persons of the person 's choice;
- Personal privacy;
- Engage in chosen activities.