

SECTION	DOC. #	INITIATED	LAST UPDATE	LAST REVIEW	# PAGES
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CEDAR VALLEY SERVICES, INC./SMART RIGHTS OF PERSONS SERVED POLICY AND PROCEDURE

I. POLICY

It is the belief and intent of this organization that everyone receiving services will be informed of and supported in the exercise of their rights. We will promote and provide an environment that ensures the protection of these rights and respects the dignity of those served.

II. PURPOSE

- A.** To define the rights of all persons receiving services, to ensure that they and those who work with and support them, are aware of those rights, and the right to exercise these rights.
- B.** To support and train our staff to be sure they can inform and support all persons we work with regarding persons served rights.

III. PROCEDURE

- A.** Persons receiving services and/or their representatives will be informed of their rights at the time application is made for services and they will receive a copy of those rights on or before the first day that they begin receiving services. Because these rules and regulations are often very specific and detailed, interested persons will be referred to the appropriate handbook and documents for the service they will be receiving.
- B.** Within the first five days of receiving services, a staff person will meet individually and privately with the person served, and any representative they request, to further inform them of persons served rights, including the right to exercise those rights without fear of retaliation or reprisal. The staff person will respond to any questions or concerns they may have at this time, as well as identifying persons within the organization who can assist with questions or concerns as they arise in the future, and, persons or agencies outside of this organization who can assist with questions or concerns regarding these rights and the exercise thereof.
- C.** Information and explanations will be provided in both oral and written form. Appropriate arrangements will be available on request for those who communicate in alternative methods or different languages.
- D.** Receipt of these rights by the person served and their representative, including the date staff met with them and any alternative arrangements will be documented.

- E.** Any and all limitations on or restrictions of an individual person served rights will be fully documented. This documentation will contain information on why such limitations or restrictions are present, including copies of or references to the legal justification for any limitation or restriction of an individual's rights.