



Rights of Person Served

Lifeworks Services, Inc. is licensed under Minnesota Statutes, Chapter 245D. We must help you exercise and protect your rights identified in Minnesota Statutes, section [245D.04](#).

When receiving services and supports from Lifeworks, I have the right to:

1. Take part in planning and evaluating the services that will be provided to me.
2. Have services and supports provided to me in way that respects me and considers my preferences (including personal items in my bedroom).
3. Refuse or stop services and be informed about what will happen if I refuse or stop services.
4. Know, before I start to receive services from Lifeworks, if Lifeworks has the skills and ability to meet my need for services and supports.
5. Know the conditions and terms governing the provision of services, including the Lifeworks' admission criteria and policies and procedures related to temporary service suspension and service termination.
6. Have Lifeworks help coordinate my care if I transfer to another provider to ensure continuity of care.
7. Know what services Lifeworks provides and how much they cost, regardless of who will be paying for the services, and to be notified if those charges changes.
8. Know, before I start to receive services, if the cost of my care will be paid for by insurance, government funding, or other sources, and be told of any charges I may have to pay.
9. To have staff that is trained and qualified to meet my needs and support.
10. Have my personal, financial, service, health, and medical information kept private and be notified if these records have been shared.
11. Have access to my records and recorded information that the program has about me as allowed by state and federal law, regulation, or rule.

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6636 Cedar Ave S, Suite 250, Richfield, MN 55423 | 866-454-2732

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12. Be free from abuse, neglect or financial exploitation by the program or its staff.
13. Be free from staff trying to control my behavior by physically holding me or using a restraint to keep me from moving, giving me medication I don't want to take or that isn't prescribed for me, or putting me in time out, seclusion, restrictive intervention; except if and when manual restraint is needed in an emergency to protect me or others from physical harm.
14. Receive services in a clean and safe location.
15. Be treated with courtesy and respect, have access to and respectful treatment of my personal possessions at any time.
16. Be allowed to reasonably follow my cultural and ethnic practices and religion.
17. Be free from prejudice and harassment regarding my race, gender, age, disability, spirituality, and sexual orientation.
18. Be told about and to use Lifework's grievance policy and procedures, including knowing how to contact persons responsible for helping me to get my problems with the program fixed and how to file a social services appeal under the law.
19. Know the names, addresses and phone numbers of people who can help me, including the ombudsman, and to be given information about how to file a complaint with these offices.
20. Exercise my rights on my own or have a family member or another person help me exercise my rights, without retaliation from Lifeworks.
21. Give or not give written informed consent to take part in any research or experimental treatment.
22. Choose my own friends and spend time with them in the community.
23. Have personal privacy, including the right to use a lock on my bedroom door.
24. Take part in activities that I choose.

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