Client and Family Rights Statement

MB Caresupports and protects the fundamental human, civil, constitutional, and statutory rights of each clientand family involvement defined by the legal guardian. MB Care provides services 24 hours a day/7 days a weekand are the most appropriate and least restrictive or intrusive service alternative to meet the client’s needs.

1. Each client and family have the right to not be discriminated against based on race, color, national origin, age, gender identity,sexual orientation,religion, or disability, including being treated with consideration, respect, and personal dignity. Each client has the right to receive services that are respectful of, and responsive to, cultural and linguistic differences.

2. Each client has the right to a nurturing, safe environment, including proper nutrition, necessary clothing, and adequate shelter.

3. Each client and family have the right to be free from fear, neglect, physical and verbal abuse, sexual exploitation, harsh degrading punishments, harassment, violence, or any other ill-treatment.

4. Each client has the right to receive prompt and appropriate medical care, including vision, auditory, dental, and mental health.

5. Each client and family have the right to have the risks, benefits, and side effects of medications and other treatments explained to them.

6. Each client and family have the right to refuse specific treatment or medication if they agree to be responsible for their decision and in accordance with MB Care policy.

7. Each client has the right to participate in programs of education, training, social development, recreation, and religious observance. For clients 18 years and older, the client has the right to vote in a political election.

8. Each clientand family have the right to confidentiality regarding case record information unless there is a concern related to the safety of the client or others.

9. Each client has the right to view her MB Care recordsfile in the presence of appropriate MB Care personnel.

10. Each client has the right to a current, written case/treatment plan and to be an active participant in developing the plan. A client can request an in-house review of their care, treatment, and treatment plan.

11. Each client has the right to periodic face-to-face interviews and phone contact as requested with the placing agency worker who participates in planning for their case.

12. Each client has the right to send and receive mail in accordance with MB Carepolicy.

13. Each client has the right to have private phone conversations in accordance with MB Carepolicy.

14. Each client has the right to communicate with family members, including phone calls, letters, and visitation, as compatible with the client’s treatment plan.

15. Each client has the right to have access to theirpersonal possessions.

16. Each client has the right to a reasonable amount of privacy. This includes the right to have staff members knock before entering sleeping areas unless there is a safety concern.

17. Each client and family have the right to enjoy freedom of thought, conscience, and religion.

18. Each client and family have the right to understand the rules of the MB Care program into which the client is placed and, upon entrance, must be provided with written and verbal explanations of these rules so that acceptable and non-acceptable behaviors are clearly understood, and consequences for non-acceptable behaviors are made clear. This includes the right to consistent enforcement of program rules and expectations.

19. Each client has the right to be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.

20. Each client has the right to receive appropriate and reasonable adult guidance, support, and supervision.

21. Each have the right to a formal grievance process if any rights are suspected of being violated.

22. Each client and family have the right to contact Child client and family Protective Services if the client believes they area victim of neglect or abuse.

Agency Ombudsman: 1-866-439-9070

DCBS Ombudsman contact: 1-800-372-2973 or TTY: 1-800-627-4702

**CLIENT AND FAMILY RESPONSIBILITIES STATEMENT**

MB Care clients and families have the following responsibilities:

1. Each client and family have the responsibility to become informed about client rights.
2. Each client and family have the responsibility to give information that MB Care staff need to deliver appropriate care.
3. Each client and family have the responsibility to actively participate in treatment. This includes helping to set treatment goals that they agree to and participating in treatment decisions.
4. Each client and family have the responsibility to abide by MB Care’s policies and procedures.
5. Each client and family have the responsibility to inform staff when they are feeling unsafe or they have information concerning the safety of others.
6. Each client and family have the responsibility to respect the confidentiality of others regarding information that is learned while participating in the program.
7. Each client may have the responsibility to pay for any damages the client causes in the program to a level that is reasonable and agreed upon by the placing agency worker/guardian and program staff.
8. Each client and family have a responsibility to learn the medications they take, what they are for and how to take them the right way.