



SERVICE RECIPIENT RIGHTS

Program Name: TRUE FRIENDS

This form contains information regarding your rights while receiving services and supports from True Friends including information on restriction of your rights and where you can go if you have questions or need additional information related to your rights.

True Friends is licensed under Minnesota Statutes, Chapter 245D. We will help you exercise and will protect your rights as identified in Minnesota Statutes, section 245D.04.

When receiving services and supports from True Friends I have the right to:

1. Take part in planning and evaluating the services provided to me.
2. Have services and supports provided to me in a way that respects me and considers my preferences.
3. Right to 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 True Friends, if the program has the skills and ability to meet my needs for services and supports.
5. Know the conditions and terms regarding services provided. This includes program admission criteria, plus policies and procedures related to temporary service suspension and service termination.
6. Have the program help coordinate my care to ensure continuity between providers.
7. Know what services True Friends provides and how much they cost, regardless of who will be paying for the services, and to be notified if those charges change.
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 to be informed of any charges that I will have to pay.
9. To have staff that is trained and qualified to meet my needs and support.
10. Have my personal, financial, health, medical, and service information kept private and be notified if there is a breach in security of these records, and they have been shared.
11. Have access to my records and information that True Friends has about me as allowed by state and federal law, regulation, or rule.
12. Be free from abuse, neglect, or financial exploitation by True Friends or its staff.
13. Be free from staff trying to control my behavior by physically holding me using a restraint to keep me from moving, giving me medications I don't want to take or that are not prescribed for me, or putting me in a time out or seclusion; except if and when a 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 and have my property treated with respect.
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 informed about, and explained how to use True Friends grievance policy and procedure, including knowing how to contact persons responsible for helping me to get my problems with True Friends fixed and how to file a social service appeal under the law.
19. Know the names, addresses, and phone numbers of the people who can help me, including the ombudsman and be given information about how to file a complaint with these offices.
20. Exercise and advocate for my rights on my own or have a family member or another person help me exercise my rights, without retaliation from True Friends.
21. Give, or not give written consent to take part in any research or experimental treatment.
22. Choose my own friends and spend time with them.
23. Have personal privacy.
24. Take part in activities that I choose.
25. Have information presented in a manner that meets my needs.
26. Receive appropriate care and disclosure about services provided.

Can my rights be restricted?

Restriction of your rights is allowed only if it is necessary to ensure your health, safety and well-being. Any restriction of your rights must be documented in your coordinated service and support plan or addendum. The restriction must be implemented in the least restrictive alternative manner necessary to protect you and provide you support to reduce or eliminate the need for the restriction in the most integrated setting and inclusive manner.

What is the program required to do if my rights will be restricted?

Before True Friends may restrict your rights, True Friends must document the following information:

1. the justification for the restriction based on an assessment of what makes you vulnerable to harm or maltreatment if you were allowed to exercise the right without restriction;
2. the objective measures set as conditions for ending the restriction;
3. a schedule for reviewing the need for the restriction based on the conditions for ending the restriction to occur semi-annually from the date of initial approval;
4. signed and dated approval for the restriction from you or your legal representative.

Can True Friends restrict all of my rights?

True Friends cannot restrict any rights they choose. The only rights the program may restrict, after documenting the need include:

1. your right to associate with other persons of your choice;
2. your right to have personal privacy; and
3. your right to engage in activities that you choose.

What if I don't give my approval?

A restriction of your rights may only be implemented after you have given your approval.

What if I want to end my approval?

You may withdraw your approval of the restriction of your rights at any time. If you do withdraw your approval, the right must be immediately and fully restored.

Additional Resources:

Please understand that you may contact the agencies below if you need help to exercise or protect your rights:

Office of the Ombudsman
for Mental Health and
Developmental Disabilities
121 7th Place East, Suite 420
Metro Square Building
St. Paul, Minnesota 55101

Minnesota Disability Law Center

430 1st Avenue North, Suite 300
Minneapolis,
Minnesota 55401