

## **Phoenix Community Development Services RIGHTS AND RESPONSIBILITIES OF THE CONSUMER**

1. You have the right to receive considerate and respectful treatment by qualified staff and volunteers regardless of race, age, ethnic background, religion, cultural experience, handicapping condition, educational background, sexual orientation or financial standing.
2. You have the right to express and seek resolution to any complaint if dissatisfied with services.
3. You have the right to maintain your legal and constitutional civil rights.
4. You have the right to be safe from abuse, neglect or exploitation.
5. You have a right to confidential services and to keep your personal information confidential you will receive the form "Explanation of Confidentiality" which clarifies this right.
6. You have the right to be treated with dignity and respect.
7. You have the right to be offered adequate and caring services in the least restrictive manner and setting.
8. You have a right to know what services are available, their rules, regulations and expectations and to participate in the planning of your services.
9. You have a right to informed consent or expression of choice regarding concurrent services.
10. You have the right to refuse services, including medication, and to request a referral to another Community Support Counselor or agency unless there is a medical or other emergency or a court order from a judge.
11. You have the right to review your clinical record, request corrections or make objections upon submission of a written request with timely access to pertinent information to facilitate your decision making. You have a right to a copy of your clinical record (copy fee involved per agency's current rate schedule).
12. You have the right to not be required to attend, be solicited for or counseled on the beliefs of any church, union, political organization or fraternal organization as a requirement to receive Phoenix CDS services.
13. You have the right to have a support person help you exercise any of these rights pursuant to Phoenix CDS policy and procedures.
14. You have the right to be free from the use of physical restraint or seclusion, unless it is used as a therapeutic measure to prevent physical harm to yourself.
15. You have the right to be free from retaliation or humiliation.
16. If you reside in one of Phoenix CDS community housing programs you have the right to reasonable, private, uncensored communications with persons outside the facility unless prohibited by a court order.
17. You have the right to receive, possess and use personal property unless it is determined that certain items may be harmful to you or to others.
18. You have the right to contact the public payer of services, Illinois Department of Human Services.
19. You have the right to be informed when Phoenix CDS bills DHS.
20. You have the right to refuse to have DHS pay for your services.
21. You have the right to not be denied services, have them suspended, reduced or terminated for exercising any of your rights.
22. You have the right to voluntarily terminate your services at Phoenix CDS.

Consumers have the right to report any infringement of his/her rights to agency staff as described in the Complaint Resolution Policy. Consumers also have the right to report any infringement of your rights to any of the following organizations:

- Illinois Department of Human Services, Division of Mental Health and/or the Division of Developmental Disabilities, 1-800-843-6154
- Illinois Guardianship and Advocacy Commission, 1-309-671-3030
- Equip for Equality, inc., 1-800-537-2632
- Social Security Administration, 1-800-325-0778 (representative payee ship matters)
- U.S. Department of Housing & Urban Development (HUD), (312) 353-5680 (fair housing matters).