



INDIVIDUAL RIGHTS & RESPONSIBILITIES

Rights of all adult individuals ensure that:

- You have the right to due process if any of your rights are restricted or limited.
- You have the right to participate in the life of your community.
- You have the right to develop and maintain friendships.
- You have the right to pursue your interests and goals.
- You have the right to participate in a religious organization of your choice.
- You have the right to express your own personal style.
- You have the right to express yourself sexually and be free from harassment.
- You have the right to control your own life.
- You have the right to choose where you will live, work, and recreate.
- You have the right to who should be present at your planning meeting and when it should occur.
- You have the right to choose who will provide services to you.
- You have the right to privacy.
- You have the right to be actively involved in any changes of services.
- You have the right to be treated with dignity and respect, and be free from abuse and neglect.
- You have the right to get support if you need it to understand or exercise your rights.

As an individual receiving supports from the St. Louis Arc, you have the following responsibilities:

- You will respect the rights and belongings of others.
- You will be respectful toward others and refrain from endangering or hurting others or yourself.
- You will participate in planning and implementation of your Individualized Support Plan.
- You will share in site responsibilities; for example, in the common areas and in your room performing household chores.
- You will be responsible for your own personal belongings.
- You will follow doctor's orders regarding medical treatment.
- If you smoke, you will do so only in designated areas.
- The St. Louis Arc will support you as needed to uphold these responsibilities.

If you believe your rights have been violated, you have the opportunity to file a grievance. Please see the following policy, which explains the process.

1.0 POLICY

1.1 It shall be the policy of the St. Louis Arc that all individuals and their families and/or guardians have a process to grieve alleged violations of their individual rights.

2.0 PURPOSE(S)

2.1 The purpose of this policy is to outline the procedure to be followed to process grievances of alleged violations of an individual's rights.

3.0 APPLICABLE PROGRAM(S)

3.1 All St. Louis Arc programs

4.0 RESPONSIBLE PARTY(IES)

4.1 Department Director or designee

4.2 Department Vice President

4.3 President/CEO

4.4 Human Rights Committee

4.5 Individual

4.6 Family

4.7 Guardian

5.0 DEFINITION(S)

5.1 Grievance—allegation that an individual's right has been violated. This does not include a complaint of neglect or abuse (see Policy 4.3 – Abuse and Neglect)

5.2 Transfer—the movement of an individual from one program/service or residence to another within the Arc.

5.3 Family—the word “family” used throughout this policy is inclusive of natural and/or adoptive parents, brothers, sisters, and other family members actively involved with a person in any Arc program.

5.4 Guardian—A person appointed by the court to care for and have the custody of a minor or of an incapacitated person (incapacitated person is the legal term used in guardianship information.)

6.0 PROCEDURE(S)

6.1 If it is felt that an individual's right has been violated, the individual, staff, family member/guardian shall report the alleged violation to the supervisor and Department Director or designee, or Human Rights Committee Chairperson.

6.1.1 The staff receiving the complaint will support the individual or their family member to document the grievance on the Grievance Form.

6.1.2 At the time of the report, the individual and/or their family will receive a copy of the St. Louis Arc Individual Grievance policy and will be informed of their right to request an independent advocate to support them throughout the grievance process.

6.1.3 Support will be provided to any person who wishes to access legal services, such as, Missouri Bar Lawyer Referral Service, Legal Services of Eastern Missouri or Missouri Protection and Advocacy Services.

6.2 The Department Director or designee receiving the grievance shall attempt to resolve it after gathering all available information.

6.3 If the grievance is resolved, the Department Director or designee shall document its resolution on the Grievance Form. The original form shall be filed in the individual's master file and copy sent to the Department Director or designee, Department Vice President and Chairperson of the Human Rights committee.

6.4 If the grievance is not resolved, the Department Director or designee shall state on the Grievance Form the reasons for not resolving it and forward the form to the Department Vice President. The Department Vice President will inform the President/CEO as to the status of the grievance.

6.4.1 The Department Vice President shall forward the grievance immediately to the Chairperson of the Human Rights Committee who shall call a meeting of the Committee, within five (5) working days. The Human Rights Committee shall review unresolved grievances and recommend decisions to the President/CEO within ten (10) working days of receiving the grievance. The recommendation shall consist of one of the following:

6.4.1.1 Grant the requests as specified on the Grievance Form.

6.4.1.2 Deny the requests on the Grievance Form with the reasons stated for recommending the denial.

6.4.1.3 Offer another recommendation to resolve the grievance with detailed explanations for the alternative.

6.4.2 The President/CEO and Department Vice President shall review the Human Rights Committee's recommendations and take appropriate action.

6.5 The decision of the President/CEO is final.

6.5.1 The individual and/or their family will be given a formal summary of the decision and contact information for the St. Louis Regional Office of Constituent Services if they want to further address their grievance.

6.6 At any point, the individual and/or their family/guardian may file a complaint anonymously by contacting the Department of Mental Health's Office of Constituent Services at 1-800-364-9687.

6.7 This policy will be reviewed, as required by funder, with the individual and family/guardian upon intake and annually thereafter, along with the Notification of Individual's Rights and Responsibilities.