

CONSUMER “BILL OF RIGHTS”

Your rights as a person receiving services are to be protected by the staff at PiE, Inc. PARTNERS in Employment, Inc. has procedures in place to protect your confidentiality and privacy, and to make sure that you are safe from abuse, any kind of exploitation, retaliation, neglect, or embarrassment. PiE, Inc. also has procedures that detail how you may access your individual case-record information, how your plan is developed, and how to help you express your consent for or refusal of services. We encourage you to express your opinions and concerns without any worry that what you identify will result in negative consequences to you. In accordance with the **Ohio Revised Code, Section 5123.62 and Ohio Revised Code Administrative Rules, Section 5122** PiE, Inc., has adopted the following as the Consumers Bill of Rights. PiE, Inc., staff are encouraged to be aware of the rights of individuals with disabilities and to advocate with employers, funding-source agents, and community resources to ensure that your needs are met. *A brochure on advocacy that identifies many advocacy groups is given to you with this handbook.* Your rights will be reviewed with you when you start services with PiE, Inc., and each year at your annual program planning meeting (*if applicable*). You will be asked to sign a form that states that your rights were reviewed with you.

Please note: *While PiE, Inc., supports your right to make purchases, own property and access needed services; PiE, Inc. does not actually purchase items nor does it provide all of the services that you may need.*

Personal Rights

1. You have the right to be fully informed of all rights and to exercise those rights without fear of reprisal in any form, including continued and uncompromised access to services.
2. You have the right to be free from discrimination against you based on religion, race, creed, gender, national origin, age, lifestyle choices, or disability.
3. You have the right to be treated with dignity and respect in your personal relationships with staff and other persons.
4. You have the right to have a clean and safe place to live that allows you to be alone when you want or need.
5. You have the right to privacy and to be alone.
6. You have the right to choose your friends and acquaintances (both men and women).
7. You have the right to have help with the way you walk, talk, use your hands, act, or express your feelings.

8. You have the right to be provided with the opportunity to secure a job, which is of your choice and in an integrated setting as well as earn money for your work.
9. You have the right to purchase and own your things as you decide you need and use them as you like.
10. You have the right to obtain and use supplies necessary (or obtain assistance) to communicate with others by letter, adaptive telephone, and/or communication equipment, etc.; and to communicate with any individual you desire.
11. You have the right to have nutritious and healthy food that is good for you.
12. You have the right to access (or receive assistance in obtaining) medical and dental care or services as needed and on a regular basis.
13. You have the right (or receive assistance) to exercise your right to vote for the candidates and issues of your choice.
14. You have the right to access (or receive assistance in accessing) and use any community resource available to you.
15. You have the right to freedom in attending religious services or activities of your choice on a completely voluntary basis.
16. You have the right to be free of unnecessary medications or physical restraints.
17. You have the right to access specialists and legal counsel as you see necessary.

Confidentiality Rights

1. You have the right to confidentiality of case records, communications, and any personally identifying information (within the limitations of reporting to funding agencies, certifying sources, and state/federal statutes), unless otherwise authorized by you or your legal guardian.
2. You have the right to privacy of any personally identifying health information (within the limitations of treatment, payment, or business operations), unless otherwise authorized by you or your legal guardian.
3. You have the right to access your PARTNERS in Employment, Inc. case record information (according to the procedures established by PiE, Inc.), and have your case record information changed, amended, or deleted (according to the procedures of PiE, Inc.) if needed.
4. You have the right to accept or decline the opportunity to be observed through a one-way mirror, tape recorder, television system, video, or photographic process.
5. You have the right to have your goals, participation in services, and progress communicated to your family or others and to receive assistance in communicating this information as you may require, provided you have authorized this information be reported to those you have indicated.
6. You have the right for information about your progress to be shared with your relatives, guardian, or advocate in a timely manner; and for

questions from any of those parties to be responded to in a timely manner, provided you have authorized this communication.

7. You have a right to have your individual files and case records kept in a secure and confidential location with access limited to the appropriate persons.

Service Rights

1. You have the right to be free of corporal or unusual punishment, humiliation, mental abuse, withholding of monetary allowance, or punitive interference connected with daily functions of living (such as eating and sleeping).
2. You have the right to voice your concerns and complaints, have them investigated, and file a grievance, if you so choose.
3. You have the right to be informed of PARTNERS in Employment, Inc. procedure regarding making a grievance and how that grievance is resolved. You also have the right to access outside resources, such as Client Rights Advocate or the Regional Center of Protection and Advocacy, to assist you in making and resolving your grievance without fear of reprisal.
4. You have the right to have a current and written individual plan, provide input into how that plan is to be developed, have it reviewed regularly, and have it address your needs as they change.
5. You have the right to accept or decline participation in any service, research, or experiment provided or conducted by PARTNERS in Employment, Inc., as well as, have the consequences of your consent or refusal explained fully to you.
6. You have the right to participate in multiple services at PARTNERS in Employment, Inc, provided your funding source representative is in agreement and authorizes the purchase of the additional services.
7. You have the right to services in a humane setting, which is the least restrictive and most integrated setting possible.
8. You have a right to be informed in advance if your services are going to be discontinued and the reason for ending the services.
9. You have the right to know the cost of services.