

Policy & Procedure Manual

SERVICE PRINCIPLES and STATEMENT OF RIGHTS AD-III-10

All services provided by OPTIONS NORTHWEST operate under the following principles and recognize that each person supported to whom we provided service has the following rights:

- To receive the Vision, Mission, and Philosophy upon initiation of service and be provided with an annual review of the same.
- To be informed about and shall have the opportunity to exercise control over their environment, where feasible, to make decisions and pursue choices.
- To receive information in a manner which is understandable and informative and with a level of support that is appropriate to the ability of the individual and/or person acting on their behalf.
- To be treated with respect, free from all levels of abuse.
- To receive information about, and the opportunity to participate in all aspects of community life such as educational, recreational, social, spiritual, cultural and emotional support activities.
- To be informed about and given an opportunity to participate in the development of their own personal plan.
- To be provided with an environment that is conducive to personal growth, development and self-determination, have adequate nutrition and accommodation, and encouraged to have personal friends and other personal relationships.
- To be given appropriate and optimum support without discrimination or degrading labelling; provided with adequate needed support/supervision but not be overprotected in such a manner that there is little or no chance of either failure or improvement.
- To submit a complaint or provide feedback in an acceptable manner to the agency or a representative of the agency without having fear of risk of losing services or supports.
- To receive support in a manner that is free from unnecessary chemical, physical, and mechanical restraints.

- To be assured that OPTIONS NORTHWEST will have policy and procedures in place to protect each person's privacy, confidentiality of their personal information and security of their belongings.
- To be supported to have a personal advocate.
- To be assured that all employees will be informed about these Service Principles and Statement of Rights and annual review of the same.
- To have the right to inform the Executive Director personally or with the assistance of their advocate if any of their rights have been violated.
- To have the right to refuse to exercise any of the foregoing but in doing so, shall not be prevented from reasserting that right at any time.

RECOMMENDED BY: Administration

APPENDICES: 0

OPERATIONAL ACCOUNTABILITY: Board of Directors, Administration, Finance, Human Resources, Community Services (all), Volunteers, Students

ORIGINAL POLICY DATE: Client Bill of Rights November 1993

AUTHORIZED BY: Executive Director

SIGNATURE:  _____