

Woodland Centers Client Rights and Responsibilities

CLIENT RIGHTS: As a client of Woodland Centers, you have legal rights throughout your course of treatment. This written statement details your rights as a client, including the right to:

- impartial access to treatment regardless of race, color, creed, religion, sex, gender identity, sexual orientation, national origin, marital status, age, disability, or public assistance status;
- courtesy and respect of your personal dignity and individuality in the provision of all care and treatment;
- have reasonable accommodations made to facilitate communication with treatment staff, including interpreter services if you speak a language other than English;
- have personal health information and your medical records protected in conformance with applicable state and federal statutes and regulations, as detailed in Woodland Centers' Notice of Data Privacy Practices, with exceptions such as reporting maltreatment of minors or vulnerable adults;
- have personal privacy as it relates to your treatment, including discussion, consultation, examination and treatment;
- consideration of regards to your privacy, individuality, and cultural identity as related to your social, religious, and psychological well-being;
- request a second opinion at your own expense or to request an in-house review of the individual treatment plan, as provided in specific Woodland Centers procedures;
- be informed when being recorded, and refuse to be photographed or recorded except for identification purposes;
- refuse care or participation in treatment;
- to give informed consent for participation in experimental research and to refuse participation in experimental research;
- request a change of location for services if you feels the scheduled location is unsafe;
- be cared for with reasonable regularity and continuity of staff, in conformance with Woodland Center policy;
- to be free from maltreatment, including any sexual or inappropriate contact from professional staff include kissing, dating, sexual touching, sexual penetration, and/or engaging in any other form of sexual contact;
- contest the accuracy and completeness of the data maintained in your record;
- confidential treatment of your personal and medical records and the approval or, under certain conditions, refusal of their release to any individual outside the facility;
- prompt and reasonable response to your questions and requests;
- be free from retaliation for reporting suspected abuse or maltreatment;
- receive individualized treatment, including:
 - the provision of adequate and appropriate services regardless of the sources of financial support;
 - the provision of services within the least restrictive environment that is possible;
 - the provision of an individual treatment plan;
 - for clients over 12 years of age, the right to participate in planning for treatment;
 - the periodic review of your treatment plan; and
 - the provision of an adequate number of competent, qualified, and experienced professional clinical staff to supervise and implement the treatment plan.
- have full information provided directly to you, a designated family member, and/or legal guardian, regarding:
 - your treatment, including diagnosis, alternatives, risks and benefits, side effects, and prognosis, in language you can understand;
 - the nature of your care, including the treatment you will receive;
 - the rules and regulations of Woodland Centers that are applicable to your conduct;
 - the cost of services rendered, itemized when possible;
 - the source of reimbursement for your care and any limitations placed on the duration of services;
 - the identity of professional staff members responsible for your care, their professional status, and their relationship to Woodland Centers;
 - the reasons for any proposed changes in the professional staff responsible for your care or for any transfer either within or outside the facility;
 - the discharge plan, including the provisions for continuity of care.

RIGHTS OF INPATIENT OR RESIDENTIAL CLIENTS: Clients who are residents or inpatients of facilities have additional rights. If you are residing in a Woodland Centers facility you have the right to:

- communicate privately with persons of your choice, including access to writing instruments and mail, a telephone where you can make and receive calls as well as speak privately, unless limited where medically inadvisable and documented by professional staff;
- except as provided by the Minnesota Commitment Act, leave the facility as you choose;
- retain and use your personal clothing and possessions as space permits, unless it infringes on the rights of others or medically or programmatically contraindicated for documented medical, safety or programmatic reasons;
- not perform labor or services for the facility unless those activities are included for therapeutic purposes and appropriately goal-related and documented in your medical record;

- purchase or rent goods or services not included in the facility rate from a supplier of your choice;
- manage your personal financial affairs;
- organize, maintain, and participate in resident advisory and family councils;
- to be free from arbitrary transfer or discharge;
- reasonable access at reasonable times to rights protection services and advocacy services in order to understand, exercise and protect your rights;
- to be free from physical restraint and isolation except in emergency situations involving a likelihood of harm to self or others;
- if a minor, to a written treatment plan that describes the treatment including goals for release to a less restrictive facility; and
- to meet with and receive visitors and participate in activities of commercial, religious political, and community groups without interference, so long as they do not infringe on the right of privacy of others and are not programmatically contraindicated.

CLIENT RESPONSIBILITIES: As a client of Woodland Centers, you have responsibilities. You have the responsibility to:

- tell the person in charge of your care whether or not you think you can or want to follow a certain treatment plan;
- understand your presenting issues and your treatment plan;
- ask your providers if you do not understand something or have questions regarding your treatment plan;
- tell the person in charge of your care about any other care you are receiving or medications you are taking;
- tell the person in charge of your care exactly how you feel about the things that are happening in your life, in an honest, direct, and respectful manner;
- report any changes in your physical or mental health to the person in charge of your care;
- respect the rights of other clients and staff of Woodland Centers;
- honor and preserve the privacy of other clients and professional staff;
- to contact Woodland Centers no less than 24 hours prior to a scheduled appointment if you are unable to attend;
- not harass, threaten, mistreat, or abuse professional staff or other clients;
- utilize the crisis line system and follow Woodland Centers guidance related to after-hours calls and communication with professional staff;
- refrain from photographing, videoing, or otherwise recording professional staff or other clients;
- not engage in criminal behavior in or around Woodland Center property or commit any crimes;
- follow all Woodland Center policies and procedures;
- refrain from the use of drugs or alcohol prior to an appointment; and
- refrain from any behaviors or actions that threaten the safety of yourself, other clients, or staff.

Failure to maintain these responsibilities may result in the termination of your session or appointment, discharge from treatment, and/or referral or transfer to another facility.

COMMUNITY BASED SERVICES: Woodland Centers has policies and procedures in place to ensure the health and safety of clients and staff during provision of services in community settings. Professional staff may request a change of location for a community based service if they feel the environment is unsafe. If you are receiving services in your home or the community, the environment must be safe for professional staff. All weapons must be stored in a locked and secure manner and pets must be kenneled or in another room which is closed off. Clients and family members must be free from symptoms related to communicable diseases (i.e. Covid-19, Influenza, Tuberculosis, etc). Staff will contact local emergency services for assistance in case of any emergencies or threats to the safety of clients and/or staff.

CLIENT GRIEVANCES: Clients may exercise their rights, including voicing grievances and recommending changes in policies and services free from restraint, interference, coercion, discrimination or reprisal. Woodland Centers maintains a Client Grievances Policy and Procedure that is available to clients and posted in all physical locations. Clients who wish to initiate a complaint or grievance may contact the:

- Woodland Centers Client Services Representative at 320-235-4613, or by mail at P.O. Box 787, Willmar, MN 56201;
- Department of Human Services Licensing Division at 651-431-6500 or by mail at 444 Lafayette Road North, St. Paul, MN 55155;
- Office of Health Facility Complaints at 651-201-4201, 800-369-7994, or by mail at P.O. Box 64970, Saint Paul, MN 55164-0970; or
- Ombudsman for Long-Term Care, 651-431-2555, 800-657-3591, or by mail at P.O. Box 64971, St. Paul, MN 55164-0971; or
- Ombudsman for Mental Health and Developmental Disabilities at 651-757-1800 or by mail at 121 7th Place East, #420, St. Paul, MN 55101.