

CENTRAL CARE POLICY CONSUMER RIGHTS AND RESPONSIBILITIES

SUBJECT:	CONSUMER RIGHTS AND RESPONSIBILITIES
ANNUAL REVIEW MONTH:	June
RESPONSIBLE FOR REVIEW:	Director of Central Care
LAST REVISION DATE:	August 2010

Policy: To ensure that consumers, parents, guardians, and representatives are informed of the rights and responsibilities of Central Care consumers. Central Care will follow all Central State Hospital procedures listed in the reference below.

1. Central Care recognizes that the rights of individuals with mental retardation are identical to the rights of any citizen and acknowledges its responsibility to protect each consumer's civil, political, personal and property rights, including the right to due process.
2. Central Care is committed to ensuring each consumer is fully informed of his/her rights and encouraged to exercise them within the limits of his/her capability.
3. Each consumer, and his/her parent, guardian, or representative will be advised in a clear and understandable manner regarding consumer rights and responsibilities at the time of admission and annually thereafter. A written brochure on consumer rights and responsibilities will be provided to the consumer and his/her parents, guardian, or representative at the time of admission.
4. Each consumer and his/her parent, guardian, or representative will be informed, at the time of admission and annually thereafter, regarding the complaint procedure available to them in the event of actual or suspected abridgement of consumer's rights.

Reference:

OCGA § 37-4-100 through 127
DHR Rules and Regulations for Patient Rights: Chapter 290-4-6; 290-5-35- .18 Central State Hospital Policy and Procedure 4.00A, Middle Georgia Facility System Policy 2.10, Developmental Disabilities Division Procedure 104-B, 104-C

Procedure:

Responsible Person(s)	Action
QMRP	<ol style="list-style-type: none"> 1. Provides at the time of admission a written statement of rights and responsibilities to the consumer and his/her family, guardian, or representative. 2. Explains said rights and responsibilities using methods necessary to communicate with individuals involved. 3. Provides for the consumer's signature if capable, a statement indicating an understanding of the rights and responsibilities at the time these are explained and discussed with him/her. 4. Documents in the clinical record if the consumer cannot sign or does not understand his/her rights and responsibilities. 5. Secures a signed acknowledgement from the family, guardian or representative indicating an understanding of rights and responsibilities as explained. 6. Maintains a copy of signed rights acknowledgement statements in the consumer's record. 7. Ensures the IDT assesses each consumer's capability to understand his/her rights and responsibilities within 30 days of admission and at least annually thereafter, and documents the same in the consumer's record. 8. Provides written copies of Consumer Rights and Responsibilities in the living area. 9. Schedules direct care staff for required in-service training in Consumer Rights. 10. Monitors the environment to ensure staff is applying Rights training, interacting appropriately with consumers and evidencing knowledge of respect for consumer rights. 11. Monitors the program of each assigned consumer to ensure he/she is maximally encouraged and assisted in exercising his/her rights. 12. Requires that each consumer be treated by staff and, to the extent possible, by other consumers with consideration, respect and full recognition of his/her dignity, including privacy in treatment. 13. Refers rights issues beyond his/her sphere of influence to unit management and/or the consumer advocate for appropriate action

	<ol style="list-style-type: none"> 14. Advises consumer of changes in his/her rights and responsibilities as decided by the IDT and documents in the consumer's record. 15. Notifies the family, guardian, or representative of these changes within 30 days of the IDT decision.
All Staff	<ol style="list-style-type: none"> 1. Monitors to ensure protection of consumer rights. 2. Remain constantly aware of the rights of consumer and ensure those rights are protected. 3. Report apparent or alleged violations of a consumer's rights, excluding abuse or neglect, immediately to the Consumer Advocate, a member of the program Human Rights Committee or to the CEO. 4. Reports alleged abuse or neglect immediately to supervisor. (Supervisor is responsible for notifying Central Care Community Service Director.)

APPROVED: _____ **TITLE:** Director of Central Care **DATE:** _____
George Harris, LCSW