

UNIVERSAL INSTITUTE POLICIES AND PROCEDURES

SUBJECT: Client Rights

Formulated Date: 10/1994	Reviewed Date: 1/2016; 1/2017; 1/2018; 1/2019; 1/2020; 1/2021; 2/2022; 1/2023	Revised Date: 01/2016; 3/2022; 4/2022; 6/2022
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Position(s) Responsible for Review and Revision: President and Chief Executive Officer of Universal Institute, Corporate Compliance Officer of Universal Institute and the Corporate Compliance Committee of Universal Institute

APPROVED BY:

Corporate Compliance Committee 1/2016; 4/2022
President & CEO 1/2016; 4/2022
Board of Directors 1/2016; 4/2022

POLICY: Universal Institute is committed to establishing and enforcing policies and procedures that ensure the rights and safety of the clients in our program. To that end, the following list of rights must be adhered to. It is the responsibility of the clients and staff of Universal Institute to immediately report any violations involving themselves or others to a therapist, Director or Administrator.

PURPOSE: To ensure the safe working environment for all Universal Institute staff and clients.

PROCEDURE:

The Client's Rights Policy is communicated to all clients and their family/guardian upon admission and annually. A Client Handbook containing the policy as well as the Client Grievance Policy is given to and explained to each client and family during their initial evaluation process. All staff will be instructed in Universal Institute's standards, policies and procedures at time of hire with regard to clients rights and staff responsibility for ensuring those rights are implemented.

In addition to any and all healthcare recipient Bill(s) of Rights mandated by law, Universal Institute promotes the following Client Rights Policies:

1. **Non Discrimination** — the right not to be discriminated against because of race, creed, citizenship, sex, sexual orientation, age, religion or disability.
2. **Dignity and Treatment** — the right to human dignity with adequate care and treatment in the least restrictive and most normal environment.
3. **Religion** — the right to practice a chosen religion.

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4. **Communication** — access to a telephone; the right not to have ones name, address or photograph used publicly without consent.
5. **Consent** — the right to consent to or refuse medical care, unless under the age of 18 or under guardianship or if unable to give informed consent. Consent is not required in the case of emergency.
6. **Records** — all client records are maintained and released in accordance with the Health Insurance Portability and Accountability Act (HIPAA) of 1996. All clients are informed of their rights under HIPAA upon admission.
7. **Competence** — the right not to be treated as incompetent and unable to manage their affairs.
8. **Research** — the client or the client's guardian has the right to decide if the client will participate in any research program.
9. **Individual Rehabilitation Plans / Individual Service Plans** — the right to participate in developing the plan(s) which outline the clients long and short term goals of the rehabilitation program, as well as the Service Plan which guides their overall care.
10. **Treatment** — the right to be protected from mistreatment such as corporal punishment, mental or verbal abuse, neglect, violations of rights, retaliation for reporting a violation of client's rights or filing a grievance.
11. **Complaints and Appeals** — the right to complain or appeal an unsatisfactory decision by the program via meeting and/or Universal Institute's Grievance Process.
12. **Accessibility** — the right to a barrier free program.
13. **Privacy** - the right to have privacy while performing activities of daily living, if appropriate. The right to have privacy while spending time with family, friends or a significant other.
14. **Refusal** – the client has the right to refuse treatment (medical, therapy), medications, diet (including recommended food prep such as chopped or pureed), participation in recreational activities and outings. Refusals will be documented and may require an IDT meeting or more immediate attention in the event of medication refusal.
15. **Quality of Life Choices** – the client has the right to choose and will be offered options for activities at the day program as well as outings from the residence. The client has the right to determine their level of participation in all activities. Clients will be given the opportunity to provide input, make suggestions and request particular activities. Clients are free to and are encouraged to seek

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outside employment and volunteer opportunities as appropriate. Scheduling accommodations will be made in order for the client to continue receiving therapy and other program services, as necessary.

16. **Free From Coercion** – each individual client has the right to make decisions without undue pressure from staff and others. Clients will not be coerced to attend any particular program functions, outings or to participate in any therapies. Staff are responsible to educate clients and provide choices without resorting to threats or force. An incident of coercion by staff would be considered abuse and reported as such.

New Jersey

Additionally, Universal Institute, under direction from the Department of Human Services, Division of Developmental Disabilities recognizes and promotes the following list of Client Rights. Clients have the right to:

1. A safe, clean place to live like other New Jersey residents;
2. A voice in matters that affect you;
3. Privacy and respect;
4. Keep and use your own clothes, money and personal possessions, and to have a place to put them so that no one else may use them;
5. Practice the religion of your choice, or choose not to practice any religion;
6. Send and receive mail without it being opened or read by other people and to receive assistance, should you want it, reading or writing the letters;
7. Make or receive private phone calls during any times;
8. Have access to WIFI, a telephone jack or Ethernet jack in their bedroom;
9. Have a healthy diet;
10. Have visitors of their choice during any times;
11. The right to request his or her choice of roommates.
12. The right to lock your bedroom door and hold the key, unless otherwise specified in your ISP/IRP.
13. The right to lock the bathroom door, unless otherwise specified in your ISP/IRP.
14. Request release from a program and assistance to transfer to another program;
15. Register and vote in all elections.
16. Share in developing your "Individual Service Plan" (ISP) (IRP) to determine what supports are needed for you to live your life based on what is important to you;
17. Have their ISP/IRP and all records about them, kept private, unless they or their legal guardian give permission for someone else to see them.
18. Receive guardianship services, of you are an adult who needs them;
19. Be informed of the condition of your health and to be able to contact your doctor;
20. Be free from unnecessary medical tests or treatment;
21. Be free from unnecessary restraints or from being isolated, unless in an emergency;

22. Be free from physical punishment.

Michigan Patient Rights and Responsibilities

(Partial list as provided by statute, MCLA 333.20201; MSA 14.15(20201))

1. A patient or resident **shall not be denied** appropriate care on the basis of race, religion, national origin, sex, age, handicap, marital status, sexual preference, or source of payment.
2. An individual **may obtain or inspect** his/her medical records and a third party shall not be given a copy without authorization of the patient except as required by law and third party contract.
3. A patient or resident is **entitled** to privacy, to the extent feasible, in treatment and caring for personal needs with consideration, respect, and full recognition of his/her dignity and individuality.
4. A patient or resident is **entitled** to adequate and appropriate care and to receive information about his/her-medical condition unless medically contraindicated by the physician in the medical record.
5. A patient or resident is **entitled** to receive and examine an explanation of his/her bill. Also, he/she is **entitled** to know who is responsible for his/her care.
6. A patient or resident is **entitled** to associate and have private communication with his/her physician, attorney or any other person, and to receive personal mail unopened, unless medically contraindicated. A patient's or resident's civil and religious liberties shall not be infringed and the facility shall encourage and assist in the exercise of these rights.
7. A patient or resident is **entitled** to be free from MENTAL and PHYSICAL ABUSE and from physical and chemical restraints, except those necessitated by an emergency to protect the patient and/or others.
8. A patient or resident is **entitled** to retain and use personal clothing and possessions as space permits. At the request of a patient, a nursing home shall provide for safekeeping of personal property, funds, and other property, except that a nursing home shall not be required to provide for the safekeeping of property which would impose an unreasonable burden on the nursing home.

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9. Each patient **shall be provided** with meals which meet the recommended dietary allowances for the patient's age and sex and may be modified according to special dietary needs.
10. A health care facility, its owner, administrator, employee, or representative **shall not** discharge, harass, retaliate or discriminate against a patient because a patient has exercised rights protected by law.
11. A patient or resident is **entitled** to adequate and appropriate pain and symptom management as a basic and essential element of his or her medical treatment.

Attorney General 24-hour Health Care Fraud Hotline: 1-800-24-ABUSE / 1-800-242-2873

Department of Community Health Complaint Hotline: 1-800-882-6006

Legal Hotline for Michigan Seniors: 1-800-347-5297

Pennsylvania

In addition, Universal Institute also adheres to and promotes the Resident Rights policy as outlined by the Commonwealth of Pennsylvania, Department of Public Welfare:

1. A resident may not be discriminated against because of race, color, religious creed, disability, handicap, ancestry, sexual orientation, national origin, age or sex.
2. A resident may not be neglected, intimidated, physically or verbally abused, mistreated, subjected to corporal punishment or disciplined in any way.
3. A resident shall be treated with dignity and respect.
4. A resident shall be informed of the rules of the home and given 30 days written notice prior to the effective date of a new home rule.
5. A resident shall have access to a telephone in the home to make calls in privacy. Non-toll calls shall be without charge to the resident.
6. A resident has the right to receive and send mail.
7. Outgoing mail may not be opened or read by staff persons unless the resident requests.
8. Incoming mail may not be opened or read by staff persons unless upon the request of the resident or the resident's designated person.

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9. A resident has the right to communicate privately with and access the local ombudsman.
10. A resident has the right to practice the religion or faith of the resident's choice, or not to practice any religion or faith.
11. A resident shall receive assistance in accessing health services.
12. A resident shall receive assistance in obtaining and keeping clean, seasonal clothing.
13. A resident has the right to access, review and request corrections to the resident's record.
14. A resident has the right to furnish his room and purchase, receive, use and retain personal clothing and possessions.
15. A resident has the right to leave and return to the home at times consistent with the home rules and the resident's support plan.
16. A resident has the right to relocate and to request and receive assistance, from the home, in relocating to another facility.
17. A resident has the right to freely associate, organize and communicate with others privately.
18. A resident shall be free from restraints.
19. A resident shall be compensated in accordance with State and Federal labor laws for labor performed on behalf of the home.
20. A resident has the right to receive visitors for a minimum of 12 hours daily, 7 days per week.
21. A resident has the right to privacy of self and possessions.
22. A resident has the right to file complaints with any individual or agency and recommend changes in policies, home rules and services of the home without intimidation, retaliation or threat of discharge.
23. A resident has the right to remain in the home, as long as it is operating with a license.
24. A resident has the right to receive services contracted for in the resident-home contract.

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25. A resident has the right to use both the home's procedures and external procedures to appeal involuntary discharge.
26. A resident has the right to a system to safeguard money and property,
27. A resident has the right to choose his own health care providers.

Personal Care Home Toll-Free Complaint Hotline:
1-877-401-8835 (available 24 hours a day/7 days a week)

An annual review of all Incident Reports and Follow-Up Incident Reports will be conducted by the Office of Corporate compliance. Any findings and trends related to violations of clients rights will be communicated to the Administrative Team.

Any staff found to be in violation of a client's rights is subject to disciplinary action. The level of disciplinary action is contingent upon the severity of the violation. Any client found to be in violation of another client's rights will be counseled by the appropriate staff person regarding the incident. If a client continues to engage in serious violations such as invasion of privacy or violent acts discharge from the program will be considered.