

MERRICK CLIENT SERVICE RIGHTS

When receiving services and supports from Merrick, Inc., I have the right to:

1. Participate in the development and evaluation of the services that will be provided to me.
2. Have services and supports identified in the Support Plan and Support Plan Addendum provided to me in way that respects and takes into consideration me and my preferences according to the requirements in sections 245D.07 and 245D.071.
3. Refuse or terminate services and be informed about the consequences if I refuse or terminate services.
4. Know, in advance, the limitations to the services available from the Company, including their knowledge, skills, and ability to meet my service or support needs.
5. Know the conditions and terms governing the provision of services, including the Company's admission criteria, policies, and procedures related to temporary service suspension and service termination.
6. Have the Company help coordinate my transfer to another provider to ensure continuity of care.
7. Know what services this Company provides and how much they cost, regardless of who will be paying for the services, and to be notified if those costs change except for rate increases approved by the Legislature.
8. Know, before I start to receive services, if the cost of my care will be paid for by insurance, government funding, or other sources, and be told of any charges I may have to pay.
9. Receive services from DSPs who are trained, competent, and have the professional certification or licensure as required and who meets additional qualifications identified in my Support Plan or Support Plan Addendum.
10. Have my personal, financial, service, health, and medical information kept private and be notified if these records have been shared outside of Merrick, Inc.
11. Have access to my records and recorded information that the Company has about me as allowed by state and federal law, regulation, or rule.
12. Be free from maltreatment by the Company or its employees.
13. Be free from restraint, time out, seclusion, restrictive intervention, or other prohibited procedures identified in section 245D.06 Subd. 5 or successor provisions except for (i)

emergency use of manual restraint to protect the person from imminent danger to self or others according to the requirements in section 245D.061 or successor provisions; or (ii) the use of safety interventions as part of positive support transition plan under section 245D.06 subd. 8 or successor provisions.

14. Receive services in a clean and safe environment where the Company is the owner, lessor, or tenant of the service site.
15. Be treated with courtesy and respect and have my personal property treated respectfully.
16. Be allowed to reasonably follow my cultural and ethnic practices and religion.
17. Be free from bias and harassment regarding my race, gender, age, disability, spirituality, and sexual orientation.
18. Be told about and to use the Company's grievance policy and procedures, including knowing how to contact persons responsible for helping me to get my problems with the Company fixed and how to file a social services appeal under the law.
19. Know the names, addresses, phone numbers, websites, and email of people who can help me, including the ombudsman, and to be given information about how to file a complaint with these offices.
20. Exercise my rights on my own or have a family member or another person help me exercise my rights, without retaliation from the Company.
21. Give or not give written informed consent to take part in any research or experimental treatment.
22. Choose my own friends and associate with other persons of my choice in the community.
23. Have personal privacy as appropriate in my work place.
24. Have daily, private access to and use of a non-coin operated telephone for local calls, and long-distance calls made collect or paid for by me.
25. Receive and send, without interference, uncensored, unopened mail and electronic correspondence and communication.
26. Be alone with any visitors including spouse, family, legal counsel, religious advisor, or others allowed in Minnesota Human Services Rights Act, Minnesota Statutes, section 363A.09.
27. Come and go from the program unless restrictions have been specified in my Community Services and Support Plan and/or Community Services and Support Plan Addendum.

28. Engage in chosen activities.

29. Have freedom and support to access food and portable water at any time.

30 Receive services in a setting that is clean and free from accumulation of dirt, grease, garbage, peeling paint, mold, vermin and insects and in a setting that is free from hazards that threaten my health or safety

Policy reviewed and authorized on 01/27/2023 by:

A handwritten signature in blue ink, appearing to read "John Wayne Barker". The signature is stylized and cursive.

John Wayne Barker, Executive Director