

Member Rights and Responsibilities

What are Rights?

Every consumer has the following rights:

- Consumers have the right to informed consent and to know the purpose, risks and benefits of service, the limits of service and the choices regarding services;
- Consumers have the right to treatment, including access to medical care and habilitation, regardless of age or degree of mental illness, developmental disabilities or substance abuse;
- Consumers have the right to complain and have a means to do so;
- Consumers have the right to cultural sensitivity, religious freedom and the right not to be discriminated against;
- Consumers have the right to be treated with dignity and respect;
- Consumers have the right to be safe and free from exploitation;
- Consumers have the right to privacy and confidentiality;
- Consumers have the right to participate in the development of their plan and have a right to self-determination;
- Consumers have the right to deny service;
- Consumers have the right to have access to one's own case record;
- Consumers have the right to be served by competent professionals;
- Consumers have the right to integrity;
- Consumers have the right to have one's own welfare put first;
- Consumers have the right to be told about time delays, interruptions, changes or termination of services;
- Consumers have the right to be told about consumer rules, expectations and responsibilities;
- Consumers have the right to special accommodations, if needed;
- Consumers have the right to personal property;
- Consumers have the right to exercise constitutional rights, including the right to vote;
- Consumers have the right to freedom of movement;
- Consumers have the right to services in a clean and safe environment;
- Consumers have the right to be paid for work performed other than personal housekeeping;
- Consumers have the right to freedom of association, visitors and communications.
- Consumers have the right to contact the Governor's Advocacy Council for Persons with Disabilities (GACPD) Disability Rights North Carolina, the statewide agency designated under federal and State law to protect and advocate the rights of persons with disabilities.

Employee Printed Name _____

Employee Signature _____ Date _____

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