

MY RIGHTS & Responsibilities:

AN ORIENTATION GUIDE





Keep this book and your welcome packet handy—
there is a lot of helpful information available.

Greensboro Office
2 Centerview Dr., Suite 300
Greensboro NC 27407
Alberta Care Day program—Suite 105

336-273-2640 phone
336-273-6522 fax

Asheville
1316 Patton Ave. Suite A
Asheville, NC 28806
828-255-1070
Fax: 828-255-1078

Wilmington
140 Cinema Dr. Suites A & B
Wilmington, NC 28403
New Directions Day Program
910-341-3003
Fax: 910-341-3002

Asheboro
624 S. Fayetteville St. Suite F-7
Asheboro, NC 27203
336-521-4275
Fax: 336-521-4842

Albertacare.com

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Created 2014 by the people of Autumn House

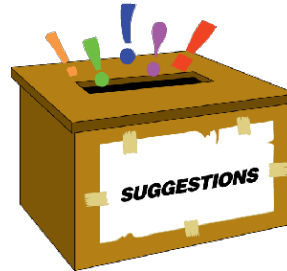
THE RIGHT TO VOICE CONCERNS, COMPLAINTS, AND TO RECOMMEND CHANGE

These are the ways you can give input:

- Surveys



- Suggestion box



- Diversity and Inclusion Committee



- Human Rights Committee

- Monthly visits



- Open door policy—come in and tell us what's on your mind!



- Formal or informal grievance policy. You can file a complaint in person or in writing, and we must respond within a specific, limited time frame.



THE RIGHT TO PARTICIPATE IN DECISIONS THAT AFFECT YOUR LIFE



THE RIGHT TO PREFERRED FOOD AND ADEQUATE NUTRITION



THE RIGHT TO PRACTICE THE RELIGION OF YOUR CHOICE OR TO ABSTAIN FROM RELIGION



OR



THE RIGHT TO TAKE PART IN COMMUNITY PROGRAM OF EDUCATION, TRAINING, RECREATION, AND SOCIAL DEVELOPMENT AND HABILITATION PROGRAMS



THE RIGHT TO ACCESS OPPORTUNITIES THAT ENABLE YOU TO DEVELOP YOUR HUMAN POTENTIAL



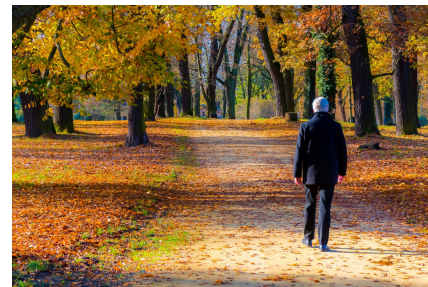
THE RIGHT TO PURSUE VOCATIONAL OPPORTUNITIES THAT WILL PROMOTE AND ENHANCE ECONOMIC INDEPENDENCE



THE RIGHT TO BE TREATED WITH RESPECT AND TO BE FREE FROM EMOTIONAL, PSYCHOLOGICAL, PHYSICAL, FINANCIAL ABUSE, AND NEGLECT



THE RIGHT TO RECEIVE APPROPRIATE CARE AND TREATMENT IN THE LEAST INTRUSIVE MANNER



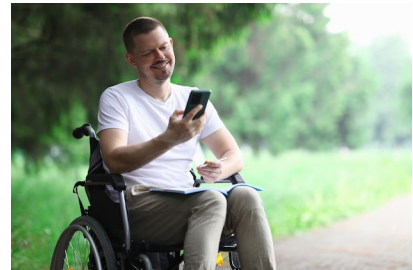
THE RIGHT TO ACCESS NECESSARY MEDICAL/DENTAL/THERAPEUTIC SERVICES



A RIGHT TO MANAGE YOUR OWN FINANCES



THE RIGHT TO COMMUNICATE WITH PEOPLE OF YOUR CHOICE



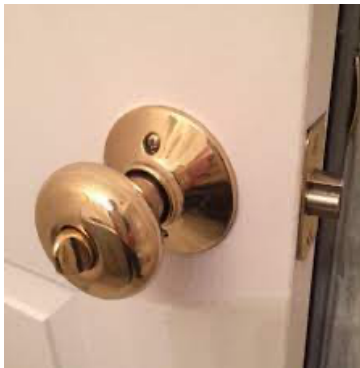
THE RIGHT TO BE FREE FROM RESTRAINTS, RETALIATION, AND HUMILIATION



THE RIGHT TO A SAFE AND CLEAN HOME



THE RIGHT TO PRIVACY, INCLUDING A PLACE OF PRIVACY AND PERIODS OF PRIVACY



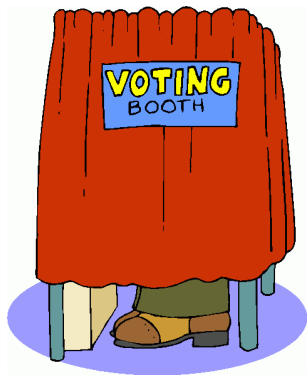
THE RIGHT TO ENGAGE IN A CONSENSUAL SEXUAL RELATIONSHIP



THE RIGHT TO CONFIDENTIAL TREATMENT OF ALL INFORMATION IN YOUR PERSONAL AND MEDICAL RECORDS



THE RIGHT TO PARTICIPATE IN THE POLITICAL PROCESS AND TO BE TREATED EQUALLY AS A CITIZEN UNDER THE LAW



THE RIGHT TO REFUSE TO PARTICIPATE IN MEDICAL, PSYCHOLOGICAL OR OTHER RESEARCH OR EXPERIMENTS



THE RIGHT TO OWN AND POSSESS PERSONAL BELONGINGS TO MAINTAIN YOUR INDIVIDUALITY



THE RIGHT TO SELECT A RELATIVE, FRIEND, OR ADVOCATE TO ACT ON YOUR BEHALF



THE RIGHT TO TELL US WHAT YOU WANT, WHAT YOU NEED, AND WHAT MAKES YOU HAPPY.

We want you to be happy, healthy, safe, and satisfied with your life and our services. That is the purpose of our planning process. Your team includes a care manager who is responsible for service coordination, APS staff, and any family member/s or advocate you pick. You and your team will develop a Person-Centered Plan. You can ask for what you want at the annual meeting, and all throughout the year. We are here to help you reach your goals and dreams. **If you want help finding an advocate, self-help services, or legal representation, we can help.**



First, we assess your preferences, skills, talents, and needs in an initial intake meeting and ongoingly. We provide orientation, including this booklet. Then the initial service plan is developed within 30 days. Identifying risks of treatment is part of the planning process throughout your services. Taking risks is often a part of growing and learning, so we will help you sort through any possible risks of treatment.



On occasion, an individualized behavior plan may be developed by a specialist to help a person to better communicate. Motivational incentives (like a token economy) may be used as encouragement in the plan, if agreed upon by you and the team. See page 19 for details.

BEHAVIORAL EXPECTATIONS

We expect our staff to be professional, courteous, and timely in our responses and actions. We must adhere to a policy of professional standards of conduct. You can see that policy if you want to.

We have expectations of your behavior. We strive to support program participants to be respectful & considerate of all people and property, and we encourage appropriate behavior at homes, offices, and in the community. There are some situations in which we cannot control consequences of behaviors, based on the health and safety of the program and community members and/or the legal system. If there is legal involvement, APS may assist in helping you access appointments, sanctions, or court notifications on a case-by-case basis.

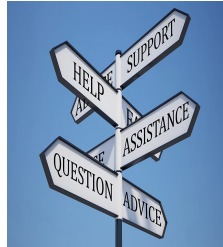
FACILITY EXPECTATIONS

Expect each program (offices, homes, agency properties) to have a Disaster Plan specific to the site. Orientation will include training on emergency procedures, including exits, shelters, fire suppression equipment, and first aid kits. Monthly drills are tailored to the specific locations and participants' needs.

There is no smoking inside our facilities, however some locations may offer outside smoking areas. Smoking cessation assistance is available to all.

In most programs, prescription and Over-the-Counter medications must be managed by our staff.

IF YOU OR SOMEONE YOU KNOW NEEDS HELP, LET US KNOW! CHECK OUT THE SELF-HELP SECTION ON OUR WEBSITE: Albertacare.com



YOU HAVE THE RIGHT TO CONTACT STATE AGENCIES, AUTHORITIES, AND ADVOCATES IF YOU HAVE COMPLAINTS OR CONCERNS

- DRNC: Disability Rights NC
1-877-235-4210
TTY 1-888-268-5535
- NC Division of Health Service Regulation (for licensed facilities) Complaint Intake Unit
1-800-624-3003
- ARC of NC 1-800-662-8706
- Your local MCO (Phone numbers of all NC's MCOs are listed at Albertacare.com)
- Alberta Professional Services 336-273-2640 (see local office numbers on page 2)



If you have a complaint, let your QP know and they will start the complaint/appeal process by notifying the Quality Management department. QM will respond in the established time frame of the policy.



YOU AND YOUR RIGHTS

Part 2--Details

YOU HAVE THE SAME RIGHTS THAT EVERYONE HAS, LIKE CHOOSING WHERE YOU WANT TO LIVE, WITH WHOM YOU WANT TO LIVE, WHERE YOU WANT TO WORK, AND WHAT YOU WANT TO DO FOR FUN.

- Everyone should be treated fairly.
- Everyone should know their many rights and how to use them. If you need help understanding your rights or how to advocate for yourself, there are people who can help. We can help you link with them.
- Rights come with responsibilities.

WHAT ARE RIGHTS?

- Rights are like rules or laws that you have.
- People must follow these rules without you telling them to.
- If people break these rules, the government can step in to help you.

Rights tell people what you CAN do and what you CANNOT do. They also tell certain people what we must do for you and what we cannot do to/for you.

CONSTITUTIONAL RIGHTS

1. ACCESS TO COURTS AND LEGAL REPRESENTATION.
2. RIGHT TO FREE ASSOCIATION (freedom of religion, freedom of speech, freedom to assemble to protest, and freedom to have the government answer to a grievance).
3. RIGHT TO CONTRACT FOR, OWN, AND DISPOSE OF PROPERTY
4. EQUAL OPPORTUNITY FOR EDUCATION
5. EQUAL OPPORTUNITY FOR EMPLOYMENT
6. EQUAL PROTECTION AND DUE PROCESS UNDER THE LAW
7. FREEDOM FROM CRUEL AND UNUSUAL PUNISHMENT
8. FREEDOM OF SPEECH AND EXPRESSION
9. RIGHT TO MARRY, PROCREATE, AND RAISE CHILDREN
10. RIGHT TO VOTE
11. FREEDOM OF RELIGION
12. RIGHT TO PRIVACY
13. RIGHT TO INFORMED CONSENT

PROGRAM RIGHTS

1. Stay in clean facilities.
2. Not be restrained, unless all other ways of controlling your behavior have been tried.
3. Not restrained by drugs.
4. Decide whether you want your picture taken or not.
5. Adults can send and receive mail (unopened).
6. Make private phone calls to people.
7. To let family members and friends visit at the time of your choosing.
8. A nourishing, well-balanced, daily diet.
9. Wear your own clothing and wear well-fitted clothing that is right for the season.
10. Be treated with dignity and respect. And to be free from humiliation.
11. Freedom of movement.
12. Access to money (and access to assistance with finances, budgeting, etc.
13. Access my records through the established process, and to have my clinical professional explain my records to me.
14. Informed consent or refusal, so that I can choose or withdraw my permission to who, what, where, and when my information is shared.
15. Self-administration of medication if it's appropriate and safe for my situation.
16. Freedom from abuse and neglect, including financial and exploitation.
17. To be treated fairly with freedom from retaliation.

GUARDIANS

- Sometimes a person working for the government -a judge will name another person – a guardian
- To help protect you and your rights, your guardian may talk to your staff, your doctors, or others about you. You can be at these meetings, but even if you are not, your guardian will work to protect your rights.
- Your guardian will talk with you and help you tell staff and others what you decide. They must listen just like you said it yourself.

YOUR RESPONSIBILITIES

- Along with your rights comes responsibility. Responsibilities are duties that go along with your rights.
- This means that even though you have your own rights, you must try not to violate or take away from other people's rights too.
- Remember that all people have rights and just as your rights are important to you, they are important for everyone else also.

RIGHTS RESTRICTIONS

- Sometimes through what is called “due process”, a judge or a Human Rights Committee may decide with your guardian (if you have one), that some of your rights may be held back from you for a time to help protect you from being hurt or taken advantage of.
- This does not mean that your rights are gone forever. You and your team will continue to assess the need to limit your rights through an ongoing process. This process includes planning so that you can someday have this right back to its full extent.

Examples of rights restrictions are:

1. Representative Payee – someone who helps you with your money
2. Restricted Diet or Access to food, drinks
3. Restricted locations or activities in the home or community
4. Safety equipment such as helmets for people with seizures or extra safety belts in cars for position purposes.
5. Limited access to behavioral triggers

HUMAN RIGHTS

Right to:

- Life
- Choice
- Freedom
- To be happy
- To make up your own mind
- To choose the people you want to be with
- To be listened to
- To eat what you want
- To go to bed when you want
- To choose where you want to live
- To choose where you want to work
- To say “NO” when you don’t want to do something
- To change things you don’t like