
RIGHTS AND RESPONSIBILITIES of Life Foundation Clients



Life Foundation
FIGHTING AIDS IN HAWAII AND THE PACIFIC

As a client of Life Foundation (LF), you have certain rights and responsibilities:

YOUR RIGHTS:

1. You are **free to use your rights**. Services will not be changed, and/or you will not be treated any differently if you exercise your rights. These rights will be available to you at all times for your review and clarification.
2. You have the **right to receive information and services** in a timely manner, regardless of age, race, sex, religion, culture, amount of education, lifestyle, sexual orientation, national origin, ability to communicate, language spoken, source of payment for services, physical or mental disability, or to any other non-relevant factor. You also have a right to receive care that is free from abuse, financial or other exploitation, retaliation, humiliation, and neglect.
3. You have the **right to be treated with respect and dignity**. You also have a right to a safe and healthy environment that provides services in a way that respects your culture and beliefs.
4. You have the **right to know** all your rights and responsibilities in a way that is meaningful, prior to the beginning of service delivery, and/or at the initiation of service delivery. These rights and responsibilities will be communicated to you annually, if you are a client of LF longer than one year. You also have a right to know about the services you can receive, who will provide the services, as well as their training and experience. You have the right to have as much information about the services you need so that you can give informed consent or refuse services. This information must be told you to in a way that you understand. If need be, you have a right to an interpreter to help you speak to LF staff.
5. You have a **right to be involved** in all choices (i.e., informed consent, refusal, or expression of choice) regarding service delivery, discharge planning, release of information, concurrent services, composition of the service delivery team, and/or involvement in research projects, if applicable. You have a right to have a copy of your individual care/service plan or Individual Recovery Plan.
6. You have the **right to have any person who**

YOUR RESPONSIBILITIES:

1. **Respect towards others**
The responsibility to give respect towards staff, interns, volunteers, and/or other clients. This includes speaking in a respectful tone of voice and respecting others' boundaries and work space. No violence of any kind. If you do disrespect others, you may be subjected to the following consequences: verbal warning, written warning, suspension or termination of services.
2. **Consideration towards others**
The responsibility to give consideration towards staff, interns, volunteers, and/or other clients. This includes showing up for appointments on time and making appointments in advance (at least 24 hours notice, except in cases of emergency).
3. **Respect towards property**
The responsibility to show respect towards Life Foundation property. This includes no willful destruction of furniture, equipment, supplies, etc. If you do destroy property, you may be subjected to the following consequences: verbal warning, written warning, suspension or termination of services.
4. **Confidentiality**
The responsibility to maintain the confidentiality of clients' names and their personal information that you may incidentally obtain through participation in support groups, waiting in the reception area, etc.
5. **Commitment**
The responsibility to commit to your service plan at Life Foundation by following your plan, holding yourself accountable, showing up for your appointments as scheduled, and canceling appointments at least 24 hours in advance (except in cases of emergency). If you miss an appointment, call your case manager as soon as possible to reschedule.
6. **Participation**
The responsibility to be an active part of your

has legal responsibility for you or makes decisions for you regarding your care. Any person with legal responsibility to make decisions for you will have the same rights as you, the consumer.

7. You have a **right to access or obtain a referral** to legal entities for appropriate representation. You also have a right to access self-help and advocacy support services.
8. For those consumers involved in our AMHD program, you have **the right to get help** from AMHD in understanding AMHD services at Life Foundation.
9. You have a **right to disagree** with services provided or to ask for changes in your individual care/service plan or Individual Recovery Plan. You also have a right to ask for a different case manager.
10. You have a **right to refuse services**. You are responsible for your actions if you refuse services and are responsible for the consequences (e.g., loss of benefits). If you make the decision to refuse services from LF, you may return to LF in the future if you change your mind.
11. You have a **right to privacy**. You have a right to ask LF to send/not send you mail or e-mail and to call/not call you at the phone number of your choice. Furthermore, you have a right to expect LF to keep your information confidential, according to HIPAA law. No information will be released without a signed authorization to release information, which you may revoke at any time. This does not apply to the release of information allowed under HIPAA law, to discreet discussion of your case amongst appropriate LF staff or to statistical data, which may be required by funding agencies where client identities are anonymous. According to HIPAA law, you have a right to see and/or request a copy of your records. However, your records are the property of LF.
12. You have a **right to an investigation and resolution** of alleged infringement of your rights.
13. You have a **right to complain** about services, to expect no retribution from LF, and to be notified of the outcomes of your grievance, as appropriate. You will be informed of the grievance process, and LF staff will provide you with a written copy of the grievance form. If you complain, LF services will not stop unless you want them to. You also have a right to have an advocate assist you in filing a grievance. For consumers involved in our AMHD program, the AMHD Office of Consumer Affairs can assist you in resolving grievances about access to

healthcare team, to communicate with your providers regarding changes in your health, and to update your case manager about changes in your contact information, income, etc.

7. **Sobriety**

The responsibility to not be under the influence of alcohol and/or drugs while on the premises of Life Foundation.

8. **Hygiene**

The responsibility to maintain acceptable standards of cleanliness while on the premises of Life Foundation.

SAFETY/HEALTH INFORMATION:

- Upon orientation to Life Foundation, your case manager will show you the locations of the restrooms, emergency exits, and first-aid kits.
- There is no smoking in the building, including anywhere on the 3rd floor or in the parking garage. Smoking is only permissible outside, at least 20 feet away from any entrance to the building.
- If there is a fire or any other emergency in which you have to leave the building, go to the nearest exit, then proceed outside the building and follow instructions that will be announced over the building's PA system. Fire exit maps are visible throughout Life Foundation premises.
- If you are here for a scheduled appointment or for participation in any of Life Foundation meals, support groups, or other services, you may wait in the lobby area until your scheduled appointment/event begins.
- Pets: Only certified service animals are permissible on the premises of Life Foundation.
- If you are experiencing a medical emergency, including fainting or a seizure, Life Foundation will call 911.
- After hours: When Life Foundation offices are closed and you are facing an emergency, call 911. If it is not an emergency, you may leave a message and your voicemail will be directed to the staff with whom you are working the next business day. For AMHD clients in crisis, you may call the case management crisis line at (808) 722-8216 or the Access Line at (808) 832-3100.

and the quality of AMHD-funded services. Their contact information is as follows:

Office of Consumer Affairs
Adult Mental Health Division
PO Box 3378
Honolulu, HI 96801
(808) 586-4677 phone
(808) 586-4745 fax

For other programs, you may complain to the following individuals:

- Peter Whiticar, Chief of the STD/AIDS Prevention Branch, Dept of Health
(808) 733-9010
- Chuck Lyden, AIDS Community Care Team, Ryan White
(808) 441-1585
- Steve Karel, City & County of Honolulu, Dept of Community Services, HOPWA
(808) 523-4690

HUMAN RIGHTS ACKNOWLEDGMENT: I HAVE RECEIVED A WRITTEN COPY OF THE CLIENT'S RIGHTS AND RESPONSIBILITIES FORM AS WELL AS LF'S GRIEVANCE FORM (You also have the right to receive duplicate copies of these documents if the initial copies are misplaced).

Signature of client: _____ Date: _____

Signature of authorized representative: _____ Date: _____

Signature of staff: _____ Date: _____

* Note: Rights & Responsibilities will be reviewed annually.