

Options Inc.

CONSUMER RIGHTS POLICY

I. Policy

To ensure that everyone receiving services will be informed of and supported in the exercise of their rights. We will promote and provide an environment that ensures the protection of these rights and respects the dignity of those we serve by:

- A. Defining the rights of all persons receiving services and how the exercise of those rights will be supported by Options.
- B. Ensuring Options' staff understand the rights of all persons receiving services and how they must act to support the consumers' exercise of those rights.
- C. Supporting and training our staff to be sure they can inform and support all persons we work with regarding consumer rights.

II. Procedure

A. Persons receiving services and their legal representatives (if any), will be informed of their rights at the time application is made for services and they will receive a copy of those rights the first day that they begin receiving services. See the attached Consumer Rights fact sheet.

B. Within the first five days of initiating services, a staff person will meet privately with the consumer, the legal representative (if any), and any other representative the person or legal representative requests to be present. The staff person will:

1. Provide information on and explain the consumer rights in a format and manner that facilitates understanding of the rights by the consumer and the consumer's legal representative, if any. This will include information specific to the right to exercise those rights without fear of retaliation or reprisal.
2. Respond to any questions or concerns the consumer or legal representative may have at this time.
3. Identify persons within Options Inc. who can assist with questions or concerns as they arise in the future and persons or agencies outside of this organization who can assist with questions or concerns regarding these rights and the exercise thereof.

C. Information and explanations will be provided in both oral and written form. Appropriate arrangements will be available on request for those who communicate in alternative methods or different languages.

D. Receipt of these rights by the consumer and the legal representative, including the date staff met with them and any supporting arrangements will be documented using the attached Consumer Rights fact sheet.

