



B. after it has been documented and recorded that other alternatives were attempted and failed;

C. after the parent, guardian or client representative has had an opportunity to review the proposal to utilize these methods within the context of the overall service plan and has consented in writing;

D. after the Human Rights Committee has reviewed the proposal and consented to its inclusion in the Individual Service Plan; and

E. when their use is authorized by a qualified professional.

Policy on Client Rights

- I. Individuals with developmental and acquired disabilities are, above all, citizens of the State of New Hampshire and are entitled to the rights of all citizens, unless a right has been specifically restricted by State or Federal law. All citizens are entitled to be treated with dignity and respect.
- II. All individuals with disability residing within the State of New Hampshire have a right to adequate and humane treatment, regardless of age or developmental level, provided in the least restrictive environment by the program or service which best meets the individuals needs, and which will maximize the individual's human abilities, enhance his/her ability to cope with the environment and create a reasonable expectation of progress toward the goal of self-sufficiency and self-determination.
- III. All individuals with impairments have the right to receive treatment services in accordance with an individual's service agreement or training plan which is tailored to meet the individual needs in the least restrictive environment. Least restrictive environment shall mean the service environment(s) which least inhibits an individual's freedom of movement, informed decisions and participation in the community, while achieving the purpose of positive growth and fulfillment.
- IV. All individuals with impairments have the right to informed consent in those decisions affecting himself/herself. All reasonable efforts shall be made to assure that the individual, and when appropriate, his/her representative, is provided with sufficient time and information in order to make an informed decision.

For more information or questions on Opportunity Networks' policy on client rights please call 883-4402.

This client rights manual is meant to be used in combination and in support of the rights manual distributed by Gateways Community Services. For a copy of the Gateways Community Services client rights manual, please call 882-6333.

V. All individuals shall be provided with the most normal living conditions appropriate for that person. This shall apply to dress, grooming, movement, free time, personal funds, and access to educational, vocational, recreational, and therapy services in integrated community settings. Any denial of these rights and the reasons for such denial shall be entered in the case record and are subject to review by the Human Rights Committee and or any appropriate authority.

A. Right to legal counsel;

B. right to be provided with access to means for correspondence

C. right to unrestricted mailing privileges;

D. right to be visited at all reasonable times;

E. right to wear his/her own clothes;

F. right to keep and use personal possessions;

G. right to keep and spend money;

H. right to access to individual storage space for private use; and

I. right to access to telephone to make and receive confidential calls.

VI. As citizens of the State of New Hampshire, no person with a developmental impairment shall be deemed incompetent to manage his/her affairs, to contract, to hold professional, occupational, or vehicles operators' licenses, to vote, to marry, or to make a will solely by reason of his/her developmental impairment or of his/her placement in the service delivery system.

VII. All individuals have the right to be free from physical or psychological abuse, neglect, or mistreatment.

A. Aversive conditioning shall not be permitted unless reinforcement procedures and other less drastic alternatives have been tried and documented as failures.

B. Individuals have a right to be free from excessive and/or unnecessary medication. No prescription medication shall be administered except upon written order of a physician. Persons responsible for the delivery of services to the individual shall record their observations of the effects of the medication, including effects on the individual's progress in training. Medication shall not be used as punishment for the convenience of the staff, as a substitute for a program, or in quantities that interfere with the individual's program or work.

C. The use of all forms of restraint shall be prohibited. Restraint shall be employed only when absolutely necessary, to prevent an individual from seriously injuring him/herself or others. Restraint shall never be used as punishment for the convenience of the staff, or as a substitute for programs.

D. Abuse, unwarranted physical force or verbal assault, and neglect, unwarranted occasional, periodic, or habitual withdrawal or withholding of a necessary service or supply by design or through carelessness, shall not be permitted. All employees in the service delivery system shall be informed of their obligation to report any and all cases of suspected abuse or neglect. Any allegations of abuse or neglect shall be investigated immediately. If there is found to be any indication that the allegation is factual, the employee shall be subject to an in-depth investigation and will be subject to disciplinary action up to and including termination of employment. Formal legal charges may be filled against such individuals by the New Hampshire Attorney General's Office.

VIII. Aversive Conditioning, Use of Medication, and Use of Restraints shall be used only:

A. in the context of an Individual Service Plan which states precisely the rationale for employing them and the therapeutic gain to be achieved;