

It's About Time, Inc.  
**ASSURANCE OF RIGHTS NOTICE**

As a recipient of It's About Time, Inc., services you have specific rights that you need to be aware of and that you understand. These rights include the right to:

**Notification**

- You shall receive a copy of the code of conduct specific and pertaining to your participation for delivery of services.

**Treatment of Services Plan**

- You have the right to receive treatment or services;
- You have the right to participate with the planning of your treatment or services;
- You have a right to a service plan tailored to your specific needs;
- You have the right to object or make changes to any part of your proposed services or discharge plan;
- You have the right to request admission to, or discharge from any service at any time;
- You have the right to ask questions and you shall be encouraged to do so;
- You have the right to see, read and get a copy of your service record and correct, challenge, or explain any part of it unless restricted by law.

**Authorization**

- You have the right to be educated and informed about benefits as well as risks associated with your treatment or services;
- You have the right to either authorize or to not authorize any treatment pertaining to you;
- You have the right to understand that The Department of Behavioral Health and Developmental Services, Department of Medical Assistance Services, Local and State Human Rights Committee(s), the Community Service Board or referral source have the right to review your record;
- You have the right to know that It's About Time, Inc. is permitted to release any portion(s) of your record in the event of an emergency;
- You have the right to know that It's About Time, Inc. is permitted to release any part of your service record relevant to court proceedings issues, if the record is subpoenaed, if the court orders them to be produced, or if involuntary commitment or certification is being proposed or conducted.

**Confidentiality**

- You have the right to have records and other information about you treated with confidentiality;
- You have the right to refuse the transferring of information to another source unless it is a situation required or permitted by law;
- You have the right to the knowledge that The Department of Behavioral Health and Developmental Services, The Department of Medical Assistance, the local and state Human Rights

committee (s), the community Service Board or referral source have the right to access your record;

- You shall receive a copy of the program's Code of Conduct upon admission to It's About Time, Inc. service(s).

### **Dignity**

- You have the right to be treated with dignity and respect as a human being at all times.
- You have the right to privacy.

### **Advocacy**

- It's About Time, Inc. staff will ensure your understanding of your service plan and outcomes and will assist you with making any changes to your plan, current supports, and staffing if necessary;
- It's About Time staff will provide you with information concerning social roles and their meaning;
- It's About Time staff will provide information and support on how to protect yourself in the event of an emergency (weather related, fire, chemical and biological);
- It's About Time staff will review your health and primary care needs with you to assure that you are afforded preventive health and dental care based on your age and gender;
- It's About Time staff will provide information to you on your current medications and possible side effects;
- It's About Time staff will provide you with education on the meaning of "abuse", including the varying forms of abuse including, verbal, physical, sexual and emotional;
- It's About Time staff will provide you with information concerning neglect, exploitation, the use of restraints and seclusion;
- It's About Time staff will provide you with an interpreter if you have a language or communication barrier.

### **Freedom of Everyday Life**

- You have a right to privacy, dignity and respect;
- You have the right to choose your daily activities;
- You have the right to decide where you will live;
- You have the right to a legally enforceable lease;
- You have the right to receive visitors in your home at any time;
- You have the right to acquire, retain and dispose of property;
- You have the right to decide the setting where you work;
- You have the right to try new things and decide how to spend your day;
- You have the right to access food at any time;
- You have the right to be free from any unnecessary use of seclusion, restraint, and time-out procedures;
- You have the right to choose your physicians and service providers;
- You have the right to exercise your cultural and religious preferences;
- You have the right to accessibility within your home.

- Furthermore, you have the right to the knowledge that It's About Time, Inc. staff have been trained in Non-Violent Crisis Intervention, which could include the use as a hold referred to as a restraint. A physical restraint may ONLY be used in the event of an emergency, including harming others or self or from preventing severe property damage.

### **Legal Rights**

- You have the right to exercise your legal, civil, and human rights related to the receipt of services;
- You have the right to send and receive mail (unopened);
- You have the right to sign legal documents;
- You have the right to hold a professional, occupational, or vehicle operator's license;
- You have the right to acquire, retain and dispose of property;
- You have the right to enter into contracts;
- You have the right to register to vote;
- You have the right to get married, separated, divorced or have a marriage annulled;
- You have the right to make a will;
- You have the right to have access to lawyers and the courts;
- You have the right to manage your finances and assets. However, if you feel that you will need support with your finances, please discuss this need with your legal guardian/authorized representative and/or It's About Time, Inc. staff.

### **Access to the Regional Advocate**

- You have the right to contact your regional advocate if you are not satisfied with the way It's About Time, Inc. attempts to resolve your complaint. The role of the Regional Advocate is to assist you in any efforts regarding your rights as a client. Should you require or need the assistance of your regional advocate you may contact:  
**Office of Human Rights - Phone: 877-600-7434, Fax: 540-375-4328 (for the Roanoke area);**  
**Office of Human Rights - Phone: 434-773-7315, Fax: 434-773-4274 (for the Piedmont area).**
- If you feel your legal rights have been violated because of your disability, contact the **disAbility Law Center of Virginia at 800-552-3962!** We may be able to help you advance your independence, protect your legal and civil rights, or eliminate abuse and neglect.

### **Hearing and Appeals**

- If you are not satisfied with the resolution or results of the information review process with the Local Human Rights Committee you have the right to petition a hearing;
- You have the right to access legal counsel of your own choice at your own expense or through the office of a local legal aid, if you should need assistance with locating the legal aid office in Roanoke, It's About Time, Inc. staff shall provide you with the information.

**Disclosure of HCBS Rights will be completed annually.**

