



**LUK, Inc.**

545 Westminster Street, Fitchburg, MA 01420

# LUK Clients' Rights

## *Clients of L.U.K., Inc., shall have the following rights:*

1. To have adequate services suited to her/his needs.
2. To have a service plan which addresses his/her particular situation and/or needs.
3. To participate in the development of her/his service plan.
4. To know the name(s) of the person(s) responsible for his/her services.
5. To participate in planning for the termination of her/his services.
6. To examine and review his/her record.
7. To challenge information in her/his record and to ask that the accuracy of information be reviewed.
8. To insert a statement of clarification in his/her record.
9. To be fully informed that no person who voluntarily engages in services may be retained in the services against his/her will and that he, his/her parents, or his/her guardian may not waive that right.
10. To be treated courteously and to be free from verbal, physical, and sexual abuse.
11. To live in a humane and safe environment.
12. To exercise her/his civil rights unless declared legally incompetent.
13. To not be discriminated against on the basis of race, color, sex, religion, national origin, age, gender identity or sexual orientation.
14. To have the right of confidentiality with regard to his/her confidential communications, HIV antibody status, or AIDS diagnosis.
15. To receive to the maximum extent possible and consistent with his/her/their needs, preferences, and capacities:
  - a. self determination and freedom of choice
  - b. services which are least restrictive of his/her freedom of movement
  - c. the opportunity to undergo normal experiences even though such experience may entail an element of risk as long as his/her safety or that of others will not be unreasonably jeopardized.
  - d. access to fresh air, exercise, and recreational activities.
  - e. privacy including clearly defined private living, sleeping, and personal care space.
  - f. the opportunity to engage in activities and styles of living consistent with his/her desires.
  - g. the opportunity to move toward and attain a more independent and less restrictive living environment.
  - h. the opportunity for persons from multicultural backgrounds or with particular linguistic or physical needs to participate fully in the activities and services of the program through staff who possess appropriate language skills and cultural understanding and through interpreter services as necessary.
16. Residents have the right to receive and send mail, to have access to a telephone, and to receive visitors as approved by his/her legal custodian, his/her service/treatment plan, or by court order.
17. To bring any grievance or complaint to the agency's Human Rights Committee and/or Clinical Director.