



**Disabled Persons Protection Commission
(DPPC) (800) 426-9009**

Call in to report suspected abuse of adults with disabilities between the ages of 18-59.

**Child at Risk Hotline
(800) 792-5200**

Call in to report suspected abuse or neglect of a child between the ages of birth—18.

**Elder Affairs Hotline
(800) 882-2003**

Provides connection to Protective Services when elder abuse is suspected for clients over the age of 59.

LUK Inc.

Human Rights Handbook

You can use it to learn about your rights. You can also use it to talk with others about your rights.

When you speak up for yourself, you are a self-advocate. When you work together with others, you can make change happen.

Welcome to the power of Human Rights!

545 WESTMINSTER STREET, FITCHBURG, MA

You have the right to have adequate services suited to your needs.

Explanation:

Clients have the right to receive services that address their needs within the agency's resources and capabilities.



If you feel any of your Human Rights have been violated at any time, you may contact one of the Human Rights Officers:

1)

2)

The HRO's are available Monday –Friday from 8:30am-5:00pm.

All clients receive a copy of LUK's grievance procedure at intake. If at any time while receiving services from LUK, you feel your rights have been violated, you have the right to file a complaint.

You may seek further information from your assigned LUK worker. At that time, you should ask for another copy of the grievance procedure.

LUK has a Human Rights Committee that looks at how well clients' rights are protected. The committee is made up of staff, clients, and members of the community. These members are not paid to be a part of the committee.

The members of the committee may visit programs and talk with clients and/or staff. The committee may also review reports. It will then make suggestions on ways services may improve so that clients can have a positive experience at LUK. Clients and consumers are welcome at any time to give feedback to any staff member and/or the Human Rights Committee.



You have the right to insert a statement of clarification in your record.

Explanation:

Clients have the right to insert statements into their record for the purpose of making information more clearly to them. These statements become a permanent part of the record once they are placed into the record. These statements will not be removed.



You have the right to participate in the development of your service plan.

Explanation:

Clients have the right to have their service plan meetings scheduled during a time that they might have the availability to attend. Clients have the right to have input into the development of their service plan regardless of whether they are physically present at the meeting. Clients have the right to have the service plan presented to them in a way that they understand it.

You have the right to receive to the maximum extent possible and consistent with your/their needs, preferences, and capacities:

- self determination and freedom of choice
- services which are least restrictive of your freedom of movement
- the opportunity to undergo normal experiences even though such experience may entail an element of risk as long as your safety or that of others will not be unreasonably jeopardized
- access to fresh air, exercise, and recreational activities
- privacy including clearly defined private living, sleeping, and personal care space
- the opportunity to engage in activities and styles of living consistent with your desires
- the opportunity to move toward and attain a more independent and less restrictive living environment
- 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.



You have the right to be treated courteously and to be free from verbal, physical, and sexual abuse.

Explanation:

Clients have the right to be respected and treated as individuals. Clients also have the right to be safe and not harmed in any way.



You have the right to examine and review your record.



Explanation:

Clients have the right to review their record. There are procedures that clients need to follow in order to be able to view their record. Clients can contact their assigned LUK worker for assistance in this process.

You have the right to participate in planning for the termination of your services.

Explanation:

Clients have the right to be present at their service plan meetings, to have input, and to understand their service plan goals including those goals regarding termination of services.



You have the right to not be discriminated against on the basis of race, color, sex, religion, national origin, age, sexual orientation, or disability.



Explanation:

Clients have the right to receive services based on their needs as an individual.

You have the right to exercise your civil rights unless declared legally incompetent.

Explanation:

Clients have the right to exercise their civil rights as granted in the United States Constitution and as in accordance with state and federal laws.



You have the right to know the name(s) of the person(s) responsible for your services.

Explanation:

Clients have the right to know the names of those involved in providing their services. Clients also have the right to know how each of those members function within the service team.



You have the right to challenge information in your record and ask that the accuracy of the information be reviewed.

Explanation:

Clients have the right to ask questions and to receive an explanation about anything in the record they do not understand or feel is incorrect.



You have the right to live in a humane and safe environment.

Explanation:

Clients have the right to live in an environment in which their needs are attended to and they can be safe and healthy.



You have the right to have the right of confidentiality with regard to your confidential communications, HIV antibody status, or AIDS diagnosis.

Explanation:

Clients have the right to have their confidential information protected and kept confidential. There are some exceptions to information being kept confidential. These exceptions are explained in the confidentiality policy that clients receive at intake.

Clients also have the right to have information regarding their HIV status or AIDS diagnosis protected. All clients receive LUK's agency policy regarding HIV/AIDS at intake and should refer to this policy or seek guidance from their LUK worker.





You have the right to have a service plan which addresses your particular situation and/or needs.

Explanation:

Clients have the right to have a service plan developed that responds specifically to their individual needs and concerns.

You have the right to file a grievance or complaint.

Explanation:

Clients have the right to file a grievance if they feel any of their client rights have been violated. Clients receive the grievance procedure at intake. Clients can refer to this for the procedures on filing a grievance or can ask their assigned LUK worker for another copy. The agency welcomes comments, suggestions, and input from clients at any time. Clients will have the opportunity to express their satisfaction or dissatisfaction at different times while receiving services, yet it is not necessary to wait until then to give feedback to the agency about the services they are receiving.





You have the right to be fully informed that no person who voluntarily engages in services may be retained in the services against your will and that he/she, your parents, or your guardian may not waive that right.

Explanation:

Clients have the right to decide if they will participate in services. The understanding is that the appropriate conversations regarding services will be discussed so that clients fully understand their choice as well as the consequences of their choice.

Residents have the right to receive and send mail, to have access to a telephone, and to receive visitors as approved by their legal custodian, their service treatment plan, or by court order.

Explanation:

Clients have the right to receive and send mail, have visitors, and use the telephone as approved by their legal guardian and/or in accordance with the program rules if they do reside in one of LUK's residential facilities.

