

TDH ENTERPRISES, INC.

RIGHTS OF PERSONS SERVED

- (1) You have the right to be treated at all times with consideration and respect and with full recognition for personal dignity, independence, and privacy.
- (2) You have the right to have the opportunity to consult with independent treatment specialists or legal counsel, at your own expense.
- (3) You have the right to not be discriminated against in the delivery of services on the basis of religion, race, color, creed, sex, national origin, age, lifestyle, or disability.
- (4) You have the right to be fully informed of all your rights and to exercise those rights without reprisal in any form including continued and uncompromised access to services.
- (5) You have the right to pursue vocational opportunities that will promote and enhance economic independence.
- (6) You have the right to freedom from unnecessary chemical or physical restraints.
- (7) You have the right to be free from emotional, psychological, and physical abuse and unnecessary undue force which may lead to physical injury.
- (8) You have the right to access any community resource available to you and to request and receive assistance in accessing those resources.



- (9) You have the right to confidentiality of your case file, communications and of all personally identifying information, within the limitations and requirements for disclosure to various funding and/or certifying sources, state or federal statutes, unless specifically authorized by you or your designated representative.
- (10) You have the right to access your TDH Enterprises Inc case file and to have information revised or deleted, if needed, in accordance with policies established by TDH Enterprises Inc.
- (11) You have the right to reasonable privacy, including both periods of privacy and places of privacy.
- (12) You have the right to accept or refuse to be observed, video recorded, voice recorded, or by any type of photo processing.
- (13) You have the right to have your case discussed with your family, guardian, legal representative, or others as you choose provided you have authorized TDH Enterprises Inc, in writing, to disclose information.
- (14) You have the right to have your TDH Enterprises Inc case file kept in a secure and confidential location with access limited to authorized personnel employed by TDH.



- (15) You have the right to communicate your concerns and complaints and file a grievance according to policies of TDH Enterprises Inc. You have the right to assistance in filing a grievance. You have the right to due process and to be informed how your concerns, complaints or grievance are resolved.
- (16) You have the right to a current and written individual service plan that addressed your mental or physical health, social, economic, and vocational needs and that specifies the condition of appropriate and adequate services, as available, either directly or by referral.
- (17) You have the right to provide your input into how the individual service plan is to be developed, its review, and its re-evaluation based on your needs as they change.
- (18) You have the right to participate in multiple services provided by TDH Enterprises Inc or from other available agencies, provided you qualify for those services and the funding sources agree to purchase the additional services.
- (19) You have the right to be informed, in advance, if your services are going to be discontinued and to be involved in planning for the consequences of that event.
- (20) You have the right to consent to or refuse services with full explanation of the expected consequences. A parent, legal guardian, or designated representative may consent to or refuse any service on your behalf provided you authorize them to act on your behalf. Refusal of services may affect your ability to achieve your program outcomes and may affect receiving funding.
- (21) You have the right to refuse to participate in research or experimental programs.
- (22) You have the right to know the cost of your services.
- (23) You have the right to an appropriate, safe, and sanitary training and/or work environment that complies with local, state, and federal standards.
- (24) You have the right to be informed of and to discuss potential health and safety program risks.
- (25) You have the right to offer suggestions regarding changes in program policies and improving services offered by TDH Enterprises Inc.



If you believe your rights have been violated please contact:

- Cole Hatfield, at (419) 732.1420 or chatfield@tdhenterprises.com or
- David Castillo, at (419) 732.1420 or dcastillo@tdhenterprises.com