



## **Consumer Rights & Abuse or Neglect or Exploitation Reporting Notification**

As a CWTC consumer, I have all rights as everyone else. A “right” is something I am allowed to do, and I am entitled to. I have protections from abuse, neglect and exploitation (people hurting me or taking advantage of me).

1. I have the right not to be hit in any way, not to be put in a room that I cannot get out of, not to have my feelings hurt, not to be touched in private places, not to be ignored or not listened to, not to have money taken from me, not to be taken advantage of or used by others.
2. I have the right to make my own choices and decide what I want to do.
3. I have the right to say yes or no to help from CWTC.
4. I have the right to choose and wear my own clothing.
5. I have the right to choose where I live, who lives with me, and the people who help me.
6. I have the right not to have medical and dental work if I do not want it and not to be part of any research or experiments.
7. I have the right to freely go and come from my room or apartment.
8. I have the right to privacy; this includes talking on the telephone to whomever I want, visiting with whomever I want, writing to and getting letters from whomever, I want.
9. I have the right to have and use my own money and to be paid for all work I do.
10. I have the right to practice my religion.
11. I have the right to have my own personal things.
12. I have the right to vote in public elections.
13. I have the right to be free from medicine that controls me and drugs that are not needed and to be free from being tied up or held down.
14. I have the right to see my file and to see any papers about me.
15. I have the right to information about my medicine and I have the right to not take my medicine. My guardian may tell me I have to take my medicine; otherwise, someone has to go to a court of law to make me take my medicine if I do not want to take it.
16. I have the right to tell others that I am a consumer (client) at CWTC.
17. I have the right to talk to the Guardianship and Advocacy Commission, 401 N. Main, Suite 620 Peoria, IL 61602, (309-671-3030); Equip for Equality Central IL Regional Office, 1 West Old State Capitol Plaza, Suite 816, Springfield, IL 62701 (1-800-758-6869); CWTC's Human Rights Committee (309-686-3300); Illinois Department of Human Services 100 South Grand Ave. East, Springfield, IL 62762 (1-800-843-6154); DHS, Office of Inspector General 901 Southwind Rd. Springfield IL 62703 (1-800-368-1463). The Independent Service Coordination agencies (Prairieland Service Coordination, Inc 244 E. Main St. Galesburg, IL 61601 (1-800-866-8779), Champaign County Regional Planning Commission 1776 E. Washington St. Urbana, IL 61802 (1-217-328-3313), CISA 101 N. Madigan Dr. Lincoln IL Toll Free 1-877-437-9588). For consumers who live in their home or families' home with abuse or neglect or exploitation occurring in their home setting, contact the Adult Protective Services Hotline at 1-866-800-1409. If I want to receive or if I do receive Vocational Rehabilitation services (Placement Services) or Home Services from DHS I am eligible for CAP (Client Assistance Program), advocating services (1-800-641-3929). If I am a vocational consumer who is 16 or 17 years of age, I can call the Dept. of Children and Family Services at 1-800-252-2873. The staff will give me addresses and telephone numbers of these groups. If I want them to, the staff will help me talk to these people.

18. If a staff member is hurting me or taking advantage of me in any way, I can tell my counselor or the Safety Director, the Executive Director or the Director of Quality Improvement. A CWTC investigator will ask questions and find out what happened and will call OIG (Office of Inspector General). If I live in a CWTC CLF, Dept of Public Health will be contacted (1-800-252-4343).
19. I have the right to have information about me to be private. CWTC cannot give out any information about me unless my guardian or I say that is okay. This is the law.
20. It does not matter about my age, sex, race or the color of my skin, or my religious belief; my sexual orientation; my gender identity; what country or culture I am from; if I am married or not or what disability I have, or my financial standing, I can still be a consumer at CWTC.
21. I have the right to complain and get an answer back from staff at CWTC. If I do not like the answers, I can complain again. The answers should not take more than a few days.
22. I have the right to talk to the Executive Director about anything; this includes any decisions made about me, like being left out, suspended, fired or asked to move from my CWTC home.
23. I have the right not to be left out, suspended, fired, or asked to move out of my CWTC home and help from staff will not be reduced for complaining and wanting answers about decisions to deny, change, suspend, reduce or stop services.
24. I have the right to be treated nice and to have enough help from staff and I have the right to be in the program where I can reach my goals. I have the right to be part of my program plan. I have the right to ask anyone I want to come to my planning meeting.
25. I have the right not to be left out, suspended, fired, or asked to move out of my CWTC home and help from staff will not be reduced for using my rights.
26. I have the right to purchase and use services of private physicians and other mental health and developmental disabilities professionals of my choice, which shall be documented in my service plan.
27. Justification for any restrictions on my rights must be documented in my record.
28. I have the right to continue to receive services unless I voluntarily withdraw or I meet the criteria for discharge from the services.
29. If I live in a CWTC CILA, I have the right to remain in my CILA unless I voluntarily withdraw. I can live in the CILA until I want to move, unless my medical needs cannot be met with the CILA program. I can no longer live at the CILA if I am a danger to myself or others or if I no longer benefit from CILA services.
30. I have the right to be free from coercion (pressure, intimidation, bullying from others). I have the right to be free from others pressuring me to do something by using force or threat.
31. I have the right to have a copy of the Notice of Privacy Practices upon request, as required by HIPAA (Health Insurance Portability and Accountability Act). HIPAA protects the privacy and security of my health information. I can get a copy from my case manager at any time. In cases where the Illinois Mental Health and Developmental Disability Code and the Confidentiality Act are stricter with regards to privacy, the Mental Health Code and Confidentiality Act will take priority over HIPAA.
32. I have the right to have access to sex education, related resources and treatment planning that supports my right to sexual health and healthy sexual practices and to be free from sexual exploitation and abuse.

33. I have the right as a CWTC residential consumer to have a camera (electronic monitoring device) in my room/apartment at my own expense for safety and quality of care reasons. I am permitted to have this audio (listening) and video (picture/camera) surveillance only if I have the device out in the open and I must inform staff members and visitors about this device. If I have a roommate, I must get their consent (okay) before having this device.
34. My rights have been explained to me. Someone has read these rights to me and my guardian (if I have a guardian) and has shown my guardian and me a copy of the rights. These rights are listed in Chapter 2 of the Mental Health Code and within the Confidentiality Act.

As a CWTC consumer, I have all rights, benefits or privileges guaranteed by law, the Constitution of Illinois and the U.S. Constitution. My individual rights are also protected in accordance with Chapter 2 of the Mental Health & Developmental Disabilities Code and the Confidentiality Act. My personal information is also protected by the federal Health Insurance Portability Accountability Act (HIPAA). The Notice of Privacy Practices is available upon request.

Rev. 3/4/2020, 2/26/2020, 2/20/17, 6/30/16, 7/15/15, 6/6/14, 2/8/14, 2/4/14, 10/28/11, 5/25/11, 4/11, 4/8/08, 12/05, 7/05, 7/03, 7/02, 7/01, 4/00, 3/98/ 6/96

## Descriptions of Agencies Listed in the Consumer Rights

**Guardianship and Advocacy Commission** is an executive state agency created to safeguard the rights of persons with disabilities. There are three divisions:

**Office of State Guardian** – If a guardian is needed for an adult with a disability and there is no one available, a State Guardian will be appointed. The State Guardian will become a substitute decision maker.

**Legal Advocacy Service** was created so individuals with disabilities could get legal advice and representation

**Human Rights Authority** – they investigate complaints of alleged violations of rights of disabled person by providers of service (agencies and organizations)

**Equip for Equality** – is nationally recognized, private, not-for-profit organization that protects the civil and human rights of people with disabilities. The agency has advocacy programs and legal services. They administer the federally mandated Protection and Advocacy System for Illinois.

**Illinois Department of Human Services** (IDHS) offers a comprehensive and coordinated array of social services to help improve the quality of life for thousands of individuals, families and communities across the state.

**OIG (Office of Inspector General)** is a department under IDHS that investigates allegations of abuse or neglect of individuals who receive mental health services or developmental disability services in programs that are operated, licensed, certified or funded by the Illinois Department of Human Services.

**Adult Protective Services** (APS) The services assist seniors age 60+ and individuals with disabilities ages 18-59 who have been victims of abuse, neglect and/or financial exploitation who reside in their own home/apartment or home of a caregiver. These services are locally coordinated through provider services in the community which are designated by the Regional Area Agency on Aging and the Illinois Department of Aging. For CWTC, the local provider is the Center for Prevention of Abuse. The APS caseworkers are trained and certified by the Illinois Department of Aging.

**Independent Service Coordination agency** ensures the completion of comprehensive assessments, development and implementation of an individual's service plan, linkages to support services, and provision of ongoing service monitoring and advocacy. They collect information on individuals seeking developmental disabilities services and enter the information on the PUNS database (Prioritization of Urgency of Need for Services). The IDHS/Division of Development Disabilities contracts with ISC agencies. **Prairieland Service Coordination, Inc; Champaign County Regional Planning Commission; CISA (Central Illinois Service Access)** are the services providers associated with CWTC. These case coordination units provide Pre-Admission Screening (PAS) which is the entry into developmental disabilities system.

**Client Assistance Program (CAP)** services are for individuals with a disability who want to receive services or are receiving Vocational Rehabilitation (VR) or Home Services from IDHS. CAP advocates for the consumer and helps them identify resources, understand procedures, resolves problems and protects their rights in the rehabilitation process, employment and home services.

**Department of Children and Family Services (DCFS)** is Illinois' state child welfare agency. DCFS has the primary responsibility of protecting children (children under the age of 18). One method of protection is the Child Abuse Hotline. This would apply to any CWTC vocational consumer who is 16 or 17 years of age.

**Department of Public Health** investigates any abuse, neglect or exploitation in CWTC's Community Living Facilities (CLF).

**HIPAA (Health Insurance Portability Accountability Act)** this privacy rule establishes national standards to protect individual's medical records and other personal health information. The rule also gives individuals rights over their health information.