



## **The Participant's and Family's Rights**

### **As a recipient of services provided by the Center for Independence, I have the right to:**

- Be recognized as an individual with individual needs
- Have my attendance and care at the Center for Independence be kept confidential unless otherwise released by me or my parents/legal guardian
- Invite people with knowledge and expertise about me to observe and consult in services I am receiving
- Obtain and receive an evaluation, Discuss the results with my team and Center staff
- Know the names of the Center staff who provide me services
- Learn tasks and skills that are relevant and meaningful to me and members of my family
- Make choices whenever possible, when they do not interfere with the quality of my service plan
- Communicate my needs, my opinions, and suggestions freely, with access to alternative methods of communication as needed, including but not limited to crying, making noises, using my communication device, or objecting to anything that causes me discomfort
- Receive kind, compassionate care, and feel safe while receiving services
- Receive positive interventions which provide a positive, predictable, equitable and safe learning environment
- Be informed of what is happening to me, and have my questions answered honestly, in words I can understand
- Refuse or discontinue services at any time
- Be treated with respect without regard to my culture, identity, beliefs, and my socioeconomic status

The Center for Independence will uphold the rights of each participant and their families. If you feel your rights have been violated, you have the right to bring your concern to the program staff and the Executive Director and file a formal complaint. The Center has a process to address your concerns.

If you feel the issue has not been resolved, you have the right to contact the Illinois Department of Human Services at Customer Help Line: (800-843-6154, 1-866-324-5553 TTY) to present your concerns and request assistance. Any participant or primary caregiver can exercise their rights and shall not be denied services, discharged from services, or have services reduced for doing so.

I have read and understood my rights offered at the Center for Independence.