

Know Your Rights

WORKBOOK FOR PERSONS RECEIVING WAIVER SERVICES



**DEPARTMENT OF
ADMINISTRATION**
GOVERNOR'S COUNCIL ON
DEVELOPMENTAL DISABILITIES

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Overview

The purpose of this Workbook is to help build your understanding of your rights while receiving waiver services.

This Workbook has a section for each Right. Each section has lessons that will make it easy and fun for you to learn about your rights. Each section about a Right includes:

- What you will learn about this right
- Easy Read Guide
- Lessons
- Videos for some lessons

Keep track of which Right you have learned about by checking it off in the table of contents.

Link to *GCDD Minnesota Waiver Bill of Rights Training (245D.04)*:

<https://mn.gov/mnddc/bill-of-rights/bill-of-rights-245d.html>

Information about Rights

What you will learn

1. Understand what a *right* is.
2. Understand what the Waiver Services Bill of Rights is.
3. Understand what other information you have a right to know

Lesson 1 — Read *Easy Read Guide* pages: “You Have Rights” AND “Understand your Rights.”

After reading these pages, fill in the blanks with words on the Word List:

Your provider must keep a _____ that you got a copy of your rights.

Each right makes sure you are treated _____.

You can get a copy of the rights in a _____ that you understand.

All the rights are in the _____.

Word List

format
record
fairly
Bill of Rights

Lesson 2 – Watch the video, *The Right to Information About your Rights*. Make a check mark (✓) for each true statement.

- I have rights to protect me.
- My rights must be given to me and explained to me.
- My rights don't matter.
- I can get a copy of the Bill of Rights in a language I understand.
- I have to sign that I know my rights, even if I don't understand.

Information about Rights Summary: Your rights are important. You have a right to understand what they are. If your staff won't explain them to you, file a complaint.

Notes

Service Planning and How Services Are Provided

What you will learn about this right

1. You can help plan your services.
2. You have the right to know what changes there might be to your services in the future.
3. It is not ok if you are not included in planning your services.
4. You have the right to know what your services cost.
5. You have the right to know what services are covered by insurance or by government money.
6. Your services must be provided by a person who is trained.

Now, watch the video, *The Right to Know Your Services*.

Lesson 1 – Service Planning.

Circle the rights you have about *your* service planning.

Help plan my services

Help plan my friend's services

Break the rules

Know the rules

Agree with my plan

Lesson 2 – How Services are Provided

Circle the True statements and cross out the False ones.

1. Staff do not need to tell me what my services cost.
2. I have the right to know what services are covered by insurance.
3. Staff do no need to be trained professionals.

Service Planning Summary.

Your service plan rights are important. You have the right to be part of your service planning, to know what your costs are, and to be assisted by trained professionals. It is not ok to ignore your rights. If your service plan rights are not protected, file a complaint.

Notes

Right to Privacy

What you will learn about this right

1. Your information is private.
2. Staff must keep your records private.

Lesson 1 – Read *Easy Read Guide* pages: “Your Information is Private,” and watch the video *The Right to Privacy*.

After reading the *Easy Read Guide* pages and watching the video make a check mark (✓) for each true statement.

- I have the right to decide who will see my records.
- It is ok for staff to tell their friends about my health records as long as they are doctors and nurses.
- Staff must ask my permission to tell other people about my health records.
- Staff must respect my privacy.
- Staff can leave the door to the bathroom open if they are helping me.
- Staff must ask me to share my personal information.

Lesson 2 – Privacy and videos. Many people like to watch videos on the internet. Fill in the blanks with words from the word list to complete the sentences below.

1. A person taking videos must ask my _____ to use me in a video.
2. I must ask others permission if I want to take a _____ of them.
3. If I ask someone to stop taking my picture and they won't then I can file a _____.
4. I get to _____ if I want to let other people take my pictures or videos.

Word List
video
complaint
decide
permission

Right to Privacy Summary: You have the right to privacy. This means that you can keep information about you private. Nobody can share your records or information unless you allow it. It also means that you control who takes your pictures or videos.

Notes

Right to Freedom from Maltreatment

What you will learn about this right

- 1. Understand what maltreatment means.
- 2. You have the right to live without being treated badly.
- 3. You have the right to live without abuse

Lesson 1 – Read the *Easy Read Guide*, “Freedom from Maltreatment”.

In the space below, write down what to do if someone treats you badly.

Lesson 2

Look at the pictures in the boxes. Read the picture caption.

Cross out examples of maltreatment.

<p>Kicking</p> 	<p>Unwanted Sexual Touching</p> 
<p>Friends</p> 	<p>Stepping on Hand</p> 
<p>Pulling Hair</p> 	<p>Friends Dressed Up</p> 

Right to Freedom from Maltreatment Summary: Bullying is NOT ok. You have the right to live without abuse or maltreatment. Others have this right too. It is NOT OK for you to bully another person.

Notes

Service Setting and Courteous Treatment

What you will learn about this right

1. Your services must be provided in a clean and safe place.
2. You have the right to be treated with courtesy and respect.

Lesson 1 - Read *Easy Read Guide*, “Service Setting” and watch the video *The Right to Courteous Treatment*.

Circle the true statements and cross out the false ones.

- Staff must be polite to you.
- Other people in your program can be mean to you.
- It is ok for someone to tell you that you are not good enough.
- If you are not treated courteously, file a complaint.

Lesson 2

Draw a line from Courteous Treatment to all the examples of courteous treatment in the Word List.

Courteous treatment

Word List
saying please
yelling
saying thank you
listening to me
slamming doors
being patient
throwing things
treating me like a child

Service Setting and Courteous Treatment Summary: You have the right to a clean and safe space for your services. You also have the right to be treated courteously and with respect.

Notes

The Right to be Yourself

What you will learn about this right

1. You have the right to cultural, ethnic, and religious freedom.
2. No matter how old you are or what your race or gender is, you have the right to love who you want and follow your own beliefs.

Lesson 1 – Read the Easy Read Guild, *The Right to be Yourself*.

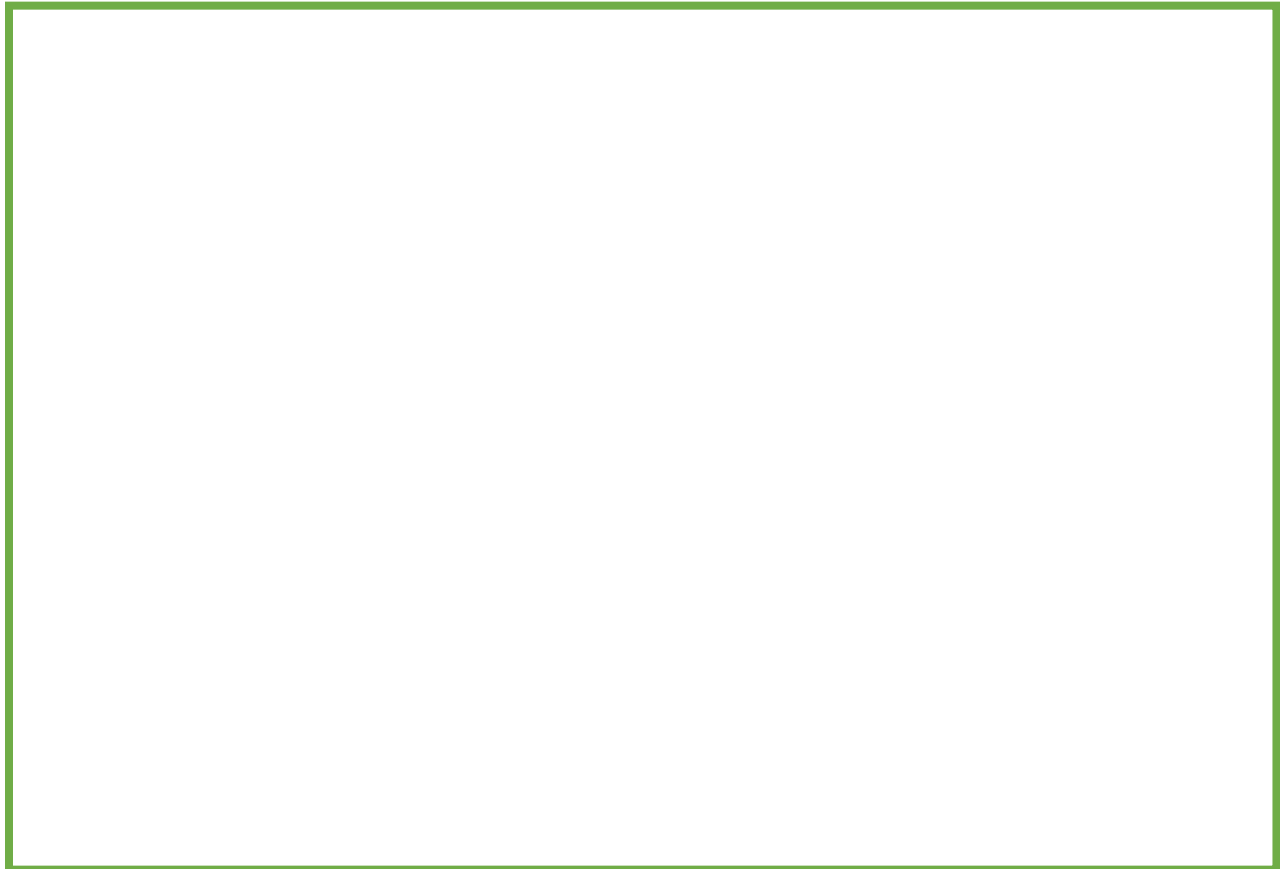
For each topic in the boxes, draw a picture or write words that tell about you.

Being Yourself

Your Culture

Your Religion

Lesson 2 – In the box below, draw a picture of someone you love!



The Right to be Yourself Summary: You get to decide who you are. Nobody can tell you to change your religion, or your culture! It is not ok for someone to tell you who you can't love. You decide who you love.

Notes

Grievances

What you will Learn about this Right

1. Understand what *grievance* means.
2. Staff must give you contact information for advocacy services.
3. You must be told how to file a complaint.
4. You can file a report without retaliation.

Lesson 1 – Read the *Easy Read Guide*, “Grievances.” Circle True statements and cross out the false ones.

- There is nothing you can do if your waiver provider changes the rules.
- If you make a complaint, your service provider can kick you out.
- If you want to make a complaint, you must be told how to do it.
- You must be told your service provider’s grievance policy.

Lesson 2 – Watch the video *The Right to Make Complaints*.

If you think a new rule is unfair, you can file a complaint. What Should You Do if you want to file a complaint? Draw a line from the problem on the left to the words in the ‘What Should You Do!’ List.

You do not agree with a new rule.
What should you do?

Your service provider will not listen to your complaint.
What should you do?

You cannot work things out, you want to file a complaint.
What should you do?

You have the grievance policy, but you want to do it right.
What should you do?

What You Should Do!

Tell staff that you disagree.

Try to work things out.

Ask for the grievance policy.

Ask your provider to show you how to write a complaint.

Grievances Summary: You have the right to file a complaint if you do not think you are being treated fairly. Your provider must explain the grievance policy to you and tell you how to file a complaint.

Notes

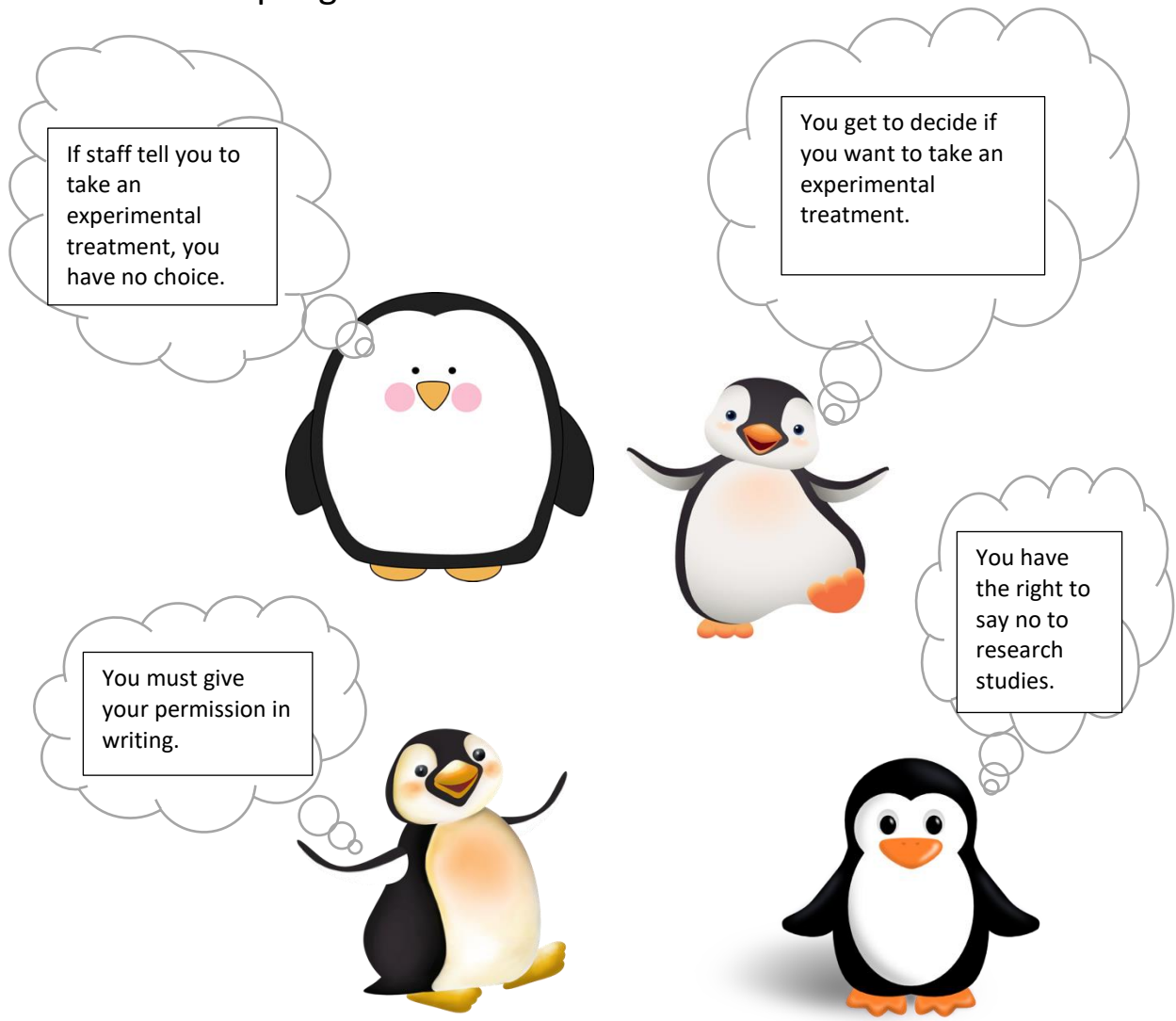
Research and Experimental Treatments

What you will learn about this right.

1. You have the right to choose to participate in research studies and experimental treatments.
2. You have the right to choose NOT to participate in research studies and experimental treatments.
3. If you do choose to participate in a research study and experimental treatment, you must give your permission in writing.

Lesson 1 – Read Easy Read Guide, “Research Studies and Experimental Treatments”. Watch the video *The Right to Participate in Research or Experimental Treatment*.

Put an X on the penguin that does NOT know the rules.



Research and Experimental Studies Summary: You have the right to choose if you want to participate in research or experimental treatments, or not. No one can make you participate if you don't want to. You must give your permission in writing,

Notes

Rights of Association

What you will learn about this right

- 1. You can choose your friends and others you want to talk to.
- 2. You have the right to privacy.
- 3. You have the the right to participate in activities that you choose.

Lesson 1 – Watch the video, *The Right to Friends and Activities*.

Tic-Tac-Toe. Put an O on the boxes that are true. Put an X on the boxes that are not true. Then find out who won, the Xs or the Os!

I can take part in political activities	I can visit with my health care agent	I can call people mean names
I can hit people when they make me mad	I can visit with my friends in private in my bedroom	I can choose my religious activities
I can tell others that their friend has got to go	I can take part in community groups	I can choose my friends

Rights of Association Summary: You have the right to choose your friends and to visit with them in private. No one can tell you who your friends can be as long as you and others are safe. You can take part in activities of your own choosing.



Notes



Communication Privacy Where You Live



What you will Learn about this right.



1. You have the right to use the telephone every day.
2. You have the right to come and go and you choose.
3. Your mail and email will be private. Staff may not read them.



Lesson 1 – Read the Easy Read Guide on “Communication Privacy Where you Live.” Watch the video *The Right to Communication Privacy*.



Circle the  if statement is true. Circle  if statement is false.



1) Staff can listen to your conversations.  



2) Staff can decide who you can talk to.  

3) Staff can tell callers your personal information.  

4) Staff can open your mail.  

5) Staff can decide if you can take part in activities.  

6) You can talk on the phone in private.  

7) You can come and go from the facility when you choose.  

Lesson 2 – What can you do?

Put a **✓** on the box with the best answer about what you can do when your rights are violated while in your waiver program.

File a grievance

Yell at the staff

Just keep quiet

Communication Privacy Where You Live Summary: You have many rights about your privacy, including the right to communicate with others in private. You may make phone calls in private. Your mail should never be opened by someone else. You have the right to speak with other people in private too.

Notes

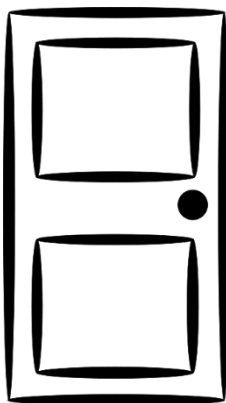
Right to Use Living Spaces

What you will learn about this right.

1. You have the freedom to use the common areas where you live.
2. You are allowed to meet with family, friends, and people who advise you in private.
3. You also have the right to meet with people privately in your bedroom.

Lesson 1 – Read the Easy Read Guide “Right to Use Living Spaces.” Then review the video *Right to Friends and Activities*. Complete the activity below.

Draw a line from the door to your rights about how you use your living spaces.



I can meet with friends in my own room

Staff can restrict my use of common rooms

My friends and family can meet with me in private

Staff can walk into my room without permission

Right to Use Living Spaces Summary: You have the right to freely use the common spaces in the place where you live. You have the right to privacy in the place where you live. You can meet with your family, friends, and others privately and even in your bedroom.

Notes

Rules about Rights Restrictions

What you will learn about rights restrictions.

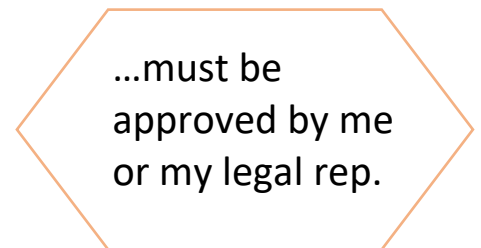
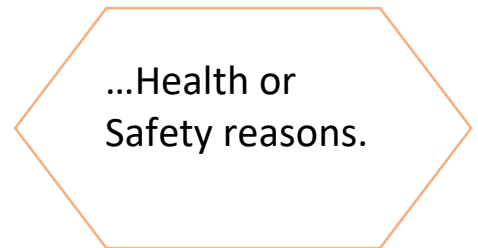
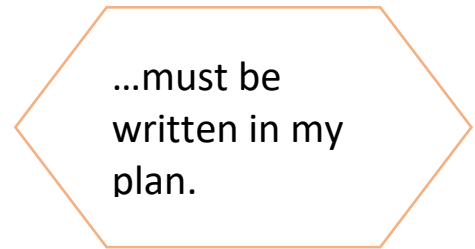
1. Your rights can only be limited for your health or safety.
2. Limits to your rights must be written in your plan.
3. How limits to your rights will be ended must be in your plan.
4. Your plan must have a schedule to review limits.
5. Limits must be approved by you or your legal representative.

Lesson 1 – Read the Easy Read Guide “Rules about Rights Restrictions” and review the video, *The Right to Information about your Rights*.

Draw a line from the event to its rule.

EVENT

RULE



Rules for Rights Restrictions Summary: Your rights can only be restricted for health and safety reasons. The restrictions must be in your plan and include when and how the restrictions will be ended. Restrictions must be approved by you or your legal representative.

Notes

Appendix 1 – Resources

- 245D Easy Read Guide

Appendix 2 - References

- Pictures by Photosymbols
- MN Department of Health website: <http://www.health.state.mn.us/>
- MN Statutes website: <https://www.revisor.mn.gov/statutes/?id=144.651>
- MN Department of Human Services website: <https://mn.gov/dhs/>
- MN Olmstead Plan website: <https://mn.gov/olmstead>
- Supervised Living Facility Bill of Rights:
http://www.health.state.mn.us/divs/fpc/consumerinfo/slfbor_eng_reg.pdf
- MN Supervised Living Facility eLicensing website: <https://mn.gov/elicense/a-z/?id=1083-231553-/list/appld//filterType//filterValue//page/1/sort//order/>
- This project was financed by the Governor’s Council on Developmental Disabilities for educational purposes only. This information does not replace Minnesota and federal laws related to Minnesota Statute 245D.04.

Appendix 3 – Waiver Services

- 245D.04 Service Recipient Rights: <https://www.revisor.mn.gov/statutes/cite/245D.04>
- MN Department of Human Services Home and Community-based Service Waivers:
<https://mn.gov/dhs/people-we-serve/people-with-disabilities/services/home-community/programs-and-services/hcbs-waivers.jsp>
- MN Department of Human Services eLicensing website: <https://mn.gov/dhs/partners-and-providers/licensing/hcbs-245d/>
- MN Olmstead Plan website: <https://mn.gov/olmstead/about-office/oio/>