

## Customer Rights Summary Sheet

Instructions: The following explanation of rights should be used when reviewing and explaining the rights of individuals supported.

Stand Up recognizes the rights of the customers that we serve. We want you to be aware of those rights as well. If at any time, you feel your rights are being taken away from you by an employee of Stand Up, please contact the Executive Director, Kelly Reichard at [Kelly.Reichard@standup-inc.com](mailto:Kelly.Reichard@standup-inc.com), or by calling 434-316-7140. Stand Up's grievance procedure will be followed and a Stand Up Director will assist you in this process. Below is a list of these rights:

- All rights of the United States and of Virginia: You maintain all of your legal and civil rights while receiving services. This means that you have the same rights as everyone else. You have the same rights as your friends, your co-workers and everyone else. Working with Stand Up doesn't take away any of your rights.



- The right not to be discriminated against: You have the right to be treated fairly and with respect no matter your gender, race, religion, ethnic background, sexual orientations, disability, national origin, age or financial standing.



- The right for humane care and services: You have the right for a healthy and safe environment. You have the right to participate in your plan for services. You have the right to adequate and humane care, and an Individual Service Plan.



- Freedom from financial or other types of exploitation: Stand Up staff will not ask for money from customers or use customer's financial information in any inappropriate manner. The money you earn working belongs to you and Stand Up will not take any of your money or take advantage of you. You

have the right to be protected from being taken advantage of, financially or to benefit a person or business.



- **Abuse, humiliation and neglect:** You have the right to be free from abuse or neglect. This means you have the right to be protected from people hurting you, from neglect and from abuse or mistreatment. You have the right to receive training in this area. If you feel that someone has treated him badly (to include physical or sexual abuse), he must report this concern to someone that he trusts so that the problem can be resolved.

Any incidents of abuse or neglect will be reported to the Executive Director and the Advisory Board. They can also be reported to the Inspector General of the Department of Human Services, the Department of Public Health, or the Department of State Police for investigation. If you feel that someone has treated him badly, he must report this concern to his/her job coach or any manager associated with Stand Up, Inc.

- **Confidentiality and privacy:** Personal information about you is private and may only be shared with a staff member of Stand Up, Inc. or with a person representing one of the organizations listed on the signed release of information form. This means that Stand Up employees won't discuss you or your case with Stand Up with anyone, unless you and your guardians, if you have one, say it's okay.



- **Labor:** You have the right to receive fair wages when working competitively in the community. This means that you have the right to be paid at least minimum wage for your work when Stand Up helps you get a paid job in the community.



- **Refusing services:** The customer has the right to refuse services offered by the Stand Up, Inc. program at any time. This means that if you don't want to

work with Stand Up anymore, you don't have to. If you want to work with another job coach, you can tell any Stand Up staff member and we will help you.



- Service Planning: You have the right to participate in the development of your own individualized service plan. You have the right to work with your team to develop a plan to help you become independent as possible. You help decide what is in your plan. Your plan will be reviewed quarterly by Stand Up, Inc., but if any time you wish to change your plan of service speak with your Stand Up, Inc. representative in order to do so. Access to self help and advocacy support services list is available.



- Grievances: If you have a problem or concern, you have the right to tell a Stand Up staff member without worrying that you will get in trouble. You have the right to express grievances in writing to the Executive Director. Grievance forms are available at the home office, by emailing [info@standup-inc.com](mailto:info@standup-inc.com) or by calling 434.316-7140. The Executive Director will review the grievance, research the claim by interviewing all involved parties, and decide upon a resolution. When necessary, the Executive Director will consult with members from the Advisory Board. Should the consumer disagree with the decision, he may wish to discuss it with the DARS counselor or case manager who can then assist him with contacting the appropriate personnel within DARS or your local CSB. Grievances will be addressed in writing within a thirty day period and an appropriate solution agreed upon. Any grievance brought to Stand Up, Inc. will not result in retaliation or barriers to services provided.



- Ethical Conduct: Stand Up staff members should not take advantage of you or discriminate against you. You have the right to be treated with respect. If you at any time feel as if a Stand Up employee isn't treating you fairly and

with respect, please express your concerns to Stand Up management. You may obtain a grievance form from Stand Up's offices by calling 434.316.7140 or by requesting a form from our website at StandUp-Inc.com. Stand Up management will inform you of our procedure regarding claims of unethical conduct. Any complaints made will not result in retaliation or barriers to services provided.



- Customer file: You have the right to read your file maintained by Stand Up, Inc.. Stand Up will provide any customer their own file within 24 hours of the request. The customer has no right to review the contents of any file maintained by employers, unless the employer affords such rights as a matter of policy.
  
- Right to information about the service provider: You have the right to know if the Stand Up is not meeting quality standards and to look at written survey reports and outcome measurement reports describing the quality of the services. This means that you have the right to know if Stand Up has met standards to make sure Stand up follows the rules in Virginia and information about how we provide services.

