

PRIMO CENTER

for WOMEN and CHILDREN *File Copy*

STATEMENT OF RIGHTS

Primo Center is committed to insuring that you receive professional and humanistic services directed toward your needs in a manner that protects your dignity, feelings of self-worth and self-determination. To this end, the following Statement of Rights has been formulated:

CIVIL RIGHTS

1. You have the right to be treated with dignity and respect and shall be free from abuse, neglect, exploitation and sexual harassment.
2. You retain all rights, benefits and privileges guaranteed by law.
3. Your rights are protected in accordance with Chapter 2 of the Mental Health and Developmental Disabilities Code (405 ILCS 5, Illinois Revised Statute, 1996, Chap. 91-1/2, par 2-101 et seq.)
4. You have the right to be prohibited from experiencing conflict of interest or code of ethics as it related to client/staff relationships.
5. Right to have disabilities accommodated as required by the American With Disabilities Act, section 504 of the Rehabilitation Act and the Human Rights Act [775 ILCS 5]. The agency will make reasonable accommodations to clients with disabilities.

DISCRIMINATION

1. Services will be provided to you and/or your family members without discrimination. Services will not be denied on the basis of marital or family status, age, race/color, citizenship, ancestry, parental status, political or religious belief, ethnic group identification, medical condition, sexual orientation, military discharge status, physical/mental disability, legal, financial, mental health or substance use issues and will not be discriminated for such problems.
2. You will not be refused services based on lack of, or limited, personal financial resources. Costs to you for travel and loss of work time will be discussed and kept at a minimum. The right to be provided mental health services in the least restrictive setting.
3. Services will be provided with a minimum of waiting time. Center service hours will be reasonably convenient to all consumers requesting services.
4. Services will be explained using language or a method of communication that the client understands and documentation of such explanation shall be placed