

Crossroads Diversified Services, Inc.

POLICY STATEMENT

Subject: Human Rights
Authority to amend/peal: Board of Directors
Date approved: February 26, 1991

It is the policy of Crossroads to assure that the human rights and dignity of persons served are preserved within the scope of all agency programs. To assure this, the following practices are mandated by the Board of Directors:

- to assure that each client is treated as a customer who ultimately is in control of the services they receive, each client will participate, to the greatest extent possible, in developing their vocational and treatment plans. They must sign these plans to validate them.
- to ensure client confidentiality, each client will sign releases before Crossroads staff will communicate with other persons or agencies on the client's behalf.
- a client grievance procedure will developed and notices posted at each program site for all clients to see and use if necessary.
- to assure quality services are offered, peer reviews of each case worker will be conducted regularly.
- periodically, client input regarding service satisfaction will be solicited.
- the phone number of the Office of Patient's Rights will be posted at each service site.

To further assure the dignity and personal safety of clients, it is a policy of Crossroads that physical and psychological abuse of client is prohibited. This includes corporal punishment, humiliation, exploitation and other adverse procedures.