

# Wings for Children and Families

## RIGHTS AND RESPONSIBILITIES

### Summary of Rights of Recipients of Mental Health Services Who Are Children in Need of Treatment

The following is a summary of your rights as a recipient of outpatient (nonresidential) services under the *Rights of Recipients of Mental Health Services* booklet from the

1. **Basic Rights.** You have the same civil, human and legal rights, to which all citizens are entitled. You have the right to be treated with courtesy, dignity and respect.
2. **Right to Confidentiality and Access to Records.** You have the right to have your records kept confidential; to be released only with your informed and signed consent. As **Mandated Reporters**, Wings employees are required by law to file a report with DHHS OCFS Child Protective department for any observed, reported or suspected episodes of neglect or abuse of a child. You have the right to review your record and to add written comments to clarify information you believe is inaccurate or incomplete.
3. **Right to an Individualized Treatment Service Plan.** You have the right to a written service plan (Wings refers to this as your Plan of Care), developed by you and your Care Coordinator, based on your needs and goals. The plan must: be based on your actual needs, identify how a need will be met if the service is not available, include tasks to be completed and by whom, time frames for accomplishment of the tasks as well as goals and criteria to determine success. If you don't agree with the plan, you may request and receive a 2<sup>nd</sup> opinion. You have a right to a copy of the plan.
4. **Right to Informed Consent.** No treatment or services can be provided to you against your will. You have the right to be informed of possible risks and anticipated benefits of all services and treatment. You may designate a representative who is authorized to help you understand and exercise your rights, help you make decisions, or to make decisions for you. The guardian also has the right to be fully informed.
5. **Right to File a Grievance and Appeal.** You have the right, without retribution, to grieve any violation of your rights or a questionable practice. You have the right to a written response, including reasons for the decision. You may appeal any decision to the Department of Health and Human Services. For assistance contact: Children's Services Grievance Coordinator; DHHS – OCFS; 160 Capitol Street; Augusta, ME 04330. (Phone: 207-493-4135 or Maine relay 711 or FAX: 287-5282 ;). If you are deaf or do not understand English, an interpreter will be made available to assist you. You may also contact or Disability Rights Center at 1-800-452-1948 or go to their website: [www.drme.org](http://www.drme.org)  
**5a. I encourage you to speak with me about any problems with the services you receive from Wings. If I am unable to resolve the issue to your satisfaction, a supervisor will be happy to speak with you. If my supervisor is unable to resolve the issue to your satisfaction, you may call 1-800-823-2988 or write a letter outlining your concerns and send it to our Executive Director at: Wings, 900 Hammond St. Suite 915 Bangor, ME 04401. If you are still not satisfied, we will provide you with the information needed to file a grievance with DHHS, or you may call the numbers in Section 5.**

**Additional information about filing a grievance or appeal is available in the *Rights Of Recipients Of Mental Health Services Who Are Children In Need Of Treatment* book. Your Care Coordinator will be happy to provide a copy to you, or you can go to our web site for a link to the book: [www.wingsinc.org/client-and-family-documents/](http://www.wingsinc.org/client-and-family-documents/)**

### What is expected of me in order to receive services from Wings?

Wings is a licensed mental health agency in the state of Maine. We provide services funded solely by MaineCare. Due to licensing and MaineCare regulations, in addition to regular contact with you, the following items are required in order to receive Wings services:

- ✓ A valid MaineCare card for the client who is the recipient of services
- ✓ A copy of diagnostic evaluation from a qualified professional, updated annually.
- ✓ Guardianship and custody information, when applicable.
- ✓ A need for service and regular contact with your Care Coordinator.
- ✓ We understand that many people smoke in their homes, or have pets as members of their family. Your Wings worker might need to respectfully ask you to refrain from smoking while they are in your home, or to move to a room/space with no pets due to allergies or other safety issues. We thank you for your understanding on this matter, if it arises.

### Technology Use at Wings

As a recipient of services from Wings, there is a strong likelihood that communications of personally identifiable information will occur through electronic mail (email), faxes, cell phones, and at your request, through text messages on a cell phone. These communications may occur between you and Wings staff, as well as between Wings staff and other providers or members of your team.

Wings has multiple strategies in place to prevent privacy breaches of these communications, but there are still inherent risks associated with each technology that you should be aware of prior to beginning services with Wings.

These risks, while rare, may include:

- Emails sent/received to the wrong email address due to typing errors, miscommunications or malware.
- Faxes mistakenly sent to the wrong fax number.
- Cell phone calls that are overheard over other phones, radios or speakers in the area.
- Cell phone calls or texts that are inadvertently sent to the wrong phone.
- Technology viruses, malware, and system-malfunction issues.
- Communications intercepted and read by other household members, or viewed on shared computers and devices.

This list of risks is not all inclusive. If you would like more information about Wings' security policies and procedures, you may request that your care coordinator connect you with our HIPAA Compliance Official or their representative to address your questions and concerns. You may also call us at 1-800-823-2988 for more assistance.

### **What can I expect from my services through Wings?**

- ▶ Your rights will be protected and you will be treated with dignity and respect at all times. ◀
  - ▶ You will receive a timely response to your calls. ◀
  - ▶ We practice a “Nothing about You without You” approach in our work with clients. ◀

Wings' services are voluntary and can be terminated at any time. At Wings, we use a planning process called Wraparound to deliver quality services. This involves partnering with you to develop your **team, which may include family and friends, as well as other natural supports and community providers**. The team works together to generate a Plan of Care. Refer to the “What is Wraparound” handout for more details about how Wraparound works to benefit you.