

## BOARD POLICY - Executive Limitation

Treatment of Persons Receiving Services

Policy No. 100.1.2

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- 1 The OPTIONS Family of Services, Inc. Board of Directors recognizes the importance of providing environments which produce training and service objectives of the organization. With respect to interactions with persons receiving services and their family members, the CEO shall not cause or allow conditions, procedures, or decisions that are unsafe, undignified, unnecessarily intrusive, or that fail to provide appropriate confidentiality or privacy. Accordingly, the CEO shall:
  - 1.1 Use service forms that elicit information from persons receiving services for which there is only a clear necessity.
  - 1.2 Use methods of collecting, reviewing, transmitting, or storing information about persons receiving services that protects against improper access to the materials and adheres to HIPAA laws.
  - 1.3 Maintain facilities and procedures that provide a reasonable level of privacy.
  - 1.4 Procedures and methods that may harm persons receiving services are forbidden.
  - 1.5 Establish, with persons receiving services, a clear understanding of what may be expected and what may not be expected from services offered, including clear individualized measurable outcomes for the services provided.
  - 1.6 Be fair in making admission and service decisions that are not discriminatory in terms of race, color, national origin, religion, sex, sexual preference, age, disability or any other characteristic protected by law. Note, a person's disability may be assessed as to its qualification for a particular service.
  - 1.7 Inform persons receiving services of this policy or provide a grievance process to those who believe they have not been accorded a reasonable interpretation of their rights under this policy.

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