

Cook Inlet Tribal Council, Inc.

CITC upholds Participant rights and responsibilities as a part of Our Mission *to work with Our People to develop opportunities that fulfill Our endless potential.*

Participant Rights: We work with Participants and their care teams. We recognize participant's rights to the following:

Information. CITC provides Participants with access to their own records and with complete information about services so they can make the best decision for themselves. This includes explaining eligibility requirements, applications, basis for denials, and any costs to the Participant.

Informed Consent. CITC respects Participants' decisions to accept or refuse services, choices about how they receive services, and decisions about who is involved in or receives information about their care.

Referral. CITC coordinates with other providers and connects Participants with resources. Where appropriate, CITC provides Participants with referrals.

Advocacy. CITC encourages Participants to speak up for themselves or to have a representative advocate on their behalf.

Choose whether or not to participate in research. CITC requires adherence to research guidelines and ethics for projects involving Participants, including requirements about informed consent and refusal.

Safe, high-quality services and care. CITC provides meaningful, culturally-appropriate services and follows safety and professional standards.

Voice complaints, compliments, and suggestions. As a Participant-driven organization, CITC ensures concerns are investigated and resolved, as provided in the *Participant Complaints and Feedback Procedure*. Making a complaint or expressing a concern will not affect a Participant's services.

Information about legal rights. CITC provides Participants with notices of their legal rights. CITC provides referrals to legal entities for representation, self-help support services, and advocacy support services.

Confidentiality of Information. CITC ensures information is used and disclosed appropriately, in accordance with all applicable laws.

Privacy. CITC keeps Participant information private, as provided in the *Participant Rights related to Information Policy* and its implementing procedures.

A safe environment. CITC protects Participants from abuse, financial or other exploitation, retaliation, humiliation, and neglect.

Be free of discrimination. Services are provided respectfully, regardless of ethnicity, color, gender, national origin, religion, disability, age, HIV status, sex, sexual orientation, race, or source of payment for services or any other basis prohibited by law. Participant gender-identity is respected. Participants are provided with assistive devices or services to enable access to services.

Accessibility assistance. CITC addresses barriers to ensure Participants are able to access services, including by providing language or communication assistance.

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Participant Responsibilities:

Participants have the responsibility to:

Participate in your own life. Participants should make informed decisions about their services and actively engage in their care plans.

Provide accurate and complete information.

Follow instructions or posted rules in a CITC area or the rules of a program or service.

Follow agreed upon recommendations and treatment plans.

Treat other Participants, staff, and property respectfully, refrain from discrimination or harassment, and avoid causing harm, either physical or verbal, to other Participants, staff, and property.

Review the education and awareness on Participants' rights reflected in CITC's Code of Conduct.

Follow the tobacco-free environment policy and refrain from possessing, using or being under the influence of drugs and alcohol when visiting CITC.

Participate in self-advocacy by speaking up and asking questions, or request additional information or clarification when needed.

Definitions

For purposes of this policy and its implementing procedures, these terms have the following definitions:

Legally Designated Guardian or Representative means a person legally authorized to make healthcare decisions or other decisions related to the services being provided, or act on the Participant's behalf.

Participant means an individual who is receiving or has received services at CITC. In this policy and its implementing procedure, wherever the word "Participant" is used, it should be read to include the Participant's Legal Guardian or Representative, if any. Where these rights affect an individual's ability to become a Participant, this term should also be read to include applicants for services.

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