



Summary of Client Rights for ACM Clients Policy

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I. Purpose

To define the rights of Adult Case Management (ACM) clients as defined by the certification requirements in 14-197 CMR Chapter 10.

II. Policy

It is UCP's policy to inform clients of their rights and basic protections as outlined in Maine Revised Statutes, Title 34B §5605 Rights and Basic Protections of a Person with an Intellectual Disability or Autism. Agency staff will also monitor and protect said rights and protections.

III. Procedure

Case managers will receive training on clients' rights at orientation and then annually. Agency staff provide all clients and guardians a plain language explanation of their rights and a summary of their rights as a client of UCP at intake and annually. Case managers monitor clients' rights through routine visits and contacts in home and community-based settings. Case managers will report evidenced or suspected rights violations through the Department's Reportable Events system.

UCP posts the plain language adaptation of Title 34B §5605 in agency reception areas.



Scott Tash, CEO

10-15-21

Date