

RIGHT TO BE TREATED WITH DIGNITY AND RESPECT

PURPOSE

To establish a policy regarding the right of individuals receiving services and their families to be treated with dignity and respect.

SCOPE

This policy applies to all LADD employees, people served and all LADD Stakeholders.

POLICY

It is the policy of LADD that all individuals served and their families will be treated with dignity and respect.

DEFINITIONS

Dignity - to be treated with esteem, honor, politeness, honesty and in the way the individual wants to be treated.

Respect - To show deferential regard; to be treated with esteem, concern, consideration and appreciation; to protect the individual's privacy; to be sensitive to cultural differences; to allow the individual to make choices.

PROCEDURE

1. All employees will treat the people we serve and their family members/guardians with dignity and respect, being sensitive to conduct that is offensive to other people.
2. All employees are responsible for ensuring people served and their family members/guardians right to be treated with dignity and respect and are protected at all times.
3. When a person we serve or a family member/guardian believes they have not been treated with dignity and respect, they may file a Recipient Rights Complaint and/or follow the LADD Complaint Policy.
4. Recipient Rights Complaint forms as well as LADD Confidential Complaint forms are available at each home or may be obtained by calling the Corporate LADD office.
5. For additional information please review the Recipient Rights Poster in each home and the section on the rights of individuals we serve in the Employee Handbook\Code of Conduct.

WE MAKE THE DIFFERENCE