

## **Minnesota AIDS Project Client Bill of Rights**

As a client of the Minnesota AIDS Project, you have the right to:

1. Be treated with consideration and respect by staff, volunteers and interns of MAP. You have the responsibility to treat MAP staff, volunteers and interns in a similar manner.
2. Quality services without discrimination regardless of race, ethnicity, national origin, religion, age, sexual orientation, gender or disability.
3. Confidentiality of information we collect about you. No identifying information about you will be shared outside of MAP without a release of information dated and signed by you listing individuals and agencies with whom you have agreed to have us share information by fax, phone, email or meeting and that all releases will be renewed if needed, on an annual basis. Any exceptions are outlined in the data practices guidelines. All records and files pertaining to the services you receive at MAP will be kept in locked filing cabinets and/or secure computer files when not in use.
4. Review all private information in your file and obtain a copy of this information. If you request a copy, the request must be in writing and signed by you. We will not give or send a copy of your file to any other person without a signed release from you except if we receive a valid court order.
5. Expect reasonable assistance to overcome language, cultural, physical or communication barriers. This means for example, that upon request MAP will provide interpreters for the deaf and for those who do not speak English.
6. Prompt and reasonable response to your questions and requests.
7. Participate in developing your service plan including developing service goals that meet your needs.
8. Prompt Information on how to make complaints and pursue a grievance if you are having difficulties or are dissatisfied with the services you are receiving.
9. Refuse services or recommended services and to discontinue services at MAP.
10. Receive timely notice and explanation of changes in program guidelines including changes in eligibility criteria and funding availability.

If you have questions about MAP services, or would like to make a suggestion, you may do so with your service provider, the program manager, or the director of programs.

Specific MAP programs or services may have additional rights and responsibilities that will be made available to you upon entry into the program.

### **As a provider of services, the Minnesota AIDS Project will:**

- Determine your eligibility to receive and to continue services.
- Assign the staff, volunteers or interns who will work with you.