



MISSION

“It is the Mission of Midwest ADP to provide comprehensive therapeutic substance abuse education and treatment services to individuals in an effort to foster healthy coping skills that will improve their quality of life. We are committed to excellence of service and to the highest ethical standards in providing care to our customers.”

“It is further the Mission of Midwest ADP to contribute to and enhance the credibility and integrity of the local Courts and criminal justice system by providing case supervision, case management and other services as directed by local Courts, in a professional manner that cares for the dignity and respect of those persons served.”

CORPORATE COMPLIANCE

Midwest ADP has developed and implemented a Corporate Compliance Plan to assist Midwest ADP employees in understanding and adhering to the legal and ethical standards that govern our business of providing care to consumers. This plan has been designed to assure that Midwest ADP acts in accordance with its Mission, values, and known legal duties. Additionally, this plan outlines our commitment to corporate citizenship by focusing our efforts, activities, and interests in contributing to and supporting the communities and systems where we deliver services to better address the needs of persons served and to provide advocacy efforts for the persons served. This is the foundation for Midwest ADP standards of business conduct. At any time, you may contact the Corporate Compliance Officer, Kim Saunders, at (816)-836-2220

CONSUMER RIGHTS

POLICY: To ensure the process that a Consumer will be an active, informed participant in his/her plan of care, the Consumer will be empowered with certain rights and responsibilities as described in the Consumer Rights. A Consumer may designate someone to act as his/her Consumer representative. This representative, on behalf of the Consumer may exercise any of the rights provided by the policies and procedures established by the agency.

All policies are available at all times to the agency personnel, Consumers and representatives as well as other organizations and the interested public to assist with fully understanding the Consumer's rights and responsibilities.

PROCEDURE:

1. Before or upon admission, the staff will provide each Consumer and/or their representative with a copy of the Consumer Rights.
2. The Consumer Rights will be explained and distributed to the Consumer prior to the initiation of agency services and annually. This explanation will be in a language he/she can reasonably understand. Communication of these rights and responsibilities can occur through:
 - a. Verbal
 - b. Written
 - c. For non-english speakers, all related information will be translated

CONSUMER RIGHTS

The Consumer is informed at admission and annually of:

- a. Confidentiality of all personal and treatment/service related information.
- b. The right to privacy, security, and respect of property.
- c. The right for protection from abuse, neglect, retaliation, humiliation, exploitation.
- d. The right to have access to their own records for review and to obtain copies of pertinent information needed to make decision regarding treatment/services in a timely manner.
- e. The rights to informed consent or refusal or expression of choice regarding participation in all aspects of care/services and planning of care/services to the extent permitted by law including: 1) Service delivery, 2) Release of Information, 3) Concurrent services, 4) Composition of the service team.

- f. The right to access or referral to legal entities for appropriate representation.
- g. The right to access to self-help and advocacy support services.
- h. The right to investigation and resolution of alleged infringements of rights.
- i. The right to provision of care in the least restrictive environment.
- j. The rights to adequate and humane care.
- k. The right to evidence-based information about alternative treatments/services, medications, and modalities.
- l. The cost of services that will be billed to his/her insurance(s) and/or self (verbally and in writing).
- m. The right to 24-hour crisis intervention.
- n. The right to equal access to treatment/services for all persons in need regardless of race, ethnicity, gender, age, sexual orientation, or sources of payment.
- o. The right to a grievance procedure that includes the rights to: be informed of appeal procedures, initiate appeals, have access to the grievance procedures posted in a conspicuous place, receive a decision in writing, and appeal to an unbiased source.

If any restrictions are placed on a Consumer's privileges, the Supervisor/Administrator will meet with the Consumer to inform them of any and all restrictions and regularly evaluate the restrictions placed on the persons served through Consumer interviews, case notes, staffing minutes, incident reports, and any formally filed grievance reports. Only Supervisor/Administrator are able to make decisions that will place limits or return the restricted privileges of the persons served.

At all times the dignity and rights of the Consumer shall be protected.