

Service Recipient Rights

Caregiver Learning Guide

How to use this guide: Read it alongside the lesson video, keep it as a quick reference on the job, and review it before taking the lesson quiz.

What you'll learn

- Identify the service-related and protection-related rights people hold
- Recognize how rights show up in everyday care
- Actively protect each person's choice, privacy, and dignity
- Respond when a person's rights are denied

Rights and person-centered care

People keep all of their rights when they receive 245D services. Minn. Stat. 245D.04 lists these rights, and your agency must provide written notice of them within five working days of service initiation and annually thereafter. Your job is to honor them daily.

Service-related rights

- Take part in developing and evaluating their own services
- Refuse or end services, and be told the consequences
- Know the limits and terms of what the agency can provide
- Receive a coordinated transfer for continuity of care

Protection-related rights

- Privacy of personal, financial, health, and service information
- Access to records and information about themselves
- Freedom from restraint, time out, seclusion, and prohibited procedures
- Services in a clean and safe environment
- Courtesy and respect; observance of culture and religion; freedom from bias and harassment
- Self-determination — choices about their own life and routines

Your role

Offer real choices, knock and ask before entering private space, protect privacy and belongings, use the least restrictive support, and respect each person's culture and preferences. When you see a right being denied, report it.

Legal references

Minn. Stat. 245D.04 (service recipient rights) · 245D.05 & 245D.06 (protections) · 245D.09 (orientation to rights).



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