



Know Your Rights During COVID-19

➤ **I have the right to a safe living environment**

I put measures in place in my home that make me feel safe. This can mean extra soap for handwashing, hand sanitizer at the front door, and/or asking visitors to wear a mask. I make my environment as safe as I feel is necessary, and I expect staff and visitors to respect my decisions if they want to be in my home.

➤ **I have the right to my health information**

My doctor needs to communicate *all* of my health information in accessible language, including visual aids if necessary. I need to know if I have any illnesses or conditions that put me at higher risk of contracting COVID-19 or other diseases.

➤ **I have the right to wear a mask or face shield**

COVID-19 is an airborne virus, and it is important for people to wear face coverings in public to prevent its spread. I can choose between a cloth mask and face shield, depending on which makes me feel more comfortable and secure.

➤ **I have the right to maintain my relationships**

I cannot be socially isolated. I need to be able to communicate with my friends and family, and if I cannot do that safely in-person, I need to be able to access a phone, computer, or other technology to communicate electronically. As the state reopens, and we expand our in-person social circles, I have the right to choose who is part of my social circle.

➤ **I have the right to make my own staffing decisions**

I deserve staff that make me feel safe and comfortable. To make this possible, I need to be part of my staff's selection and training processes. My staff work for me, and I am the most qualified person to decide if a person would be a good fit for my life and my goals.

➤ **I have the right to full access of my home**

I cannot be confined to any room or section of my house unless I am being quarantined for health reasons. If I am not at-risk or a danger to others, I need to have full access to my home.

➤ **I have the right to go outside**

If I wear a mask and follow social distancing recommendations, I cannot be confined to my house. I can go outside for fresh air, exercise, and essential errands such as grocery shopping or seeing a healthcare professional.

➤ **I have the right to communication**

My service providers should maintain open communication with me and answer all of my questions in a timely manner, even if the answer is "we don't know yet" or "we're still working on that". I need to be contacted if a staff member has tested positive for COVID-19 and I might have been exposed, and I need to be consulted if the agency is reassigning my staff.

➤ **I have the right to file a complaint without interference, pressure, coercion, or retaliation if I believe a provider has acted inappropriately.**

If a provider has done something wrong, I can file a complaint to try to stop it happening again and hurting someone else. During this process, I cannot be threatened, intimidated, or pressured by anyone to phrase my complaint a certain way or keep it to myself. I need to report the claim accurately and to the best of my knowledge, without outside influence.

➤ **I have the right to work with my provider to create solutions that benefit everyone**

I need my provider agencies to see me as a partner and a resource. I should be able to provide feedback on my services, and if something isn't right or can be done better, we need to work together to find solutions that benefit everyone. This is a strange time and there is a lot of uncertainty, but we are a team and we need to work together to make it through.

Nothing About Us Without Us