

**441—22.3(225C) General guidelines for service delivery.** The following are conditions which should be met whenever services are delivered to persons with mental retardation, developmental disabilities, or chronic mental illness.

**22.3(1)** Services are provided by appropriately and adequately trained personnel.

*a.* There is a sufficient number of adequately trained and qualified personnel to meet the person's needs and provide services that meet the requirements of these standards.

*b.* There are ongoing training opportunities for all persons providing services.

*c.* Each agency or organization ensures that all personnel receive ongoing training.

*d.* In addition to the training in the skills and knowledge needed to meet specific service responsibilities, all personnel receive training on the concepts and principles identified in Iowa Code sections 225C.25 to 225C.28 and set forth in this chapter.

**22.3(2)** Personally identifying information is kept confidential. Information is released or disclosed only in accordance with existing federal and state laws and regulations.

*a.* When consent of the person or the person's legally authorized representative is required, a release of information form is used which specifies to whom the information shall be released, what is to be released, the reason for the release and how the information is to be used, and the period of time for which the release is in effect. The form is signed and dated by the person or the person's legal guardian.

*b.* Exceptions to obtaining a signed release of information are permitted only for disclosures permitted or required by law; bona fide medical and psychological emergencies; and provider approval, certification, or licensure purposes. When information is released without a signed consent, there is documentation of what information was released, to whom the information was released, and circumstances prompting the release.

*c.* Services are not contingent upon the person's decision concerning authorization of release of information unless the information is essential to the provision of services in accordance with the provider's professional code of ethics.

*d.* All recipients of services or their legal representatives have access to the person's record upon request unless otherwise determined by law.

**22.3(3)** All persons have the right to informed consent. There is documentation that the person has given informed consent.