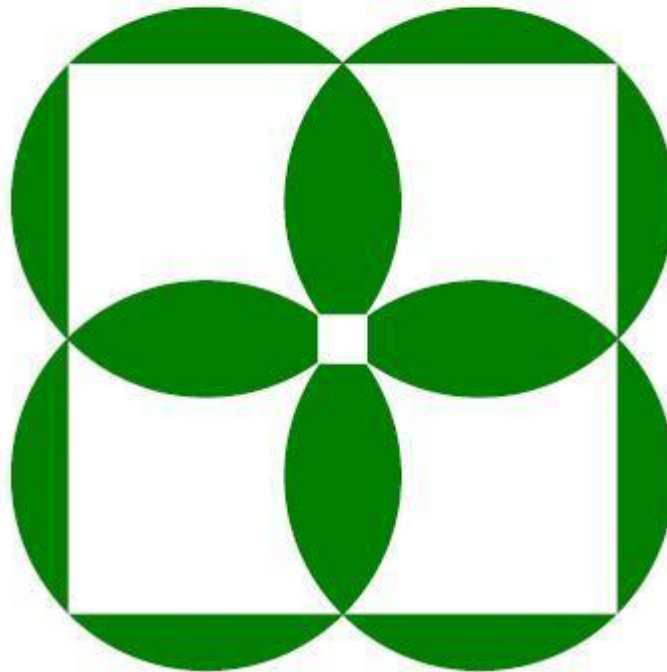


DDRB

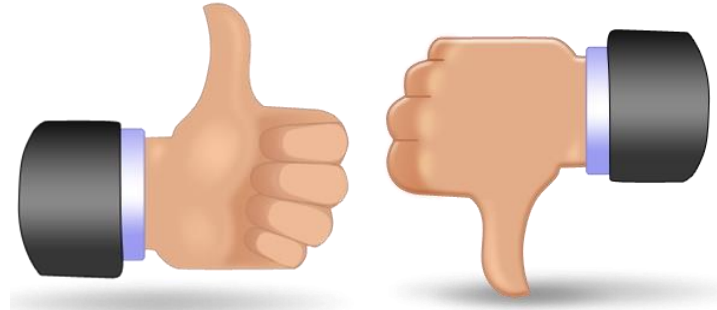


**CASE MANAGEMENT PROGRAM
PICTORIAL RIGHTS AND RESPONSIBILITIES**

RIGHTS AND RESPONSIBILITIES

Services

Your case manager will clearly explain all services to you. Ask if you do not understand. You can say “yes” or “no” to any service.



You have the right to say “yes” or “no” to taking part in research.

Your case will be evaluated quickly by your case manager.



RIGHTS AND RESPONSIBILITIES



We'll help you in a place that is easy for you to get to.

We'll help you in a place that is comfortable.



RIGHTS AND RESPONSIBILITIES

Respect

Please help us keep where we meet clean.



We will regularly check for any safety concerns so that we can provide you with a safe and clean environment.



No one deserves to be abused or neglected. You should not be humiliated or retaliated against. You should not be taken advantage of with money or any other way.

RIGHTS AND RESPONSIBILITIES

Respect



All people are different. We will respect your background, beliefs, culture, and values. Please respect us in the same way.

Please respect us for who we are. We will respect you for who you are.



RIGHTS AND RESPONSIBILITIES

Laws

Please obey all laws. Respect others. Do not hurt yourself or others, or destroy property.

We will obey all laws.



RIGHTS AND RESPONSIBILITIES

Privacy



You have a right to privacy. We will not share your personal information without your permission.

You have a right to know your information. You may complete a “Request for Records” form to request access to your information at any time.



RIGHTS AND RESPONSIBILITIES

Services

There is no fee for case management services. We may bill services to MO Healthnet if you have Medicaid.

Your case manager will help determine what services you may be eligible to receive.



RIGHTS AND RESPONSIBILITIES

Grievances or Complaints

All customers and/or their legal guardian have the right to make a formal complaint, file a grievance or appeal a decision made by any DDRB employee. The DDRB ensures that such a filing will not result in penalty or reprisal by the DDRB or its employees against the customer, her/his legal guardian and/or any other individual involved. To obtain a grievance form and filing procedures, please contact the DDRB office at 636-939-3351 or visit our website at www.ddrb.org.

In the event that you as the individual and/or guardian are unsatisfied with any services or supports being provided, or when abuse and/or neglect is suspected, you can contact the following (you have the option to remain anonymous):

DDRB of Saint Charles County at 636-939-3351

Office of Constituent Service at 1-800-364-9687

Department of Health and Senior Services at 1-800-392-0210

TTD voice access 1-800-735-2466