

Grievances or Complaints

All customers and/or their legal guardians 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 939-3351 or go to the DDRB website, information can also be entered on the form at the Case Management information tab.

In the event you as the individual and/or guardian are unsatisfied with services or supports being provided, or when abuse and /or neglect is suspected, you can contact the following numbers. You have the option to remain anonymous.

DDRB at (636)939-3351

Office of Constituent Services at 1(800) 364-9687

Department of Health and Senior Services

at 1(800) 392-0210

TTD Voice access 1(800) 735-2466

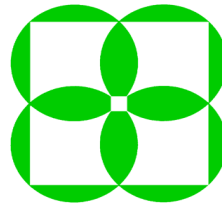
DDRB Case Management

Since 2006, the Developmental Disabilities Resource Board of St. Charles County has provided case management services to St. Charles

County adults with a developmental disability.

To learn more about DDRB case management services please contact us at the number below.

DDRB



Developmental Disabilities Resource Board

Of St. Charles County

1025 Country Club Road

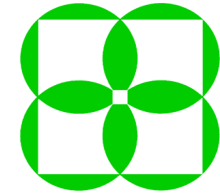
St. Charles, MO 63303

Phone: 636-939-3351

Fax: 636-939-3988

Visit us on line at:
www.ddrb.org

DDRB



Developmental Disabilities Resource Board
of St. Charles County

Individual Rights And Responsibilities

DDRB is a leader, ensuring that individuals with developmental disabilities living in St. Charles County have quality opportunities and choices to be fully included in society

Your Rights and Responsibilities

To help you understand what you can expect from DDRB case management services:

Individual and Human Rights:

- To participate fully in the development of services and supports you will use;
- To be treated with respect and dignity as a human being;
- To have the same legal rights and responsibilities as any other person unless otherwise limited by law;
- To have the right to due process review when any limitation to your rights is proposed or is alleged to have taken place;
- To receive services regardless of your gender, race, creed, marital status, national origin, disability, sexual orientation or age;
- To be free from physical, verbal, mental and sexual abuse, neglect or exploitation;
- To be free from chemical and physical restraint
- To be free from financial or other exploitation, retaliation and humiliation
- To have access to your personal records.

Services and Supports

- To have services, supports and personal records explained to you so that they are easily understood;
- To receive appropriate humane and high quality services and supports as determined by you and your support team;
- To receive these services and supports in integrated settings appropriate for your needs;
- To refuse any program, service or support offered;
- To have access to the DDRB or Missouri Department of Mental Health, Division of DD rules, policies and procedures pertaining to services and supports.

Due Process

- You have the right to be heard or have someone you choose speak for you before your rights or services can be limited or taken away.
- You have right to file a grievance of appeal

Privacy and Confidentiality

You have the right to expect:

- To be interviewed in surroundings that ensure privacy and communicate privately with whomever you choose
- Information provided by you is kept confidential and accurate;
- Your personal records maintained confidentially and shall not be released to others without your legal authorization.
- The DDRB complies with HIPAA requirements and Non-Public Information regulations.

Responsibilities

All customers have a responsibility to:

- Tell your case manager if you do not understand what you have been told about your services or supports;
- Keep appointments and inform your case manager if you are unable to keep scheduled appointments;
- Treat your case manager with courtesy and respect;
- Provide a safe environment in your home if your case manager contacts you there (i.e. ensuring pets are secured and will not harm them).