



# IT'S YOUR RIGHT

## FAMILY AND COMMUNITY SERVICES

- As the parent/guardian you have the right to lead the planning process. The planning meeting is family-centered, and the plan is developed with a team of members of your choice. You can invite family members, friends, neighbors, school staff, service providers or other advocates. The planning meeting takes place at a time and location that is convenient for your family.
- You have the right to know your child's medical condition and the needs based on the condition. You know your child best and are encouraged to express your wants and needs for your child. You have the rights to determine the goals on your child's plan.
- It is your right to know and understand your child's budget and how it was determined.
- You have the right to know about services available to your child and the cost. You have the right to choose and change providers, service options, and a guide to selecting a provider will be made available to you at the planning meeting so you can make informed choices and decisions about services and providers. You and your child have the right to decide where services are delivered in accordance with rule, including the home, community, and the center.
- You have the right to a written plan that describes your child's need, strengths, and how services and treatments will be delivered. Information should be provided to you in plain language. You have the right to have anything explained and information given to you in the language you can easily understand. If you need an interpreter or if you need your child's plan translated, please let your case manager know. You can also provide your own interpreter.
- You have the right to reasonable access to records concerning your child, including plans, assessments, experience surveys, status reviews, and plan monitoring reports.
- You have the right to file an appeal if you disagree with a decision the Department has made. You have the right to make a complaint if you have concerns with a service, staff, or provider. To make a complaint, see the contact information below.
- You and your child have the right to be treated with respect, humane care and treatment, be free from abuse and neglect, privacy and confidentiality and all other rights established by law. You and your child have the right to receive care and services in a nondiscriminatory manner related to race, color, national origin, disability, age, sex, and in some cases, religion by Department staff, contractors and providers that serve your child.
- You have the right to be present at medical appointments or when your child is receiving a service. You and your child also have the right to refuse service.
- You have the right to receive a timely response from the Department or agency within a reasonable time frame.

### **DO YOU THINK YOU/YOUR CHILD'S RIGHTS ARE BEING VIOLATED?**

**Contact for suspected abuse and neglect: 1-855-552-5437**

**Child Protection Resources: Idaho Care Line Dial 2-1-1 or 1-800-926-2588**

**Council on Developmental Disabilities: 1-208-334-2178**

**Disability Rights of Idaho: 1-866-262-3462**

**For Complaints: Developmental Disabilities Program Supervisors**

**North ID: Katie Rigoli 208-665-8975**

**West ID: Sarah Allen 208-334-0970**

**East ID: Heidi Napier 208-234-7945**

**Toll Free: 1-855-334-5512**