



**HUMAN RIGHTS AND DIGNITY  
OF THOSE SERVED**

It is an inherent part of the Mission of Audrain Developmental Disability Services (ADDS) to guard the rights and ensure the dignity of treatment for individuals with intellectual disabilities and developmental disabilities. It is recognized that they are entitled to the same rights as other citizens. A copy of the rights of persons served, HIPAA information and the ADDS Grievance Procedure for persons served will be provided at the beginning of services and annually by the Support Coordinator. These rights include, but are not limited to, the following:

1. To be treated with respect and dignity as a human being.
2. To have the same legal rights and responsibilities as any other person unless otherwise limited by law.
3. To have the right to due process review when any limitation to rights is proposed or is alleged to have taken place.
4. To receive services regardless of race, creed, color, age, religion, gender, sex, sexual orientation, gender identity or expression, national origin, veteran status, disability, or gender information.
5. To be free from physical, verbal, mental and sexual abuse, neglect, financial exploitation and retaliation.
6. To receive appropriate humane and high quality services and supports as determined by the support team of the person served, which may include, but not be limited to, the individual, parents, guardian or authorized representative.
7. To receive these services and supports in the most integrated setting appropriate for the particular needs of the person served.
8. To have access to Targeted Case Management rules, policies and procedures pertaining to Services and supports.
9. To have access to personal records which are maintained confidentially.
10. To easily understand services, supports and personal records. A person served and his/her parents, guardian or authorized representative shall be informed of the rights of the individual served in language that is easily understood.
  10. 1. At the time of enrollment and whenever changes are made to the description of individual rights, Targeted Case Management shall provide to the person served and his/her parents, guardian or legal representation a written description of the rights of the person served and how to exercise them.

- 10.2. A representative of Targeted Case Management shall read and explain the description of rights to individuals who require assistance because they are unable to read or unable to understand the written description.
11. If a person served has complaints of abuse, neglect or violation or limitation of rights, the individual, the individual's parents, guardian or authorized representative may contact the Hannibal Satellite Regional Office or habilitation center representative, or they may contact the Department of Mental Health's client rights monitor at **800-364-9687** for assistance.
12. Targeted Case Management shall have policies and procedures that enhance and protect the human, civil and statutory rights of all persons served. Targeted Case Management and each service's provider shall have policies and procedures for providing positive supports to persons served. Those policies and procedures shall be consistent with the enhancement and protection of human rights. Targeted Case Management shall report abuse and neglect as mandated by law. Any violation of rights shall constitute, at a minimum, inadequate care and treatment.
13. **Services and support:** Persons served have the right to receive services and supports in the most integrated setting and in a way that best meets their needs. To determine those services, these people may be involved: the person served, their parents, their guardian or any other person of their choice. Persons served have the right to know what the Hannibal Satellite Regional Office rules are for the services and supports they receive. Persons served have the right to have their services, supports and personal records explained to them so they understand them. Persons served have the right to receive and read their personal records. Persons served have the right to receive and sign a copy of their personal plan. Persons served have the right to have their records kept private.
14. **Abuse and neglect:** Persons served have the right not to be abused or neglected. Abuse includes physical, verbal, mental, sexual or financial. Neglect is when a person served is not getting the things they need to be healthy and safe. If persons served think they are being abused, neglected, or that their rights are being taken away, then they or their parents or guardians, or any other person, can contact the Hannibal Satellite Regional Office or habilitation center for help. They can also call the Persons Served Rights monitor in Jefferson City at **1-800-364-9687** or **TT 573-526-1201** for help. People who work for the Hannibal Satellite Regional Office or habilitation center must report any abuse or neglect they see or that people report to them.
15. **Grievance Procedure for Persons Receiving Services:** The following Grievance Procedure is to be used when the grievance is within the scope of the services offered by Audrain Developmental Disability Services; however, if the grievance is related to funding issues please contact your support coordinator who can present the request to the Hannibal Satellite Regional Office Utilization Review Committee or to the Assistant Director at the Hannibal Satellite Regional Office. The steps listed below are to be followed by the person receiving services, parents, guardians or other parties when they are dissatisfied with any aspect of ADDS programs.
- 15.1. **Program Coordinator:** Speak with the Program Coordinator concerning the grievance and complete a "Person Served Complaint/Grievance Form" if necessary.

- 15.2. **Executive Director:** If a satisfactory solution is not reached with your Program Coordinator within fourteen days, provide the Executive Director with a written explanation of the request. If the written request cannot be completed please contact the Administrative Office and make an appointment to meet with the Executive Director regarding the matter. The Program Coordinator may be asked to attend the meeting to help resolve the issue. When expressing a complaint or grievance to the Executive Director all evidence and information as deemed appropriate by the Executive Director for proper understanding of the grievance and needed for a proper evaluation will be sought. At the conclusion of the meeting, the Executive Director may announce a decision, or may opt to take the matter under advisement. Within seven days following the conclusion of the grievance meeting, the Executive Director shall determine a response regarding the complaint/grievance and shall communicate this in writing with a duplicate copy to the Program Coordinator of the person served.
- 15.3. **ADDs Board of Directors:** If still not satisfied with the Executive Director's decision, ask to be placed on the ADDs Board Meeting agenda and attend the next regularly scheduled ADDs Board Meeting and explain the grievance to the Board Members. The Board typically meets on the third Thursday of the month at Noon at the main office at 222 East Jackson Street in Mexico, MO. The Board will be provided a copy of the grievance and a summary of the previous decisions and/or efforts at resolution. The Board shall listen to the complaint/grievance and conduct investigations and other actions necessary to obtain information needed in providing a response within a time reasonable under all the circumstances surrounding the complaint/grievance.
- 15.4. **Hannibal Satellite Regional Office:** If still not satisfied, the grievance may be shared with the office of the Director of the Hannibal Satellite Regional Office by calling **573-248-2400**. If more help or advice is needed, the Missouri Protection and Advocacy office may be contacted at **573-893-3333**. If the person being served needs help with any of these steps, the ADDs Targeted Case Management staff can provide assistance with this process.
- 15.5. **Legal representation:** Persons served have the right to obtain legal representation through this process at their discretion and cost. During the Complaint/Grievance process the person being served and guardian maintain all rights and responsibilities as detailed in ***Knowing Your Rights***, a guide published by the Missouri Department of Mental Health Division of Developmental Disabilities. This guide is located in all ADDs Program locations and is provided to persons served and/or their guardians when initiating services. It is the policy of ADDs that complaints or grievances by a person served or guardian will not result in retaliation or barriers to service.

# Audrain Developmental Disability Services Grievance Procedure Flowchart



Person  
Served or  
Guardian

## Step 1

ADDs Program  
Coordinator

- PC will hear the complaint and complete a Grievance Form.
- PC will attempt to resolve immediately or within 14 days.

If not resolved  
(14 days)

## Step 2

ADDs Executive  
Director

- ED will hear the complaint and gather and review evidence.
- ED will attempt to resolve immediately or within 7 days.

If not resolved  
(7 days)

## Step 3

ADDs Board of  
Directors

- You may request to be placed on the next Board Meeting agenda.
- Board usually meets every 3rd Thursday.
- Board will investigate and make a decision in a timely manner.

Other  
Options

## Step 4

Hannibal Satellite  
Regional Office

- At anytime in the process, you may call the Hannibal Regional Office at **573-248-2400**.
- You may also call the Missouri Protection and Advocacy Office at **573-893-3333**.
- The ADDs Targeted Case Management staff is available to assist with this process.

Persons served and their guardians retain the right to seek legal representation at their own expense and discretion.