

INFORMATION FOR INDIVIDUALS AND FAMILIES

What to Expect from your Provider

ADDITIONAL RESOURCES

If you have problems that you cannot solve with your provider, call your Service Coordinator or the Developmental Disabilities Administration Regional Office (DDA).

Central Region: 410-902-4500;
Western Region: 240-313-3871;
Southern Region: 301-362-5100.

Call the Office of Health Care Quality (OHCQ) 800-492-6005 for abuse or neglect problems.

For more information on topics discussed in this fact sheet, contact

The Arc of Frederick County.
Phone: 301-663-0909
www.arcfc.org

The Arc
OF FREDERICK COUNTY, INC.

- . That you receive the supports and services that the Developmental Disabilities Administration is paying for
- . That you have staff you like; who you feel help you and do their job
- . That you are treated with respect and kindness
- . That your privacy and right to confidentiality are respected
- . That what you want is discussed at your annual planning meeting and that what you want then happens; that the plan and your services are flexible and change as you need them to change
- . That they ask you what you want and then help you obtain this quickly (within what you consider a reasonable length of time) and keep you informed about their progress
- . That if you want to have a job, you have a job that you like and that pays you well
- . That you live with people you choose
- . That you have friends and are able to see them when you wish
- . That you are able to participate fully in your community
- . That your health and safety needs are met with dignity
- . That you have access to your monies and have money to do what you prefer and need to do
- . That your provider helps you solve problems
- . That you are involved in self-advocacy if you wish to be
- . That your provider tells you about new types of supports and services so that you can change what you receive if you want to do so
- . That you are happy with your life and your supports and services
- . That your provider acts ethically and with honesty and integrity

These Fact Sheets are designed to provide general information only and are not designed to substitute for the assistance of a Service Coordinator or Support Coordinator.