

# Confidentiality and Right to Appeal

## ADDITIONAL RESOURCES

We have copies of our policies and procedures on these issues. You are welcome to copies if you want them.

Contact your Support Coordinator. The Support Coordinator should be helpful to you in resolving this issue.

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

The Arc of Frederick County.

Phone: 301-663-0909

[www.arcfc.org](http://www.arcfc.org)



## RIGHT TO APPEAL WHAT YOUR SUPPORT COORDINATOR DOES

If you have a Support Coordinator and are not satisfied with them or disagree with something they do, you can contact their Supervisor. Their Supervisor is located at the same office and has the same telephone number. The person answering the telephone will give your call to the Supervisor if you ask.

You can write a letter or send an email if you prefer that to the telephone.

If you do not feel the Supervisor has solved your issue, you can contact a Director. The person who answers the telephone in your Support Coordinator's office can give you the Director's name and telephone number to call; or, if you wish, can take your name and telephone number and have the Director return your call. They can also give you the email or address if you want to write to them.

If you still are not satisfied, you can contact the Executive Director. Again, the person answering the telephone in your Support Coordinator's office will give you the correct information to do this.

We will respond as quickly as possible, but always within a week. If the Supervisor, Director, or Executive Director is out of the office for a week, then someone else (another Supervisor or Director) will respond to your issue.

If you are not satisfied with any of their answers to your issue, then you should contact the Developmental Disabilities Administration. Contact information is available from your Support Coordinator's office.

### **CONFIDENTIALITY AND ACCESS TO YOUR RECORDS**

All information in records obtained in the course of providing services is confidential to the extent granted by law. Information is released based on your signing the Authorization and Consent for Support Coordination form.

You may request a review of your records. Your Support Coordinator will explain anything you do not understand in your records. Your request to review your records will be documented in the progress notes section. You may request to correct or amend the information in your record by sending a letter to the Support Services Director. Within two weeks, this person or their designee will respond in writing stating either that there will be a correction as requested or that there will not be a correction, giving the reason why. You can appeal this decision to the Executive Director and then the Developmental Disabilities Administration if you wish.