

RIGHTS AND PRIVILEGES OF THOSE WE SERVE

(These are the Rights of Individuals for all DCO Programs. Some may not be applicable, depending on program.)

Each Individual or their Legal Representative shall be entitled to the following without limitation, unless otherwise permitted by law:

YOUR RIGHTS	YOUR RESPONSIBILITIES	STAFF RESPONSIBILITIES
To be treated with respect and dignity as a human being.	To respect others in the same way you want to be respected and treated.	To respect others in the same way you want to be respected and treated.
To have the same legal rights and responsibilities as any other citizen.	To observe and obey all laws.	To ensure that all rights are provided as outlined in statutes.
To receive services regardless of race, creed, marital status, national origin, disability, religion sexual orientation, gender, or age.	To choose whether or not to participate in services.	Allow the individual to make the decision if they want to participate in DCO's services.
To be free from physical, emotional, sexual, and verbal abuse and financial exploitation.	To not engage in any abusive or neglectful behavior toward your child or yourself. To express a complaint or concern if you have one.	To refrain from any interactions or behaviors which could be abusive or neglectful. To report any observed abuse or neglect as outlined for a mandated reporter.
To receive services and supports to achieve the maximum level of independence.	To identify and pursue additional independence throughout the day.	To monitor safety, while committing to provide opportunities that encourage independence.
To have access to all rules, policies and procedures governing the operations of the Division of DD in an accessible format, and to have those rules, policies and procedures explained in a manner that is easily understood.	To ask for information if it's not provided or not clear.	To assist/refer any individual who has a question to the appropriate person.
Within one's financial means, to have a choice where to live	To voice any concerns regarding living	To listen to the concerns of the individual and guide them

and whether or not to share a home with other people.	arrangements.	to resources.
To direct one's own person-centered planning process and to choose others to be included in that process.	To ask questions regarding services provided and those providing supports.	To be aware of all services, provide collaborative supports, and acknowledge any changes as soon as evident.
To participate fully in the community.	To decide on what activities in the community to participate.	To provide opportunities for individuals to become fully integrated with the greater community.
To communicate in any form and to have privacy of communications.	To indicate preferred method of communication.	To ensure privacy when preferred communication method.
To accept or decline supports and services.	To let staff, know if you have questions about any services to be sure you are making decisions based on informed choices.	To explain all services and programs in sufficient detail to ensure informed choice. This includes identifying any risk factors that may be part of the service and determining with the individual, parent/guardian the safety applications and choices.
To have freedom of choice among Division of DD approved providers.	To gain knowledge of the various services options prior to deciding.	To provide services that individual has chosen.
To seek employment and work in competitive integrated settings.	To show interest in becoming employed	To establish appropriate referral to employment services, and provide supports to achieve competitive placement.
To participate or decline participation in any study or experiment.	To let staff, know that you do or do not agree to share information or participate. To sign Authorization for Disclosure of Information if you are in agreement with the participation.	DCO does NOT engage in any experimental research projects. DCO does allow student case studies with your approval and collection of demographic information for trend analysis.
To choose where to go to church or place of worship, or to refuse to go to a church or	To not talk about or "push" your personal religious beliefs on others.	To recognize and accept all religious beliefs without being judgmental or discouraging.

place of worship.		
To have rights, services, supports and clinical records regarding services explained in a manner that is easily understood and in an accessible format.	To ask for clarification any time something is not understood.	To provide explanation in a timely manner and in terms that are easily understood using the communication method understood by the individual.
To have all of an individual's records maintained in a confidential manner.	Sign the Notice of Privacy Practice on an annual basis.	To maintain all records according to HIPAA regulations.
To report any violation of one's rights free from retaliation and without fear of retaliation.	To notify your staff or another adult anytime you feel is not right or being provided incorrectly.	To investigate and resolve any alleged infringements of rights without retaliation.
To be informed on how to make inquiry, file a complaint or report a violation of one's rights and to be assisted in these processes, if requested.	To file a complaint by contacting DCO Human Rights Chairperson- Christine Marsh at 417-829-0898 or contacting anonymously to SRO at 417-895-7400.	To follow grievance procedures, present complaint to HR committee, and determine whether individual rights were violated.

The following rights and privileges may be limited if approved and documented in your record:

- To wear your own clothes and use your own personal things.
- To use the telephone at reasonable times.
- To keep some spending money for expenses and small purchases.
- To see your records.
- To have visitors at reasonable times.
- To have physical exercise and outdoor recreation.
- To be free from chemical and physical restraint.
- To have reasonable, prompt access to current media information and publications.

The Developmental Center of the Ozarks will not deny admission or services to you because of your race, religion, color, gender, age, national origin, ancestry, creed, sexual orientation, marital status, military status, or disability.

If you believe any of your rights have been restricted or violated without your participation and approval, you may file a complaint by contacting DCO at the number listed on your handbook. An investigation of your complaint will be initiated immediately.

In addition to filing a complaint or grievance, you have the right to speak with or mail a copy of your complaint or grievance to any of the DCO Human Rights Committee members. The details of the Grievance Procedure are located in the Handbook you received when you entered the program.

The Chairperson is: Christine Marsh, Assistant Executive Director ; 1545 E. Pythian; Springfield,

MO 65802; (417) 829-0898.

Additionally, you may contact anonymously without penalty or reprisal:

First Steps: System Point of Entry (SPOE) Department of Elementary &
Secondary Education

417-886-0404

573-751-018

DEVELOPMENTAL CENTER OF THE OZARKS

NOTICE OF PRIVACY PRACTICES

Effective Date: April 14, 2003, Revised 7/2013

This notice describes how medical information about you may be used and disclosed with or without your permission, and how you can access to this information. PLEASE READ IT CAREFULLY.

All of our Programs and services require information that is considered “protected health information” (PHI) and “Electronic Protected Health Information” (ePHI) and covered by the Health Information Privacy and Accountability Act (HIPAA). All staff understands that the information we collect about you and your health is private. We are required by law to maintain the privacy of your PHI, provide you with notice of our legal duties and privacy practices with respect to PHI, and notify you if your PHI is affected in a breach of unsecured PHI. The Notice of Privacy Practices tells you how we may use or disclose your PHI but may not be all inclusive of all situations.

When the Developmental Center of the Ozarks May Use and Disclose Information Without Your Authorization

- **For Treatment.** We may use or disclose information with health care providers who are involved in your health care. This may include health care providers (doctors, nurses, licensed practitioners). For example, information may be shared to create and carry out a plan for your treatment such as Dr. Orders for Therapy services.
- **For Payment.** We may use or disclose information to bill for the services you receive.
- **For Health Care Operations.** We may use or disclose information in order to manage your programs and activities. These uses and disclosures are necessary to make sure you receive quality care and services. For example, we may use PHI to review the quality of services you receive or to evaluate a provider's performance.
- **Other Disclosures for Plan Operations.** We may use or disclose aggregate data that represents PHI information for fundraising purposes.
- **Appointments and Other Health Information.** We may send you reminders for appointments. We may send you information about health services that may be of interest to you. You have a right to place restrictions on these communications and request how these communications occur.
- **For Public Health Activities.** We may send PHI to the state or local public health agency that keeps and updates vital records, such as births and deaths, and tracks some diseases. We may disclose medical information to these agencies as required by law without your permission.
- **For Health Oversight Activities.** We may use or disclose information to inspect or investigate health care providers (Therapists). We may disclose medical information to health oversight agencies for activities authorized by law without your permission.

- **As Required by Law and For Law Enforcement.** We will use and disclose information when required by federal or state law; by court order, subpoena, warrant, summons, administrative request or similar process; or in emergency circumstances to report a crime; the location of the crime or victims; or the identity, description or location of the person who committed the crime without your permission.
- **For Abuse Reports and Investigations.** We are required by law share information as part of an abuse/neglect report, and will do so without your permission.
- **For Government Programs.** We may use and disclose information for public benefits under other government programs. For example, we may disclose information for Supplemental Security Income (SSI) benefits without your permission.
- **To Avoid Harm.** We may disclose PHI to law enforcement in order to avoid a serious threat to the health and safety of a person or the public without your permission.
- **For Research.** Although allowed, we do no Research in any Developmental Center Programs.
- **Disclosures to Family, Friends and Others Who Are Involved In Your Medical Care.** You have the right to object to the sharing of this information. Disclosures may only occur without your authorization in instances of emergency or incapacity to effect treatment or care.
- **Other Uses and Disclosures Require Your Written Authorization.** For other situations, we will ask for your written authorization before using or disclosing information. You may cancel this authorization at any time in writing. But we cannot take back any uses or disclosures already made with your authorization. However, disclosures made in conjunction with a valid authorization and prior to a written revocation cannot be withdrawn.

You have the following rights regarding health information we maintain about you:

- **Right to Inspect and Receive Copies of Your Records.** In most cases, you have the right to inspect or receive copies of your records. You must make the request in writing. You may be charged a fee for the cost of copying your records. We may deny your request to inspect and copy in certain limited circumstances. If you are denied access to medical information, you may request that the denial be reviewed.
- **Right to Request a Correction or Update of Your Records.** You may ask us to amend information you feel to be incorrect or add missing information to your records. You must make the request in writing, and provide a reason for your request. We may deny your request in certain limited circumstances.
- **Right to Get a List of Disclosures.** You have the right to ask us for a list of disclosures or access report made within the last three years. You must make the request in writing. The list will not include information provided directly to you or your family, or information that was sent with your authorization.
- **Right to Request Limits on Uses or Disclosures of PHI.** You have the right to ask us to limit how your information is used or disclosed. You must make the request in writing to the "Privacy Officer" and state what you want to limit and to whom you want the limits applied. We are not required to agree to the restriction, unless it pertains solely to a service you personally, and not your plan, have paid. You can request to terminate the restriction in writing or verbally.
- **Right to Revoke Permission.** If you are asked to sign an authorization to use or disclose information, you can cancel that authorization at any time. You must make the request in writing to the Privacy Officer. This will not affect information that has already been shared.
- **Right to Choose How We communicate with you and in what format.** You have the

right to request that we share information with you in a certain way or in a certain place. For example, you may ask that information be sent to your work address instead of your home address. You must make this request in writing. You do not have to explain the basis for your request. **However, if you choose to have something sent to an alternate address, emailed or faxed to you, please be aware that we cannot guarantee the confidentiality of the information after it leaves our site.**

- **Right to File a Complaint.** You have the right to file a complaint if you do not agree with how we have used or disclosed information about you or if you believe your privacy rights have been violated. You will not be penalized for filing a complaint. To file a complaint, you may write to us at:

Privacy Officer: Christine Marsh; cmarsh@DCOonline.com ; 1545 E. Pythian; Springfield, MO; 65802; Phone: 417-829-0894; FAX: 417-831-7539

The Secretary of the U.S. Department of Health and Human Services Office of Civil Rights.

- **Right to Get a Paper Copy of this Notice.** You have the right to ask for a paper copy of this notice at any time.

If you have any questions about this notice or need more information, please contact any Developmental Center staff person. You may ask for a copy of the current notice anytime. In the future, Notice of Privacy Practices may be changed. You will receive an updated copy of the new notice, which will also be posted in each facility and on our website www.DCOonline.com as required by law.

Text Messaging (SMS) Program — Privacy & Terms

By opting in to receive text messages from Developmental Center of the Ozarks (DCO) — through a web form, over the phone, or in person — you agree to the terms below. Because DCO does not maintain a separate Terms & Conditions page, this information is included here as part of our Notice of Privacy Practices.

Information We Collect

When you opt in to our text messaging program, we collect your name and mobile phone number, along with the date, time, and content of any messages you send us.

How We Use This Information

We use your mobile phone number to send you the text messages you've agreed to receive, which may include appointment reminders, program and service updates, and account-related notifications. *[Confirm this list matches the actual message types you'll be sending — happy to adjust.]* Message frequency may vary. Message and data rates may apply.

Who We Share This Information With

SMS consent is not shared with third parties. We do not sell or share your mobile opt-in information with third parties or affiliates for their own marketing purposes. We may share your information with vendors who help us operate our text messaging service (such as our texting

platform provider) solely to deliver messages on our behalf, or as required by law.

Opting Out & Getting Help

To opt out at any time, text STOP. For assistance, text HELP or visit our website at <https://www.dcoonline.com>. This Privacy Policy also serves as our SMS Terms of Service and is available anytime on our website.