

Basic Rights of Families Accessing Children's Extensive Support Waiver Services

1. You have the right to confidentiality. All records and information about your family will be kept confidential unless the parent, guardian, or a person receiving services older than age 18 without a guardian gives written permission for information to be shared.
2. You have the right to access all records pertaining to your family. You have a right to have accurate records maintained, including documentation of eligibility and an individualized CES plan that describes your services. You have a right to see and receive copies of these records. You have the right to review and revise the individualized CES plan annually or whenever a need occurs.
3. You have the right to informed consent and prior notice. Before you are asked to make decisions, you have the right to complete information and explanations about evaluations, services and supports. This includes being told about any changes to your individualized CES plan prior to those changes being made and also having the opportunity to say "yes" or "no" to those changes.
4. You have the right to be informed of all rules and regulations that affect access and use of CES waiver services.
5. You have the right to appeal decisions. You are strongly encouraged to discuss any issues you may have with your CES Case Manager. You also have the option to use the Conflict Resolution Procedure if you so wish.
6. Your participation in the CES waiver program is voluntary. You have the right to refuse services or withdraw from CES waiver services if these services are no longer meeting the needs of your family.
7. You have a right to have CES waiver services information presented to you in your native language.
8. You have the right to be treated with respect and dignity. You also have an obligation to treat your CES Case Manager with respect and dignity.
9. You have the right not to be discriminated against because of race, national origin, age, gender, disability or religion.

Note: This should be reviewed with your family annually.