



Policy Number:

2

Effective: May 1, 2008

Revised:

---

Subject: New Consumer/Family Orientation

## **POLICY:**

It is the policy of Camden County Developmental Disability Resources (CCDDR) to provide comprehensive and specific information to consumers receiving Service Coordination services, as well as their families and others as appropriate, in a manner which is understandable and is appropriate to their needs and types of services received.

This information is designed to assist the consumer and their family in making informed decisions about the consumer's habilitation, treatment and care; in understanding the background of CCDDR and basic agency information; consumer rights and responsibilities; appeals processes; exactly what will happen as Service Coordination services are provided; encouragement of active participation in the Person-Centered Planning process; and feedback regarding quality of care, service progress and consumer satisfaction.

## **PROCEDURES:**

- I. Upon intake of a new, reactivated, or transferred consumer by the Rolla Regional Office and assignment to CCDDR for Service Coordination services, the following materials shall be provided to all new consumers served by CCDDR, including transferred consumers and reactivated consumers, at the time of the initial plan meeting:
  - A. Consumer/Family Handbook, which includes:
    1. Background of CCDDR
    2. Overview of Person Centered Planning Process
    3. Types Of Services Available
    4. Overview Of Targeted Case Mgmt.
    5. Service Coordination Performance Indicators
    6. Appeals Processes
    7. Frequently Asked Questions
  - B. After hours/emergency contacts and Hours of Operation
  - C. CCDDR Code of Ethics Statement
  - D. HIPAA Privacy Practices Notice/Signature Page
  - E. Client Rights Form/ Signature Page
  - F. Releases Of Information

- G. CCDDR Release/Medical Info. Form (if consumer plans to participate in CCDDR-sponsored programs/activities in coming year)
- H. "Ready In Three" Disaster Preparedness Brochure
- I. CCDDR Brochure

**REFERENCES:**

- CARF Standards Manual, Sections 2A, 2F, 1D