



Participant & Caregivers Rights and Responsibilities

Participants/Caregiver are Expected to:

- Accept provider staff without regard to race, color, national origin, sex, age, religion, political beliefs, or disability.
- **Call the Site Director within 24 hours if your participant is not coming. Three (3) “no calls, no show” could result in the termination of services, except in the event of emergencies.**
- **Ensure your Participant arrives no later than 9:30 am unless you have made other arrangements with the site director.**
- **Communicate with your provider when you are terminating your services with SEADCC.**
- **Let your site director know if you have problems with your delivery of care.**
- Communicate with your provider when you are not available to attend the day care.
- Let your provider know if you have problems with your care delivery.

You May Not:

- Physically, verbally, or sexually abuse or threaten harm towards provider or DSDS staff. You cannot allow this conduct from other persons at your household. This may result in your services being terminated.
- Expect services to be provided not authorized on your plan.
- Expect care to be provided to your friend, or visitors.
- Engage in activities that would be considered fraud of the program; for example, signing for care that has not actually been provided.

For Your Safety, Do Not:

- Ask your provider staff for advice.
- Leave valuables, cash, or checkbook in plain sight.

You Have the Right To:

- Appeal decisions regarding your person-centered care plan, including the denial, reduction, or termination of services.
- You must appeal within ninety (90) business days of the date of the decision.
- You must request a hearing within ten (10) business days of the date of the notice if you wish to continue receiving services pending the hearing decision.
- If the Division of Senior and Disability Services' decision is affirmed, you may be held responsible for the cost of any services received while the appeal is pending.
- Receive services without regard to race, color, national origin, sex, age, religion, political beliefs, or disability.

Provider Staff Are Expected To:

- Act in a professional manner.
- Ensure that you receive care only from those that are registered and screened by the Family Care Safety Registry (FCSR).
- Notify you if they are going to be closed.

Provider Staff May Not:

- Accept gifts or tips.

Signature _____ Date _____

Administrative Offices

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