

ADULT DAY CARE RIGHTS AND RESPONSIBILITIES

YOU ARE EXPECTED TO

- Accept provider staff without regard to race, color, national origin, sex, age, religion, political beliefs, or disability
 - Work with the provider to identify unmet needs that can be met through authorized services
 - Communicate with your provider when you are not available to attend the daycare
 - Let your provider know if you have problems with your care delivery
 - Agree to participate in a comprehensive face-to-face (re)assessment with Division of Senior and Disability Services (DSDS) or its designee
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YOU MAY NOT

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

- Ask your aide for advice
 - Leave valuables, cash, or checkbook in plain sight
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PROVIDER STAFF MAY NOT

- Accept gifts or tips

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) calendar days of the date of the decision.
 - You must request a hearing within ten (10) calendar days of the date of the notice if you wish to continue receiving services pending the hearing decision.
 - If DSDS' 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
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PROVIDER STAFF ARE EXPECTED TO

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

- To find a primary care physician
 - <https://www.medicare.gov/care-compare/>
- Mental health or substance abuse
 - <https://dmh.mo.gov/behavioral-health>