

MISSION

Providing individualized innovative supports, resources and quality community services for people with Intellectual and/or other Developmental Disabilities, Mental Health issues, and Legal issues to prevent and/or eliminate institutionalization.

Providing opportunity for motivated, qualified, committed Agency Representatives to have a voice, be a problem solver, receive training, maximize professional potential and development in order to be a dedicated, well-informed advocate within the organization, as well as within the communities being served.

Providing opportunities for enduring partnerships and relationships with referral sources and other stake holders.

FamMat Services, LLC

RULES OF CONDUCT

***All Programs**

- 1.No Weapons**
- 2.No smoking in the building**
- 3.No loitering in building or on the grounds of any FamMat Services, LLC programs.**
- 4.No Alcohol or Drugs**
- 5.No Profanity, Fighting, Verbal abuse or Threatening behavior**
- 6.You will not be transported if you display physical or verbal aggression towards staff**
- 7.Do Not leave children under 12 unattended**
- 8.Maintain Confidentiality at all times!**
- 9.No Criminal behavior such as assault, theft, illicit drugs used or possession – YOU WILL BE REMOVED from program.**



CLIENT RIGHTS SUMMARY

As a client of this agency, you have certain rights.

I. RIGHT TO NOTIFICATION

You must be informed of your rights annually while in the program. You have the right to see and get a copy of the agency's policy and the Rules of Conduct upon request.

II. RIGHT TO TREATMENT

You have the right to participate in the development of the treatment plan designed especially for you. You cannot be denied services solely on the basis of your race, national origin, sex, sexual preference, age, religion, handicap, or ability to pay. If you think you have been discriminated against by this program, you can contact the Regional advocate, or any program supervisor. Your ability to pay must be taken into account when fees for services are set. If you are unable to understand and make decisions about treatment, an authorized representative must be appointed to make decisions for you.

III. RIGHT TO CONFIDENTIALITY

Your records will be released only when your consent, the consent of your authorized representative, by court order, or as otherwise required or permitted by law. You have the right to inspect and to copy your records at your own expense, except where it would be harmful to you. In that situation, a lawyer, doctor or psychologist you choose can see the records on your behalf. If you feel there are mistakes in your record, you can ask to have them corrected, and if the program doesn't change what you think is an error, you can place your statement about the error in your record.

IV. RIGHT TO CONSENT

You or your authorized representative must give informed consent to a treatment or service which presents a significant risk that is, one that might cause some injury or have a serious side effect.

V. RIGHTS TO DIGNITY

You have the right to be called by your preferred or legal name, to be protected from abuse, and to request help in applying for services or benefits for which you are eligible.

VI. RIGHT TO LEAST RESTRICTIVE ALTERNATIVE

Your personal or physical freedom can be limited when necessary for your safety, the safety of other clients, or for treatment. You will be involved in decisions to limit your freedom and you will be told what has to happen for the limits to be removed. Restrictions can be applied without notice in emergencies.

VII. RIGHT TO BE COMPENSATED FOR COMPENSABLE WORK

You have a right to be paid for work you do for the program which the law says is compensable work. Personal housekeeping and work which is done as part of treatment and is not done mainly for the purpose of making money for the program is not compensable work.

VIII. RIGHTS TO RETAIN CERTAIN CIVIL AND LEGAL RIGHTS

You still keep your basic rights when you enter this program: including the right to enter into contracts; to register and to vote; to marry or divorce; to make a will; to use the courts, etc.

IX. RIGHT TO HEARINGS AND APPEALS

You may file a complaint with any program supervisor if you believe any of your rights has been violated. You have the right to meet with the program supervisor investigating the complaint, and you may appeal the decision of the program director to the State Human Rights Committee (SHRC).

X. RIGHT TO ASSISTANCE BY REGIONAL ADVOCATE

You will be assisted in making, resolving or appealing complaints about rights violations by the local, and then the regional, state appointed advocate.

You may call or write:

Regional Advocate:	Local Advocate:
Mr. Reginald T. Daye	Ti'Juana A. Gholson, CEO
Regional Office of Human Rights	FamMat Services, LLC
Eastern State Hospital Drawer A P.O. Box 8791	5252 OLDE TOWNE RD WILLIAMSBURG
Williamsburg VA 23187-3701	VIRGINIA 23606
(757) 253-7061	(757) 808-5712