

## Your Rights

- The right to available services, regardless of your age, race, ethnicity, gender, religious or political affiliation, sexual orientation, sexual identity, physical or mental disability, or infectious disease, and the right to referral, as appropriate, to other service providers.
- The right to competent professional services, including an individualized written treatment or service plan; services based on plan; periodic review and assessment of needs; and revisions of the plan, including a description of services that may be needed for follow-up.
- The right to ongoing participation in the planning of services and in the development and periodic revision of the treatment or service plan, including the right to an explanation of all aspects of one's own condition and treatment.
- The right to refuse services and/or treatment, in accordance with state and federal law.
- If TennCare eligible, the right to appeal adverse actions of TennCare services
- The right to services and treatment under conditions that support your personal liberty and restrict such liberty only as necessary to comply with treatment needs, including the right to freedom from restraint or seclusion.
- The right to confidentiality of client records.
- The right to review, upon request, your own records.
- The right to information regarding client rights, including a copy of this document and/or an explanation of client rights in a language of your choice, to the extent possible, and access to an advocate in order to understand, exercise, and protect your rights.
- The right to assert complaints with respect to infringement of these rights, including the right to have such complaints considered in a fair, timely, and impartial procedure. You may contact the DCS Legislative and Constituent Services office at 1-800-861-1935 between the hours of 8:00 a.m. – 4:00 p.m. CST.

## Your Responsibilities

- To always keep your child's best interest at heart, and remember to look at this situation from your child's perspective.
- Work to create a safe home environment to which your child can return.
- To share any cultural, religious, health or special needs your child may have with DCS or its contract providers.
- To request medical, psychological and educational updates on your child.
- To visit and contact your child consistently and frequently (or as determined by the court).
- To stay active and involved in your child's life.
- To notify caseworkers of any changes in your life (e.g. address, telephone number, marital status). This includes circumstances such as your child's being absent without leave. If your child has run away from foster care and shows up at your home, you must notify DCS immediately or if you or your child has been arrested, you must notify DCS as soon as possible.
- To keep appointments with your Family Service Worker, service providers and court.
- To attend all scheduled meetings and participate in the development of the service or treatment plan for you and your child.
- To respond promptly to contacts, such as letters and telephone calls from your caseworkers.
- To locate your child after he or she has been removed from home, call the DCS field office located in your area and ask for a supervisor or your child's specific worker. Hours of operation are Monday - Friday, 8:00 a.m. to 4:30 p.m. Youth development centers or community treatment facilities operate 24 hours a day.