



Division of Developmental Disabilities Services
The Learning Curve
“Enhancing the Knowledge of DDDS Professionals”

Supplemental Review Questions
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Helping Protect the Rights of Special People

Circle the Correct Answer

1. Which one of the following duties does the Rights Complaint Designee not perform?
 - a) Maintains the file on the Complaint, evaluates for trends, and reports any such trends to the Risk Management Committee.
 - b) Make the final decision on the disposition of the complaint.
 - c) Reviews the response with the Division Director
 - d) None of the above.

2. How many working days does a Director have to respond to a Rights Complaint?
 - a) 60 days.
 - b) No time frame.
 - c) 30 days.
 - d) None of the above.

3. What is the reason for the DDDS Rights Complaint Policy?
 - a) To establish a procedure for processing and resolving complaints
 - b) To relieve the complainant from their responsibility to report abuse, neglect, mistreatment and/or misappropriation of funds according to all applicable state and federal abuse and neglect laws, regulations and policies.
 - c) To provide staff and contractors with a break from working with those we serve and support.
 - d) All of the above.

4. Who is responsible for making the DDDS Rights Complaint policy work?
 - a) Division Director.
 - b) Staff & Contractors
 - c) Rights Complaint Designee.
 - d) All of the above.

5. When is the social worker/case manager to keep the outcome of the investigation confidential?
 - a) Upon the family's express written request.
 - b) Upon the non-adjudicated adult's express written request.
 - c) Upon the complainant's request.
 - d) All of the above

Fill in the Blanks

6. Clients have the right to receive _____, _____, and, _____, _____, treatment, services and supports, regardless of race, creed, nationality, sexual orientation or level of disability.
7. If you are not satisfied with the resolution of this complaint, you may file an appeal of the decision with the _____ _____ at the same address in #2.
8. The people who are served by DDDS staff and contractors have their rights and responsibilities broken down into three broad categories: 1) _____; 2) _____; and 3) _____.
9. The Policy establishes a process for the reporting of rights complaints to the Rights Complaint Designee (Designee), and distinguishes between _____ _____ concerns that do not rise to the level of rights complaints.
10. You have the right to seek _____ _____ at any point in the complaint process; you may request the Division's assistance in seeking legal counsel on the client's behalf.