



The Resource for People with  
Developmental Disabilities

# Know Your Rights

## **The Arc of San Francisco complies with Client Rights as stated by the California Department of Developmental Services:**

- You have the same rights as any other citizen in the State of California.
- You have the right to dignity and humane care.
- You have the right to privacy.
- You have the right to participate in an appropriate program of public education.
- You have the right to prompt medical care and treatment.
- You have the right to religious freedom and practice.
- You have the right to social interaction and participation in community activities.
- You have the right to physical exercise and recreation.
- You have the right to be free from harm.
- You have the right to be free from hazardous procedures.
- You have the right to get services and supports in the least restrictive environment.

*For more detailed information, see:*

[Rights of People with Developmental Disabilities](#)

on the California Department of Developmental Services website.

*(Available in English, Spanish, tagalong, Hmong, Korean and Chinese.)*

## **The Arc of San Francisco's Policy on Client Rights is stated in the Client Handbook, as follows:**

- You have the right to be treated with courtesy and to be given clear information about what services are available at The Arc.
- You have the right to receive all the services that are available and appropriate for your needs within a reasonable time by The Arc of San Francisco.
- You have the right to receive information in a way in which you can understand.
- You have the right to confidentially with all records or information kept by The Arc. If anyone asks you for information about you, The Arc must ask for your permission and have you sign a release to give out any information about you. Your record file is to be kept in a locked file cabinet and accessible only to staff working directly with you.
- You have the right to be involved in all the decision-making about the services you receive and participate in a person-centered plan for your own Individual Service Plan (ISP). We encourage clients to manage their own ISP meetings. You have the right to change your plan by making a request to your Manager.
- You have the right to file a complaint about your services or assigned staff. If you are

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## **The Arc of San Francisco**

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San Francisco, CA 94103  
(415) 255-7200

**[www.thearcsf.org](http://www.thearcsf.org)**

*(Client Rights at The Arc, cont.)*

not able to work productively with your assigned staff, you can request a change in staff.

- You have the right to speak up if someone is bothering you, or you have a problem with another person, speak up and your assigned staff will help you.
- Each year at your ISP meeting these rights will be reviewed with you.