



The Recreation Council of Greater St. Louis' services shall be available to all persons without regard to race, color, religion, national origin, sex, disability, ages, military or veterans status, sexual orientation, gender identity or any other factor prohibited by law. The Recreation Council staff will always be respectful of the rights of its consumers. (See YOUR CLIENT RIGHTS). Consumers will always be treated with dignity and respect. All consumer files and paperwork will be kept private in compliance with HIPAA's treatment of Protected Health Information and/or confidentiality of consumer records and upholds the Missouri's Data Breach Notification Law.

As a client of the Recreation Council, you are entitled to the following rights and privileges.

- Right to be treated with dignity and respect.
- Right to be informed of and receive help to receive services that are available through The Recreation Council, as well as other agencies.
- Right to be a member of your community.
- Right to do things you enjoy in your spare time.
- Right to have a guardian to help you make decisions, if needed.
- Right to be free from abuse, neglect, humiliation, retaliation, or financial exploitation.
- Right to be involved in the planning and scope of the services and support you receive and have things explained to you in a way you can understand.
- Right to make a complaint and have people listen to you and try to help fix the problem.
- Right to have access to the information that is in your individual record in sufficient time to make an informed decision.
- Right to have information about you kept private.
- Right to receive services no matter what your race, color, gender, age or religion or sexual orientation.
- Right to choose your recreation provider and/or program

The Recreation Council of Greater St. Louis will allow a means so that all recipients of its services and their families shall be provided a vehicle to ensure that their voices may be heard when expressing a grievance. A grievance is an issue which is felt to afford reason for complaint and which formally needs to be expressed in written form. To receive a copy of the Recreation Council's Grievance Policy, please contact the Administrative Office at 314-726-6044. This document is made available to all participants of the Recreation Council's programs and services once an application is requested for such and can be found in the application packet, or on our website at www.RecreationCouncil.org or you may contact any of our offices to be sent a copy by mail or email. You may find it also posted in our Administrative Office.