1. WHAT SERVICES SHOULD YOU RECEIVE FROM YOUR BOARD & CARE HOME OPERATOR?

- ☐ Nutrition—three meals per day that meet your dietary needs.
- ☐ Living Area—your own bed with clean linens; access to dining, living, and outside areas; access to phone.
- ☐ A safe comfortable place to live—a clean, well-lit home free of clutter; a fire extinguisher should be in the home; smoke detectors should be in place; an evacuation plan.
- ☐ Healthcare and Medications—access to needed healthcare; help making appointments; arranging transportation.
- ☐ Assistance with access to community services, such as public assistance programs.
- ☐ Access to daily activities that meet your needs and interests.

2. AS A RESIDENT OF A BOARD & CARE HOME, YOU HAVE THE RIGHT TO:

- ☐ Be fully informed about your rights and responsibilities as a resident upon admission to your home. This includes: notification of house rules, grievance procedures, and available advocacy services.
- ☐ Participate in community activities.
- ☐ Talk and spend time with people of your choosing, including having visitors in the home during reasonable hours.
- ☐ Send and receive unopened mail.
- ☐ Be treated with consideration, respect, and full recognition of your dignity and individuality.
- ☐ Be protected by the TN Department of Mental Health and Substance Abuse Services (TDMHSAS) from neglect; from physical, verbal, and emotional abuse (including corporal punishment); and from all forms of exploitation.

3. DO YOU HAVE A SSA REPRESENTATIVE PAYEE? WHAT SHOULD THEY BE DOING?

- ☐ A Social Security Administration (SSA) Representative Payee is responsible for using your SSA benefits to pay your bills on time and ensure you are spending your money wisely.
- ☐ Only after your basic needs have been accounted for can your Representative Payee use your SSA money to assist you in making other purchases.
- ☐ Your Representative Payee should always let you know how much money you have and report any changes to SSA for you to avoid overpayments.

4. SHOULD YOUR BOARD & CARE HOME OPERATOR KEEP YOU SAFE FROM ABUSE AND NEGLECT?

- ☐ YES. Abuse/Neglect is when someone causes you physical or mental harm. This can be hitting you or taking away food or shelter. This can also be misusing your money or letting others hurt you.

5. WHAT TO DO IF YOU FEEL YOU ARE BEING MISTREATED, ABUSED/NEGLECTED, OR YOUR RIGHTS HAVE BEEN VIOLATED?

- ☐ You have the right to complain to staff at your home, to the TN Department of Mental Health and Substance Abuse Services (TDMHSAS), and to others of your choice. You will not be hurt or mistreated for complaining.
- ☐ Contact information for agencies that can help you are on the cards below. Please keep in your wallet or other secure spot.

IF YOU FEEL YOU ARE BEING MISTREATED, ABUSED/NEGLECTED OR YOUR RIGHTS ARE BEING VIOLATED, CALL:

**TN Dept. of Mental Health and Substance Abuse Services**
Office of Licensure, Review and Investigation
- East TN: 1(866) 771.1250
- Middle TN: 1(866) 797.9470
- West TN: 1(866) 344.0858
- Dept. of Human Services, Adult Protective Services (APS)
  1(888) APS.TENN/ 1(888) 277.8365

**Disability Rights Tennessee**, the federally mandated Protection & Advocacy System
- 1(800) 342.1660
- www.disabilityrightstn.org
- Problems with your SSA Representative Payee
  1(800) 772.1213

**Your Case Manager** _______________________________

Information provided by: Disability Rights Tennessee