



CLIENT RIGHTS AND RESPONSIBILITIES

Childhood Development Services, Inc. is a nonprofit agency that strives to offer comprehensive quality services to children and support families and staff toward personal growth and self-sufficiency.

- All customers will be treated with dignity and respect regardless of age, sex, religion, race, cultural background, sexual preference or disability.
- All customers have the right to be heard, which includes the opportunity to submit a formal grievance. If you fail to receive a timely response to any grievance filed or you are dissatisfied with the response, you can seek additional assistance from the parent and provider hotline at 352-671-5127.
- All customers have the right to have documentation provided to them in English or Spanish or have an interpreter provided, as needed.
- All customers have the right to have services provided to them in their community and delivered by qualified staff in a professional manner.
- All customers' rights to privacy and confidentiality will be guaranteed in accordance with applicable law.
- All customers will be honest with the staff at Childhood Development Services, Inc.
- All customers will cooperate with their case