



Your CARE Starts Now!

Your Rights

- Retain your legal rights as provided by state and federal law;
- Receive prompt evaluation and treatment or training about the care that has been recommended for you and that you are receiving in a way that you can understand it;
- Be treated with dignity and be free from abuse and neglect;
- Be treated under the least restrictive conditions consistent with your current needs and not be subjected to unnecessary physical restraint or isolation;
- Have access to your medical and mental health records and be assured of their confidentiality;
- Be given the opportunity to help build and work through your individualized service plan;
- If you believe your rights, as assured to you, have been violated you have the right to an unbiased review and to access legal counsel.

How to Report a Violation

1. Contact the NCG Regional/Site Director who oversees the services that you receiving.
2. The director will work with you to resolve the violation as soon as possible.
3. If a quick solution is not available then NCG will conduct an internal investigation into the complaint. NCG will share with you information about the investigation process and will inform you of the results.
4. In both cases your Human Rights Advocate will be notified of your complaint by the NCG Site Director.
5. You can also notify your Human Rights Advocate directly by contacting:

Sarah Burlar
Human Rights Advocate
703 323 2098
sarah.burlar@dbhds.virginia.gov