

Mediation services are available to you for free.

If you need a support person, your case manager or the Office of Field Services will help you get a person.

You will not have to pay for anything out of your own pocket.

Costs due to mediation will also be paid for you.

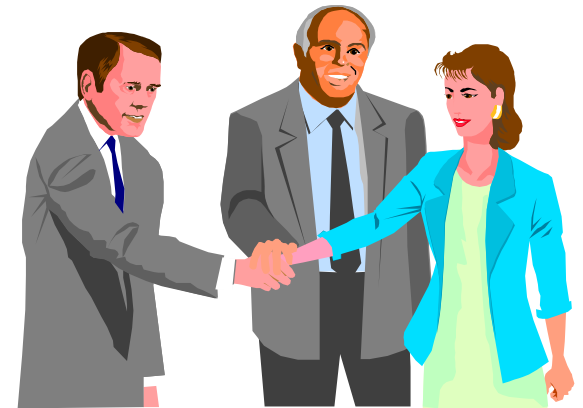
Expenses for support persons will also be paid.

To get more information on mediation please call:

The Arc of Colorado
800-333-7690
The Legal Center: 800-288-1376
Developmental Disabilities
Planning Council: 303-894-2345
Your Local Community Centered
Board

To Get Started Call
The Mediation Hotline:
888-815-6684

MEDIATION:

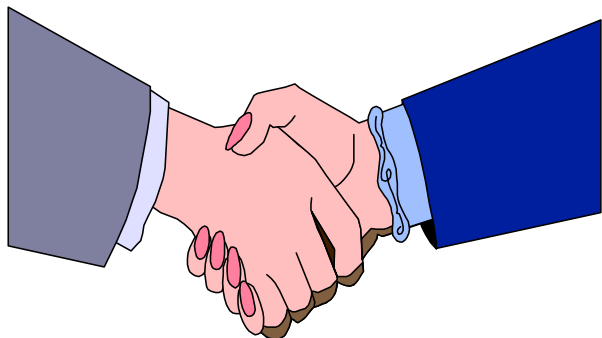


A SERVICE TO HELP
PEOPLE WITH
DEVELOPMENTAL
DISABILITIES SOLVE
PROBLEMS
AND
RESOLVE CONFLICTS

You can use mediation if you have these problems or complaints.

- Ü You are not getting the services that you need.
- Ü You are not getting the services that are right for you.
- Ü You are not getting the services that you were told you would get.
- Ü Your services are not good enough.
- Ü Your services don't work for you.
- Ü People who are helping you are not nice to you or don't treat you well.

To get help with solving the problems or complaints you can now use mediation.



What is Mediation?

Mediation is a process for helping you and your service provider or Community Centered Board (CCB) solve a problem with any services funded by Developmental Disabilities Services.

What is a Mediator?

A mediator is a person that helps people solve problems. They do not work for the CCB or service agencies.

A mediator will be assigned to help solve the problem. Mediators do not take sides and will help to keep the process fair.

How Does Mediation Work?

If you want mediation the following things will happen:

1. You will be asked if you need a support person to help you. You may already have someone who can help. If you don't have someone to

help, then mediation will find someone to help.

2. You will have meetings with the mediator to explain your side of the problem. This will help the mediator understand what you want.
3. The mediator will also meet with the service provider or CCB to hear their side of the problem.
4. Next you will have a meeting with the mediator and the service provider to discuss the problem. Everyone will try finding a solution that works for you and them.
5. The mediator is not a judge. The mediator will not decide what will happen. You will not have to agree to any solution.
6. If you agree on a solution, it will be written down. You and your service provider will be asked to follow the agreement.
7. If you do not agree to a solution, you may still use other complaint or dispute processes.