

XAQUUQAHA MACMILKA

Markaad hesho nooc uun kamid ah adeegyada xanuunka dhimirka, khamriga, isticmaalka maandootiyaasha, ama naafada dhanka kobaca, waxaad leedahay xaquuqaha soosocda sida kucad sharciga Wisconsin Statute sec. 51.61 (1) iyo DHS 94, Wisconsin Administrative Code:

XAQUUQAHA SHAQSIGA

- Waxaa qasab ah in laguula dhaqmo qaab ay kudheehan tahay sharaf iyo qadarin, kaasoo kacaagan xadgudubka dhinacyada hadalka, jirka, dareenka, ama galmada ah.
- Waxaad xaq uleedahay in shaqaaluhu kagaaraan go'aan cadaalad ah oo macquul ah daaweyntaada iyo daryeelkaaga.
- Madhici karto in cadaalad daro lagugula dhaqmo sababo laxariira isirkaaga, wadankaad kasoo jeedo, jinsigaaga, da'daada, diintaada, naafadaada, ama dookhaaga galmada.
- Laguuma dirsan karo shaqo marka laga reebo hawlaha gurigga. Haddii aad aqbasho inaad samayso shaqo kale, waxaa qasab ah in mushaar laguugu siiyo.
- Waxaad gaari kartaa go'aano kuugaar ah oo laxariira waxyaabaha sida inaad guursato, codeyso, iyo doonista shaqada, haddii aad kawayn tahay da'da 18, aana sharci ahaan lagu aqoonsan qof aan masuuliyad qaadi karin.
- Waxaad u adeegsan kartaa lacagtaada sidaad rabto.
- Cidna kaama duubi karto muuqaal, cajalad, ama sawir ilaa inaad ufasaxdo maahee.

DAAWEYNTA IYO XAQUUQAHA LAXARIIRA

- Waxaa qasab ah in lagu siiyo daawayn degdeg ah oo kugu filan, baxnaanin, iyo adeegyada waxbarashada ee kugu haboon.
- Waxa qasab ah in lagu ogolaado qorshaynta daawayntaada iyo daryeelkaaga.
- Waxaa qasab ah in lagaaga warbixiyo daawayntaada iyo daryeelkaaga, ayna kujiraan noocyada badalka ah ee aad heli karto

dhibaatooyinka kadhalaan kara daawada, ayna kujiraan daawooyinku.

- Majirto daawayn ama daawooyin lagu siin karo adoon bixin ogolaansho qoran, oo faahfaahsan, **ilaa in** loogu baahda maahee **xaalad degdeg ah** si looga hortago dhibaato gacan qaad ah oo aad naftaada ama dadka kale ugaysan karto, ama **maxkamad amarto**. [Hase yeeshee, haddii aad leedahay qof masuul kaa ah, qofkaas masuulka kaa ah ayaa bixin kara ogolaanshaha daawada ama daawooyinka lagu siinaayo asagoo wakiil kaa ah.]
- Laguma siin karo daawooyin aan muhiim ahayn ama xad dhaaf ah.
- Laguma galin karo daawaynta korontada ama nooc kale oo daawaynta qaliinka ah sida qaliinka dhimirka ama cilmi baaris tijaabo ah adoon bixin ogolaansho qoran.
- Waxaa qasab ah in qoraal ahaan laguugu sheego qarashaad kasta oo kubaxaaya daawaynta ama daryeelkaaga oo ay tahay in adigga ama qoyskaagu dhiibaan.
- Waa in lagu daaweeyaa qaab ugu xadidan iyo goobta kuhaboon si loogaaro ujeedada lagusoo galiyay barnaamijka, ayadoo laraacaayo xeebdaabyada qarashaadka laheli karo.

QARSOODIGA DIIWAANKA IYO GALITAANKIISA

Sida kucad sharciga Wisconsin Statute sec. 51.30 iyo DHS 92, Wisconsin Administrative Code:

- Macluumaadka daawayntaada waa inuu ahaa mid qarsoon (sir ah), ilaa in sharcigu fasaxo faafintiisa maahee.
- Diiwaankaaga lama faafin karo adoon ogolaansho bixin, ilaa in sharcigu sifo qaas ah u ogolaado maahee.
- Waxaad codsan kartaa inaad aragto diiwaanadaada. Waxaa qasab ah in lagu tusiyo diiwaano kasta oo laxariira caafimaadkaaga jirka ama daawooyinkaaga. Shaqaalaha ayaa yarayn kara inta jeer ee aad arki karto diiwaanadaada kale ee daawaynta inta adeegyadu kuusocdaan. Waxaa qasab ah in lagu sharxo sababaha xadidadaas noocaas ah

loosameeyay. Waxaad uga hor imaan kartaa sababaha noocaas ah hanaanka cabashada.

- Kadib marka lagaa saaro daryeelka, waxaad codsan kartaa diiwaankaaga dawaynta oo buuxa haddii aad sidaan codsato.
- Haddiinaad aaminsantahay in wax kaqaldan yihiin diiwaanadaada, waxaad kadagaalami kartaa sixitaankeeda. Hadaan shaqaaluhu badali karin qaybta diiwaankaaga kamid ah ee aad kahortimid, waxaad gudbin kartaa cabasho iyo/ama waxaad galin kartaa noocaad rabto ee macluumaad ah.
- Nuqul kamid ah sec. 51.30, Wis. Stats., iyo/ama DHS 92, Wisconsin Administrative Code, ayaa heli kartaa markaad codsato.

HANAANKA CABASHADA IYO XAQUUQDA HELITAANKA MAXKAMADA

- Kahor intaan daawayntu bilaaban, adeeg bixiyuhu waa inuu kuusheegaa xaquuqdaada iyo sida aad u adeegsanayso hanaanka cabasho gudbinta. Nuqul kamid ah Hanaanka Cabashada (Grievance Procedure) ayaa laheli karaa markii lacodsado.
- Haddii aad dareemayso in lagu xadgudubay, waxaad gudbin kartaa cabasho.
- Laguuguma hanjabi karo ama laguuma ganaaxi karo qaab kasta oo aad kusoo bandhigto cabashooyinka si dadbadan adoo lahadlay shaqaalaha, ama qaab toos ah ood cabasho kugudbisay.
- Waxaad awoodaa, halkii aad kaqori lahayd cabashada ama markaad dhamayso hanaanka cabashada, ama xili kasta inta lagu jiro waqtigaas, inaad doorato inaad cabashada ugayso maxkamad si aad uga dacwooto dhib lagu gaystay ama kiis kale oo maxkamadeed hadaad aamin santahay in xaquuqdaada lagu tuntay.

HEERARKA XALINTA CABASHADA

Go'aan aan toos Ahayn (Ikhtiyaari ah)
Waxaa lagugula talinayaa inaad marka koowaad lahadasho shaqalaha aadna kala hadasho

walaacyada aad qabto. Hase yeeshee, qasab maaha inaad arintaan samayso kahor intaadan gudbin cabasho toos ah oo aad udirto adeeg bixiyahaaga.

Baaritaanka Cabashada—Su'aal waydiinta caadiga ah

- Haddii aad doonayso inaad cabasho gudbiso, waa inaad gudbisaa 45 maalin gudahood laga bilaabo xiligaad ogaatay dhibaataada. Maareeyaha barnaamijka ayaa axsaan kuusamayn kara oo kusiin kara waqti kabadan 45-maalmood.
- Khabiirka Xaquuqda Macmiilka (Client Rights Specialist) (CRS) ayaa baaritaan kusamaynaaya cabashadaada iskuna dayaaya inuu xal kagaaro.
- Ilaa in cabashada xal looga gaaro qaab dadban maahee, CRS wuxuu qorayaa warbixin 30 maalin gudahood laga bilaabo maalinta aad codsatay cabashada tooska ah. Waxaa lagu siinayaa nuqul kamid ah warbixinta.
- Haddii adigga iyo maareeyaha barnaamijku kuheshiisaan warbixinta CRS-ka iyo soojeedinadiisa, soojeedinada ayaa lafulinayaa gudaha mudada lagu heshiyyay.
- Waxaad gudbin kartaa cabashooyin badan intaad awoodo. Hase yeeshee, CRS wuxuu kaliya kashaqayn karaa hal cabasho markiiba. CRS wuxuu kaacodsan karaa inuu ukala hormariyo siday ukala muhimsan yihiin.

Go'aanka Maareeyaha Barnaamijka

Haddii aan cabashada lagu xalin warbixinta CRS-ka, maareeyaha barnaamijka ama wakiilkiisu waa inuu diyaarshaa go'aan qoraal ah 10 maalin gudahood lag bilaabo markay soo baxday warbixinta CRS-ka. Waxaa lagu siin doonaa nuqul kamid ah go'aanka.

Dulmarka Heerka Maxkamada

- Haddii aad adeegyo kaqaadato wakaalada degmada, ama wakaalad gaar looleeyaha ayadoo wakaalada degmadu bixiso qarashka adeegyadaas, waxaad racfaan kaqaadan kartaa maareeyaha barnaamijka adoo udiraaya Agaasimaha Wakaalada Degmada (County Agency Director). Waxaa qasab ah inaad

racfaan gudbiso 14 maalin gudahood laga bilaabo maalinta aad hesho go'aanka maareeyaha barnaamijka. Waxaad kacodsan kartaa maareeyaha barnaamijka inuu cabashadaada gudbiyo ama adigii toos udiri kara.

- Agaasimaha Wakaalada Degmada (County Agency Director) waa inuu soosaaraa go'aankiisa oo qoraal ah 30 maalin gudahood kadib marka codsiga racfaankaan ladiray.

Baaraha Cabashada Gobalka (State Grievance Examiner)

- Haddii cabashadaada ay gaarto degmada si a ubaaraan aadna kuqanci waydo go'aanka, waxaad racfaan udirsan kartaa Baaraha Cabashada Gobalka (State Grievance Examiner).
- Haddii adeegyada aad ka bixineyso hay'ad gaar ah, waxaad racfaan ka qaadan kartaa maareeyaha barnaamijka si toos ah Baaraha Cabashada Gobalka (State Grievance Examiner).
- Waa inaad racfaanka ugudbisaa Baaraha Cabashada Gobalka (State Grievance Examiner) 14 maalin gudahood kadib markuu kusoo gaaro go'aanka laxariira racfaankii hore. Waxaad kacodsan kartaa maareeyaha barnaamijka inuu cabashadaada ugudbiyo Baaraha Cabashada Gobalka (State Grievance Examiner) ama adigga ayaa toos ugudbin Ciwaanku waa: State Grievance Examiner, Division of Care and Treatment Services (DCTS), PO Box 7851, Madison, WI 53707-7851.

Dib u eegista Ugu danbaysa ee Gobalka

Qolo kasta waxay haysataa 14 maalmood laga bilaabo marka go'aanka qoran soobaxo ee Baaraha Cabashada Gobalka (State Grievance Examiner) si ay ucodsadaan dib u eegista ugu danbaysa ee Maamulaha Division of Care and Treatment Services ama wakiilkiisa. Udir codsigaaga DCTS Administrator, P.O. Box 7851, Madison, WI 53707-7851.

Waxaad lahadli kartaa shaqaalaha ama waxaad laxariri kartaa Khabiiirkaaga Xaquuqda Macmiilka (Client Rights Specialist), kaasoo magacisu hoos kuqoranyahay, haddii aad doonayso inaad gudbiso cabasho ama aad macluumaad ka ogaato hanaanka cabashada ee barnaamijku adeegsado kaasoo aad adeegyada kahesho.

Khabiiirkaaga Xaquuqda Macmiilka (Client Rights Specialist) waa:

XASUUS GAAR AH: Waxaa jiro xaquuq dheeri ah oo kujirta sec. 51.61(1) iyo DHS 94, Wisconsin Administrative Code. Halkaan laguma xusin waayo lama xariiraan xarumaha bukaan jiiifka iyo meelaha daawaynta ee dadka ladajiyoo. Nuqul kamid ah sec. 51.61, Wis. Stats. iyo/ama DHS 94, Wisconsin Administrative Code, ayaad heli kartaa markaad codsato.



STATE OF WISCONSIN
DEPARTMENT OF HEALTH SERVICES
Division of Care and Treatment Services
www.dhs.wisconsin.gov
P-23112SO (09/2016)

Xaquuqda Macmiilka iyo Hanaanka Cabashada ee Adeegyada Bulshada (Client Rights and the Grievance Procedure for Community Services)*

Macaamiisha Adeegyada Kaqaata Xanuunada dhimirka ee Wisconsin, Khamriga ama

Maadooriyaasha kale, ama Naafooyinka dhanka Kobaca (for Clients Receiving Services in Wisconsin for Mental Illness, Alcohol or Other Drug Abuse, or Developmental Disabilities).

*Erayga Adeegyada Bulshada (Community Services) waxaa looga jeedaa adeegyada lagu baxsho xarumaha aan bukaan jiiifka ahayn iyo meelaha aan bukaan laadajin.