

## لائحة حقوق المستفيد ومسؤوليات ذويهم

إيماناً منا بحقوق المستفيد وذويه وتمكينه وإشراكه في القرارات التي تدعم وتحسن من الخدمات المقدمة له، فقد التزمنا بإيضاح حقوقه التي يجب أن يحصل عليها، بالإضافة إلى مسؤولياته تجاه الجمعية والعاملين فيها.

### حقوقه:

- له الحق أن يحصل على الرعاية الصحية والتأهيلية بغض النظر عن العمر، الجنس، الحالة الاجتماعية.
- أن تتلقى التأهيل المناسب والرعاية التي تتسم باللطف والاحترام ومراعاة خصوصيتك واحتياجاتك بأسلوب مهني في بيئة نظيفة وآمنة ومتعاونة.
- له الحق باحترام ثقافته وبيئته وكرامته وحالته النفسية في جميع مراحل العلاج.
- تدريب الأخصائيين والموظفين العاملين مع الأشخاص ذوي الإعاقة في مجال الخدمة المقدمة لهم لتحسينها وتجويدها.
- له الحق بالحفاظ على سرية معلوماته وخصوصيته وعدم إفشاءها لغير الأشخاص المصرح لهم بذلك..
- له الحق في معرفة الاخصائي والطبيب المعالج والمشرف على حالته.
- له الحق بمعرفة تشخيص حالته وخطته العلاجية والخدمات التي ستقدم له بأسلوب مفهوم، والإجابة عن كل أسئلته المتعلقة بهذا الخصوص.
- له الحق بالرفض على أخذ الجلسات العلاجية بتقديم إقرار بذلك.
- يحق لأطفال ذوي الإعاقة في التعبير بحرية عن آرائهم في جميع المسائل التي تمسهم والاهتمام بذلك وفقاً لسنهم ومدى نضجهم وبما يتناسب مع إعاقاتهم.
- له الحق في احترام سلامته الشخصية والعقلية على قدم المساواة مع الآخرين.
- له الحق بطلب الخدمات المتاحة إلكترونياً ورفع مقترح أو التعبير عن عدم رضاه وبسرية تامة عبر البوابة الإلكترونية (تأهيل)
- له الحق بأن يضمن له السرية التامة فيما يتعلق بمعلوماته الشخصية والصحية والاجتماعية.
- له الحق بالتوضيح له وشرح طريقة تنفيذ الجلسات التأهيلية العلاجية بالمنزل.
- له الحق في ان تتم رعايته في بيئة آمنة خالية من أي شكل من أشكال الاعتداء.

### مسؤولياته:

- احترام حقوق الآخرين في عدم التدخين- الإزعاج - نظافة المكان.
- الاحترام الكامل لأنظمة وسياسات واجراءات الجمعية.
- معاملة جميع الموظفين والمستفيدين الآخرين والزوار بلباقة واحترام.
- التعاون الكامل مع فريق مقدم الخدمة أثناء الفحوصات والجلسات.
- الرجاء التقيد بالحضور للمركز والمواعيد في الوقت المحدد، وفي حال رغبتكم بتأجيل الموعد نرجو منكم الإبلاغ قبل الموعد بـ ٢٤ ساعة لإتاحة الفرصة لمستفيد آخر.
- تقديم جميع البيانات الشخصية سليمة مع المستندات الرسمية التي تثبت ذلك.
- إعطاء كافة التاريخ المرضي الخاص به والتقارير اللازمة، وعدم إخفاء أي شيء قد يؤثر على تشخيصه وخطة علاجه.
- تقديم إثبات هوية المستفيد للتأكد من البيانات الخاصة به.
- حفاظاً على سلامتك وسلامة الآخرين، يجب اتباع تعليمات قسم الصحة والسلامة المهنية التابع للجمعية.
- احتراماً لخصوصية الآخرين، نرجو الامتناع عن التصوير أو التسجيل في جميع المرافق التابعة للجمعية.



Dear beneficiary parent..... **Know your rights**

**Day care centers :**

They are centers that provide various services and programs for people with disabilities during specific periods of the day, including social psychological, health recreational and training programmes, as well as counseling and family education programs according to the needs of each case and according to well-studied individual plans .

Day care centers and departments provide appropriate care and rehabilitation programs for persons with disabilities during daytime hours, such as physical and occupational therapy, speech and training in various life skills, in addition to providing intensive family education and .counseling programs for families of persons with disabilities and others

These centers were established to be one of the alternatives to institutional care and were set during daylight hours in the morning to ease the burden on some families of persons with disabilities who are unable to provide adequate care for their children during this time, or workers who are unable to provide care for their children during working hours .

**the official You can benefit from day care services, which is one of the services provided by the Ministry of Labor and Social Development to persons with disabilities, by entering the following link :**

<https://eservices.mlsd.gov.sa/#/login/>

In the event that you were previously registered press log in and write the beneficiary's record number and password then click on the electronic services field then click on the service of issuing a notice of acceptance at a rehabilitation center and follow the steps to print the notice and submit it to the center that you chose to benefit from the service .

In the event that you have not registered before you click on the Create a new account box and follow the steps required to register and obtain the service of issuing a notice of admission to a rehabilitation center.

There are also other services provided by the Ministry that you can benefit from, as shown :

#### service discount wages ride for the person with disability and accompaniment

Granted Card discount wages rides for those with disability | discount wages travel And move on on means Transport government By 50% of prescribed Wages for these means according controls and conditions stomach And that for those with disability from The Saudis and their companions according resolution council Ministers .

#### service Issuance Card disturbance autism

granted Ministry beneficiaries from with disability Whose suffer of " turmoil". autism is sun unrest developmental that hit children " And hinder their communication (Social and verbal And not verbal and activity imaginary ) card to get acquainted with them And to facilitate their movement in the \_ places the public And give them priority when visiting hospitals and health centers \_Wages\_ .

#### service to request subsidy Finance for those with disability

service electronic managed Persons with disability registered I have Ministry And who It was completed evaluation their disability from submit to request to get on subsidy Finance Monthly for persons with disabilities according to the terms and conditions .

### **service The facilities traffic for people with disability**

is granted beneficiary from with Disability poster \_ For the "car " and " card The facilities traffic " which You authorize him to enter to Situations Accompanying the public And parking in car parks designated for people with disabilities without restrictions .

### **service pension Security**

pension Security social , And he phrase on Cashing amount Financial monthly for the beneficiaries ( and funds This the program from zakat ) , It is limited benefit from This the program on The Saudis residents in The kingdom Accommodation Always of whom are available in them the conditions Shown in System Security

social . And Excluded from condition Nationality woman foreign Married from Saudi or His widow that For her children from him , as well children The Saudi widow is ,from her foreign husband . He will also benefit from its provisions The handicapped widows with orphans , and orphans , who do not have identification documents . the sex \_ Saudi Arabia \_ They are born with mobility cards, in accordance with the conditions set forth in the Social Security Regulations .

### **service objections**

allow service objections for beneficiaries from subsidy Finance for those with disability And beneficiaries from pension collateral submit to request objection in In the event that the exchange is stopped for them or for one of the affiliates them.

### **service evaluation disability**

service evaluation disability She service electronic managed Persons with disability , registered I have Ministry from submit to request to update data their own disability or persons with other disabilities Registered with the Ministry from submitting an application for registration \_ b anat \_ hindered them And include them among the recipients of ED The Ministry to benefit from the services provided by the Ministry to persons with disabilities .

### **service administration Followers**

allow service administration Followers for beneficiaries Those who are standing from service pension Security from administration data Individuals their family Followers them from edit or delete Or add a very dependent .

### **service Issuance scene disability**

service Issuance scene with disability She service electronic managed Persons with disability registered I have Ministry And who they have evaluation disability from submission to request to get on scene with info the person and disabilities registered For him electronically And it is A certified And notarized from Ministry the job and development social according to the conditions and controls . as managed the service from Print scene in a form immediately from the gate or send scene to mail It is also possible The beneficiary may request a disability certificate through . the branch , if he so desires .

Managing the affairs of the beneficiaries

### service subsidy Finance for devices medical designated

service electronic managed Persons with disability registered I have Ministry And who It was completed evaluation their disability from submit to request to get on subsidy Finance for devices medical own for people with disability according the .conditions and controls

### service Exemption fees visas to wither disability

service electronic managed Persons with disability registered I have Ministry And who It was completed evaluation their disability from submit to request to get on letter Endorsement of an exemption fees visas for people with disability or cancellation endorsement according to the conditions and controls

### service to request letter recommendation for orphans

service electronic managed orphans registered in System Ministry from to request letter intercession And a recommendation For the destinations External .electronically according the conditions

### service Issuance scene My guarantee

service electronic managed Beneficiary pension collateral And their followers registered in System Security from submission on scene documented from Ministry .the job and social development to provide it to the side Coed

### service Issuance notice Acceptance center Rehabilitation my family

service managed Persons with disability registered I have Ministry And who It was completed evaluation their disability from submit to request to get on notice Acceptance centers . care daytime Ahil according the conditions and controls

**Wishing everyone the best of luck .....**

## **Beneficiary affairs management**

To communicate when there is an inquiry, suggestion or complaint on the following :numbers

for women's branches **0536215500**

for men's branches **0508002177**

Managing the affairs of the beneficiaries