

Rights and Responsibilities of Persons Served



Your rights

- To be treated with dignity and respect and not be discriminated against because of race, color, national origin, religion, gender, gender identity, ancestry, marital status, physical or mental disability, unfavorable military discharge, sexual orientation or age
- To be free from abuse, financial or other exploitation, retaliation, humiliation, neglect or physical restraint
- To be fully informed of services provided
 - To participate in the development of the care plan
 - To be informed in advance about any change in service
 - To choose or refuse service
 - To be informed of any fee for service program in advance (specific to Senior Options, House of Welcome and Lifelong Learning)
- To confidentiality as outlined in our Notice of Privacy Practices
- To be informed of the name and credentials of the case manager and contact information
- To expect that one's property will be treated with respect by all staff
- To be informed of program policies and procedures, including procedure for addressing complaints or concerns
 - Including, but not limited to, the right to voice a grievance without discrimination or reprisal.

Your responsibilities

- To be considerate of and cooperative with staff, treat staff with respect, and not discriminate against him/her because of race, color, national origin, religion, gender, ancestry, marital status, physical or mental disability, unfavorable military discharge, sexual orientation, or age
- To inform staff if he/she is dissatisfied with the service provided
- To provide information that is accurate and comprehensive, to the best of his/her knowledge, and inform staff of any changes
- To comply with program policies and procedures

**Any questions regarding your rights/responsibilities may be addressed
with the Case/Care Coordinator, Supervisor or Department Director**