



## CLIENT RIGHTS AND RESPONSIBILITIES

### Client Rights

- To receive professional, courteous, and caring assistance that respects and appreciates differences related to race, ethnicity, national origin, gender, sexual orientation, religion, personal values, age, disability, and economic or veteran status.
- To expect us to apply eligibility criteria fairly and impartially.
- To be treated with courtesy, respect, and consideration.
- To expect that your personal and financial information is protected against unauthorized use or disclosure. We do not release information without your written permission, except upon court order, as required by, or as required, in our judgment, to protect you or others from physical danger.
- To receive complete, accurate, and clear information about your rights, services, and obligations needed to participate in decisions about your assistance, and to give consent before any information or referrals are completed.
- To every service you are eligible for based on guidelines and availability.
- To appeal your case if you believe you have not received fair treatment or inadequate services, if you feel your rights have not been respected, we encourage you to speak with a supervisor.

### Client Responsibilities

- To provide accurate and true information about your residency and household members.
- To provide accurate and complete information about your current financial crisis and provide documentation.
- To ask questions to make sure you understand the services you will receive and any instructions.
- To follow through on pending documentation to obtain services.
- To keep your appointment, or change or cancel it in a timely manner, to allow others in need to have access to services.
- To use services wisely, be aware of costs of services and not waste resources.
- To be respectful of others, including staff, volunteers and clients.
- To refrain from any verbal or physical threats.
- To be respectful of all property, including the thrift store.
- To communicate with volunteers or a staff member if you have concerns or suggestions about the care you receive here, so we can work together to provide you with the best possible service in the future.