[Agency Letterhead]

**Client Rights**

Clients of [name of agency] Senior Services have:

* The RIGHT to be treated as an individual with respect and dignity.
* The RIGHT to privacy and confidentiality.
* The RIGHT to services as eligibility and resources permit, including Case Management services, which are focused on remaining independent in one’s own home.
* The RIGHT to full participation in planning for services to achieve their goals and to decline participation in any recommended services.
* The RIGHT to equal access to available services (within the scope of District Center policies and guidelines) regardless of age, race, color, national origin, sex, religion, sexual orientation, disability, or marital status.

 Complaint Resolution Process

If you feel that any of the above RIGHTS have been violated, please contact [name of agency] Senior Services District Center Manager; [name of program manager] at [program manager’s phone number]. You will receive a response to your call within five working days.

The [name of agency] Senior Services District Center Manager will work with you to resolve the problem. If after contacting the District Center Manager, and you are not satisfied, you may contact the [name of agency] Executive Director; [name of executive director or other responsible staff person] at [phone number].

If you are still concerned or have questions, please contact Multnomah County Aging, Disability and Veteran Services Contract Liaison at 503-988-8124. If you are still concerned, please contact the State Unit on Aging OPI Program Analyst at 503-947-2391.

I have read and understand the rights afforded to me, and given a copy of this document.

Client Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_