

## **D. Clients' Rights and Responsibilities**

1. SAFE staff and/or volunteers must inform all SAFE clients of the clients' rights and responsibilities in receiving advocacy services from SAFE.
2. SAFE clients have the right to:
  - a. Be treated with respect and dignity;
  - b. Receive services without regard to age, gender, race, color, national origin, religion, disability, familial or marital status, sexual orientation, gender identity or source of income;
  - c. Refuse services without suffering punitive consequences. If adverse consequences are expected to result from such refusal, that fact must be explained verbally to the client and, if appropriate, guardian;
  - d. Care that is culturally appropriate demonstrated by both awareness of and sensitivity to cultural differences;
  - e. Religious freedom;
  - f. Confidentiality: Information regarding a client may be shared with SAFE staff on a "need to know" basis and will be held in confidence within the agency. Advocates may share information regarding clients with each other, as it relates to services for the client, for the purpose of care coordination, consultation or supervision; information regarding clients will not be released to outside individuals, agencies, or institutions without the client's prior written permission;
  - g. Receive information about Victim's Rights in Oregon and receive support and advocacy in obtaining those rights;
  - h. Participate in creating an individualized service plan, services based upon that plan, and periodic review and reassessment of service needs;
  - i. Not participate in research projects without informed voluntary written consent;
  - j. Not be involuntarily terminated or transferred from services without prior notice, notification of available sources of necessary continued services and exercise of a grievance procedure;
  - k. Lodge a grievance or complaint with SAFE with respect to: services provided or not provided; SAFE employees; infringement of rights described in this section; or other complaint that relates to SAFE. Clients have the right to

have such grievances considered in a fair, timely and impartial grievance procedure;

- I. Be free from abuse or neglect and be free to report abuse or neglect without being subject to retaliation.

3. SAFE Clients Shall Have the Responsibility to:

- a. Actively engage in the service process; be open and honest to the best of the client's ability.
- b. Participate in service plan development and advocacy services.
- c. Try to keep all scheduled commitments.
- d. Maintain the confidentiality of other clients in all matters.
- e. Have respect for other clients and SAFE staff, building, and furnishings.
- f. Let staff know if client is displeased with services received at SAFE.
- g. Inform the agency of any change in mailing address, physical address or phone number, unless otherwise negotiated with a SAFE advocate.