



*Meeting needs. Promoting independence.*

644 Linn Street, Suite 304  
Cincinnati, OH 45203  
Phone 513-721-4330 Fax 513-721-8304

[www.CASSdelivers.org](http://www.CASSdelivers.org)

## **CLIENT RIGHTS**

Each person receiving services from Cincinnati Area Senior Services has the following rights:

1. You will be fully informed of your rights.
2. You will be fully informed of the CASS Services you are receiving.
3. You will be treated in a considerate and respectful manner.
4. You will be told the names, duties and professional status of any Cincinnati Area Senior Services staff or contracting agency providing the client with services.
5. You will be provided with services without discrimination as to age, race, religion, gender, national origin, sexual orientation or source of payment.
6. You will be provided with the opportunity to participate in decisions about your services.
7. You will be given information and communicated with in understandable terms so that you can give your consent to plan of services.
8. You will be informed of progress in responding to services.
9. Prior to being requested to sign any forms you will receive a full explanation as to their content and purpose.
10. You will be informed in advance of any changes in program rules and expectations. These rules and expectations will be consistently enforced.
11. You may refuse services to the extent permitted by law: you will be informed of the possible consequences of this decision, which can include disenrollment; and you will be given assistance in implementing this decision.
12. You will be involved in timely development of plan of termination of care. You will be provided with information as to continuing needs and alternatives available to meet these needs.
13. You have the right to voice grievances and suggest changes in service or staff without interference or retaliation. You have the right to request a grievance procedure policy.
14. Your personal information will be kept confidential to the extent permitted by law. CASS staff are mandatory reporters of situations that may result in harm to yourself or others.
15. Cincinnati Area Senior Services business hours are Monday through Friday, 8:30 a.m. until 4:30 p.m. Individual service program hours vary.

## **CLIENT RESPONSIBILITIES**

Cincinnati Area Senior Services believes that you have responsibilities regarding your participation in services received; failure to meet your responsibilities may result in the termination of services. It is your responsibility:

1. To cooperate to extent of ability with service being provided.
2. To keep staff aware of any changes that may affect or change services provided to the extent of your ability.
3. Ask questions anytime you do not understand anything regarding services.
4. To report any complaints/grievances to proper staff.

CLIENT NAME: \_\_\_\_\_  
(Please Print)

### **GRIEVANCE POLICY**

If you believe your rights have been violated or you believe you have a loss due to theft or property damage by a CASS employee you can file a grievance or complaint either in writing or verbally, or have another person or agency to do so for you. The Chief Operating Officer will investigate the complaint and return both a verbal and written response within 5 working days of learning of the complaint.

Send written grievances or complaints to:

Chief Operating Officer  
Cincinnati Area Senior Services  
644 Linn Street, Suite 304  
Cincinnati, Ohio 45206  
513/559-4485

### **CLIENT SIGNATURE**

I have been given a copy of the Cincinnati Area Senior Services Clients Rights and Grievance Procedure document and read it, or it has been read to me. I understand its contents.

\_\_\_\_\_  
Client's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness Signature

\_\_\_\_\_  
Date



Agency Partner

This agency is supported by the Hamilton County Elderly Services Tax Levy, The Council on Aging of Southwestern Ohio, the Ohio Department on Aging, The United Way of Greater Cincinnati, foundations, gifts and donations.