

SACRAMENTO SELF-HELP HOUSING

7.06 Client Rights and Responsibilities

Policy

As a participant receiving services through Sacramento Self-Help Housing, clients have certain rights and responsibilities. The following rights and responsibilities are provided to clients upon entry to each Sacramento Self-Help Housing program.

Procedures

Your Rights

1. You have the right to be fully informed, in a timely manner, of all services available to you.
2. You have the right to utilize the freedom of choice in the housing process.
3. You have the right to be free from discrimination on the basis of race, age, religion, color, national origin, ancestry, sex, sexual preference, physical or mental handicap, or medical condition.
4. You have the right to be free from emotional or psychological abuse, physical abuse, and sexual abuse.
5. You have the right to be treated with consideration, respect, and full recognition of your dignity and individuality.
6. You have the right to confidentiality. No information will be released to persons not involved in your care, except those listed on the signed release of information form.
7. You have the right to refuse services at any time; however, failure to utilize services may result in the closure of your case.
8. You have the right to appeal any decision made regarding termination of services.
9. You have the right to voice grievances without fear of reprisal. The grievance procedure is outlined in the following pages.

In accordance with Federal civil rights laws, discrimination based on race, color, national origin, sex, disability or age is prohibited.