

OREGON CLIENT'S BILL OF RIGHTS

The client will be informed of and given written notice of all policies governing their Rights, Responsibilities, and Client Conduct.

- (a) The right to be treated with dignity and respect;
- (b) The right to be free from theft, damage, or misuse of one's personal property;
- (c) The right to be given the informed choice and opportunity to select or refuse service and to accept responsibility for the consequences;
- (d) The right to be free from neglect of care, verbal, mental, emotional, physical, and sexual abuse;
- (e) The right to be free from financial exploitation;
- (f) The right to be free from physical and chemical restraints;
- (g) The right to voice grievances or complaints regarding services or any other issue without discrimination or reprisal for exercising such rights;
- (h) The right to be free from discrimination in regard to race, color, national origin, gender, sexual orientation, or religion.
- (i) The right to participate in planning of the services and care to be furnished, any changes in the services and care, the frequency of visits, and cessation of services;
- (j) The right to have access to his or her client record;
- (k) The right to have client information and records confidentially maintained by Pegasus Social Services;
- (l) The right to be advised in writing, before care is initiated, of the charges for the services to be furnished, and the amount of payment that will be required from the client;
- (m) The right to a written 30-day notice of termination of services by Pegasus Social Services that specifies the reason(s) for the termination with the following exceptions:
 - (A) The right to immediate oral or written notice of termination of services by Pegasus Social Services at the time Pegasus Social Services determines that the safety of its staff or the client cannot be ensured. If oral notice is given, Pegasus Social Services must also subsequently provide the client a written confirmation of the oral notice of termination of services.
 - (B) The right to a written 48-hour notice of termination of services by Pegasus Social Services in the event of non-payment in accordance with Pegasus Social Services' disclosed payment requirements.