

North Iowa Community Action Organization

Client Rights and Responsibilities

All participants in NICA O programs have the *right*:

- To be treated with dignity and respect.
- To fair treatment, regardless of their race, color, gender, ethnicity, national origin, religion, age, sexual orientation, medical or physical ability, or source of payment.
- To receive services in a safe, secure, and non-violent environment.
- To privacy regarding household information, medical records, case management records, and services.
- To have information released only in the following circumstances: (a) when you sign a written release of information; (b) when there is a medical emergency; (c) when a clear and immediate danger to you or another is present; (d) when ordered by a court of law.
- To receive information in a language they can understand.
- To receive an explanation and information regarding program options, eligibility, and plans for assistance.
- To receive information about all NICA O services provided including office locations and hours of operation.
 - NICA O Administrative hours are generally 8:00 am to 4:30 pm, Monday through Friday.
- To know when their assigned staff are mandatory reporters of suspected child or dependent adult abuse and neglect.
- To an explanation of the complaint, grievance and appeal process adopted by NICA O.
 - Either verbally or in writing contact the Program Coordinator about the process.
 - If no response within 10 days, contact the administrative office of NICA O for further guidance.
- To information regarding State and Federal regulations.
- To withdraw voluntary consent to participate in NICA O program(s) or services,

All participants in NICA O programs have the *responsibility*:

- For providing the information necessary to determine their eligibility for services.
- For arriving on time for appointments, late arrivals may require waiting for an opening in the schedule or a rescheduling of their appointment.

- For notifying NICA O as soon as possible if they need to cancel an appointment.
- For responding to NICA O staff letters or phone calls to the best of your ability.
- For informing NICA O of changes in status that may effect program eligibility and/or program delivery if they no longer wish to receive program services.
- For following mutually agreed upon service plans as well as reporting changes in income, household members, and other changes directly impacting their service plans.
- For working with NICA O staff in a mutually respectful manner.
- To behave in a non-threatening and non-violent manner to other clients, and/or to NICA O staff.
- For asking for clarification if they have questions about NICA O services or individual service plans.
- For informing NICA O about any potential problems with fee payment when fees are applicable.

Additional participant responsibilities may be assigned by specific programs.

Updated 4/2023