

**DIVISION OPERATING STANDARDS 125**

## **Client Rights & Responsibilities**

### **A. PURPOSE**

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Salt Lake County Aging & Adult Services (AAS) is a division of the Salt Lake County Department of Human Services. AAS offers a variety of services and programs designed to meet the needs of our diverse older adult population and those who care for them, with an emphasis on serving eligible individuals with the greatest social and/or economic need. AAS' mission is to promote independence through advocacy, engagement, and access to resources.

The purpose of this Division Operating Standard is to define client rights and responsibilities to ensure a safe, healthy, and pleasant experience with AAS staff, volunteers, and providers.

### **B. SCOPE OF IMPACT**

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This Division Operating Standard applies to AAS clients anywhere services are provided by Division staff, volunteers, and providers. For the purposes of this Division Operating Standard, Division volunteers have the same rights and responsibilities as Division clients.

### **C. DEFINITIONS**

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- **AAS:** Salt Lake County Aging & Adult Services.
- **Access:** The chance for all people to use or benefit from services and opportunities.
- **Activity:** Any event, program, game, function, or other gathering wholly or partly sponsored or organized by AAS; events or activities hosted at a Facility by private parties; or use of a Facility by a Client and/or Provider.
- **Client:** An individual that receives one or more services from AAS, including persons acting on behalf of the individual receiving services.
- **Diversity:** A representation of people from more than one demographic, background, idea, skill, and/or ability.
- **Eligibility:** The conditions that determine whether an individual qualifies to receive a service. In general, individuals over the age of 60, and their spouses, regardless of age, may qualify for Services as defined by the Older Americans Act, as well as individuals over the age of 18 who serve as the primary caregiver for an individual over the age of 60. Specific programs may have additional eligibility requirements. Depending on AAS capacity and funding, eligible clients may be placed on a waiting list for requested Services.
- **Equity:** The fair and just treatment of all members of a community.

- **Facilities:** Any Senior Center operated by AAS, as well as offices at the Salt Lake County Government Center.
- **Inclusion:** The practice of respecting and valuing all people with individual differences.
- **Law:** Any applicable federal, state, or local statute or ordinance.
- **Provider:** An individual or organization that has entered into an agreement with AAS to deliver services.
- **Residence:** A person's home; the place where someone lives.
- **Services:** Any program coordinated and administered by AAS to assist or help a client.
- **Volunteer:** An uncompensated individual who provides services or support on behalf of AAS. For the purposes of this Division Operating Standard, AAS volunteers have the same rights and responsibilities as AAS clients.

## D. CLIENT RIGHTS

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- I. Clients of AAS have the right to:
  - a. Be treated with consideration, respect, and dignity in a manner that is inclusive, equitable, accessible, and respectful of diversity.
  - b. Be informed about the Eligibility, guidelines, and expectations for receiving specific Services.
  - c. Have their personal information protected in accordance with program requirements and applicable state and federal laws.
  - d. Receive Services for which they are eligible, with a focus on person-centered care. Depending on AAS capacity and funding, eligible clients may be placed on a waiting list for requested Services.
  - e. Have a grievance/complaint heard by AAS or file a request for a formal hearing regarding denial of Services.

## E. CLIENT RESPONSIBILITIES

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- I. Clients of AAS are expected to:
  - a. Use voice, language, and behavior that is courteous, considerate, and not disruptive.
  - b. Use Salt Lake County property, Facilities, and equipment with care and for its proper use.
  - c. Comply with the Eligibility, guidelines, and expectations for receiving specific Services.
  - d. Notify AAS of any change in residence while receiving Services.
  - e. Notify AAS of any change in personal situation that may impact the need or eligibility for Services.

## F. REFERENCES

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1. DHS Office of Licensing Code of Conduct and Client Rights
2. Division Operating Standard 109: Client Service Appeals
3. Health Insurance Portability and Accountability Act of 1996 (HIPAA)
4. Older Americans Act of 1965 (OAA), as amended
5. Utah Administrative Code R510: Aging and Adult Services
6. Utah Code Section 62A-3-305: Abuse, Neglect, or Exploitation of a Vulnerable Adult – Reporting Requirements
7. Utah Criminal Code Sections 76-5-111(4), 76-5b-201, and 76-5b-202