



LSS IS WHERE LIFE STORIES TAKE SHAPE

Client Rights

All clients served by Lutheran Social Services of South Dakota have the following rights:

- To be treated with respect, worth and dignity.
- To receive services regardless of race, color, religion, ethnicity, national origin, gender, gender identity, sexual orientation, marital status, disability, age, socioeconomic status, genetic information, or veteran status.
- To express and practice your spiritual and religious beliefs.
- To have personal information maintained by the agency kept confidential consistent with state and federal law.
- To be informed of any cost for service before receiving the service.
- To be informed of the agency's hours of operation.
- To receive services that are respectful of and responsive to cultural and language differences including receiving services in a language you understand.
- To refuse service, treatment, or medication unless mandated by law or a court order and be informed of the consequences of refusal.
- To be informed about the benefits, risks, side effects, and alternatives to services.
- To be offered the most appropriate and least restrictive service alternative that meets your needs.
- To participate in all service decisions.
- To understand program rules and expectations as well as consequences for violating those rules, and to consistent enforcement of program rules and expectations.
- To receive explanations for referral, transfer, or termination of service.
- To receive services in a non-coercive manner that protects your rights for self-determination.
- To file a grievance. Grievances can be submitted orally or on paper. Your grievance will be addressed within ten working days. If the grievance is still unresolved, you have a right to an appeal.

Client Responsibilities

All clients served by Lutheran Social Services of SD have the following responsibilities:

- To provide relevant, complete, and accurate information as a basis for receiving service and participating in service decisions.
- To provide reasonable notice if an appointment cannot be kept.
- To notify the agency of changes in address, phone numbers or other contact information while you are receiving services from the agency.
- To arrange payment for any charges associated with service provision.