

RIGHTS AND RESPONSIBILITIES ACKNOWLEDGEMENT

As a customer of Resource Connections of Oregon, I have the following rights:

- **The right to not be discriminated against.**
- **The right to a Personal Agent.**
- **The right to informed consent.**
- **The right to a person centered plan.**
- **The right to a nursing care plan.**
- **The right to review my plan.**
- **The right to move to another county without losing services.**
- **The right to a qualified provider.**
- **The right to be safe from abuse.**
- **The right to limited payment of providers.**
- **The right to choose a Brokerage.**
- **The right to take part in the Board of Directors meetings.**
- **The right to quality services.**

RCO is there to:

- help me get the support I need
- help me go places with people I want to be with
- help me determine when changes need to be made to my plan
- get things done without wasting time and money

I have received the following information on my **right to submit grievances and appeals**:

- RCO's "Customer Grievance and Appeals Policy"
- My right to a Medicaid Fair Hearing
- My right to an Administrative Review

I also have the responsibility to:

- Direct the creation of my plan
- Understand the limits of my plan
- Ask my Personal Agent to make changes to my plan when necessary
- Choose and supervise the people who work for me
- Have written agreements with the people who work for me
- Approve bills for people who work for me
- Use the funds in my plan properly

I want a formal person centered plan at this time.

I do not want a formal person centered plan at this time.

Customer _____ Date _____

Witness _____ Date _____

Personal Agent _____ Date _____