



SALLY AND HOWARD
LEVIN CLUBHOUSE

A program of Jewish Residential Services

**As a member of the Sally and Howard Levin Clubhouse,
you have the following rights:**

1. **RIGHT TO BE TREATED WITH DIGNITY AND RESPECT.** It is every member's right to be treated at the Clubhouse with dignity and respect. In turn, it is expected that each member treat all others in the same fashion. We work on assuring that this right is upheld by everyone involved in our Clubhouse.
2. **RIGHT TO MEMBERSHIP.** You may continue your membership at the Clubhouse for as long as you want, as long as you abide by the Clubhouse rules, and are not a threat to the Clubhouse community.
3. **RIGHT TO RETAIN CIVIL RIGHTS.** You do not lose any civil rights by reason of membership at the Clubhouse. This includes the right to freedom of speech. Further, no service decisions will be made that violate your civil rights.
4. **RIGHT TO FREEDOM OF CHOICE.** Participation at the Clubhouse does not depend upon compliance with or participation in any other services, programs, or agencies. In addition, you are free to choose your level and type of participation at the Clubhouse.
5. **RIGHT TO CONFIDENTIALITY.** You have the right to have information about yourself and your membership kept in a confidential fashion. You have the right to be informed of communications about you or decisions made regarding you.
6. **RIGHT TO NON-DISCRIMINATION.** No member will be discriminated against on the basis of age, race, sex, religion, ethnic origin, economic status, sexual orientation, or disability.
7. **RIGHT TO A GRIEVANCE PROCESS.** You have the right to a grievance process for resolving complaints regarding your rights or the services provided by the Clubhouse. You have the right to an advocate of your choice in the assertion of your rights. To start the process, complete a Grievance form (found in the forms file or ask a staff person) and give it to the Clubhouse Director.

If you think your rights have been violated, you can call the following advocacy agencies:

Allegheny Health Choices Initiative (ACHI) Ombudsman

1-877-787-2424

Consumer Action and Response Team (CART)

412-281-7333 or

Toll free 1-800-300-6026