

Center of Vision Enhancement
Client Rights & Responsibilities

It is the goal of the Center of Vision Enhancement (COVE) to establish and maintain an environment of compassion and understanding while promoting education and personal growth for any individual that has a visual impairment.

COVE does not discriminate against any individual based on age, race, sex or sexual orientation, religion, disabilities, or ability to pay. To this end, all clients, staff, and volunteers of COVE are expected to conduct themselves in a manner, which promotes this goal and does not threaten the comfort, health, or safety of any staff, volunteer, or client of COVE.

To ensure a learning and positive environment, the following will not be permitted at COVE or at a COVE sponsored function:

- verbal or physical abuse;
- possession of a firearm, weapon, or explosive;
- smoking indoors or within 25 feet of an entrance;
- being under the influence or in possession of alcohol, drugs, or drug paraphernalia.

A client of the COVE has the right to:

- expect client records are confidential, securely stored, and cannot be released to anyone not involved in providing service, except under court order, or when expressed consent is given by the client.
- receive services for as long as you can benefit from them, as determined by yourself and COVE.
- offer suggestions, ideas, and criticism about service and/or programs. Dialogue to improve services is encouraged by COVE Staff and the COVE Board of Directors.
- register a complaint about your treatment by COVE Staff or the manner in which services are delivered. Complaints or appeals of COVE services are handled following the Uniform Complaint Procedure.

Attendance

You are expected to attend every scheduled training session. If you cannot attend a session, you are expected to inform COVE prior to your scheduled session. Excessive absences, or chronic tardiness, risks dismissal from the program.

Cell Phones

Cell phone etiquette is to be practiced at all times. This includes turning off cell phones during class time. Phone calls and text messages can be made during break times. They should be made in a private area, so as not to disturb others. In the case of an emergency, the COVE number (209-722-8118) can be called.

Violations of the before-mentioned expectations will result in appropriate action, which may include dismissal from services. Re-establishment of services will be granted on an individual basis and is at the sole discretion of the Executive Director.

"As a client of the Center of Vision Enhancement (COVE), I have received and understand my rights and responsibilities while choosing to participate in COVE services."

Client Name (PRINT)

Client Signature

Margaret Buchmann-Garcia

Executive Director, Center of Vision Enhancement

Date