

# County of Santa Clara

## Senior Nutrition Program

### Participant's Rights and Responsibilities



#### Participant's Rights

- To be treated in a fair and equitable manner.
- To be spoken to in a polite and professional manner.
- To participate in social events and available educational or recreational activities.
- To obtain information and referral for available services.
- To be served in a pleasant dining atmosphere.
- Meal service must be available to seniors for 30 minutes.
- Seniors will not be denied a meal if a contribution is not made.
- If you feel that you have not been treated fairly, you may contact the site manager, Santa Clara County Senior Nutrition Program at 408-755-7680 Or Sourcewise at 408-350-3200

#### Participant's Responsibilities

- To treat Agency staff, volunteers and other patrons with dignity and respect.
- Verbal/physical harassment of Agency staff, volunteers and other participants including abusive language and/or inappropriate physical contact is not allowed.
- Participants should not come to the Senior Nutrition Program under the influence of alcohol and/or drugs.
- Independently maintain bodily functions and proper hygiene.
- Come to the Senior Nutrition Program wearing appropriate clothing, e.g., a shirt, slacks, dress, skirt, blouse, shoes.
- For health and safety purposes, it is recommended to not take leftover food from the site.

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**NOTE:** The agency has the right to refuse service or implement suspension to individuals who do not comply with the program's Rights and Responsibilities.