



CLIENT RIGHTS & RESPONSIBILITIES

Home-Delivered Meals Program

Client Name:

Date:

Your Rights

- Receive services respectfully and without discrimination.
- Receive information about meal service, ordering, delivery, menu availability, and changes.
- Have your privacy and personal information handled according to applicable privacy requirements.
- Have documented food allergies, preferences, gluten sensitivity, prescribed diet, and swallowing/texture needs considered within the authorized service and program capabilities.
- Make a complaint or raise a concern without retaliation.
- Request reasonable clarification about your meal service records and whom to contact with concerns.

Your Responsibilities

- Provide accurate and current food allergy, reaction, diet, gluten sensitivity, swallowing/texture, and preference information.
- Notify EmpathyKare immediately of any new or changed food allergy, prescribed diet, swallowing/texture restriction, or other dietary requirement.
- Submit weekly meal selections by the stated deadline and report changes with the weekly order.
- Provide accurate delivery/contact information and notify EmpathyKare when you will not be available for delivery.
- Follow meal storage, expiration, preparation, and reheating instructions and do not consume food that appears unsafe.
- Understand that menu items and delivery schedules may change because of availability, demand, program growth, weather, emergencies, or other unfavorable conditions.

Acknowledgment

I acknowledge that I received and reviewed these Home-Delivered Meals Client Rights & Responsibilities and had an opportunity to ask questions.

Client/Representative Typed Signature:

Date:

Relationship to Client (if representative):