

**You have the right to have an interpreter provided free of charge on a timely basis.**

- You have the right to an interpreter free of charge (English)
- لديك الحق في مترجم شفوي مجانيًا. (Arabic)
- Դուք անվճար թարգմանիչ ստանալու իրավունք ունեք: (Armenian)
- អ្នកមានសិទ្ធិទទួលបានអ្នកបកប្រែភាសាម្នាក់ដោយឥតគិតថ្លៃ ។ (Cambodian)
- 你有免費翻譯員的權利。 (Chinese)
- شما از حق دریافت خدمات بدون هزینه مترجم شفاهی برخوردارید. (Farsi)
- Koj muaj cai tau txais ib tug kws txhais lus pub dawb. (Hmong)
- あなたには、無料で通訳をつける権利があります。 (Japanese)
- 통역 서비스를 무료로 제공받을 수 있습니다. (Korean)
- ທ່ານມີສິດທີ່ຈະຂໍໃຫ້ມີນາຍພາສາໂດຍບໍ່ເສັຽຄ່າ. (Lao)
- Meih maaih bun-paaiv buonc liouh tengx baeqc porv waac maiv zuqc cuotv nyaanh. (Mien)
- Você tem direito a um intérprete sem custos. (Portuguese)
- ਤੁਹਾਨੂੰ ਮੁਫਤ ਦੁਆਰਾ ਦਿੱਤਾ ਜਾਵੇਗਾ। (Punjabi)
- Вы имаете право на бесплатные услуги переводчика. (Russian)
- Usted tiene derecho a servicios gratuitos de un intérprete. (Spanish)
- Ikaw ay may karapatan sa isang interpreter o pasalitang tagapagsalin nang walang bayad. (Tagalog)
- Ви маєте право на безкоштовні послуги усного перекладача. (Ukrainian)
- Quý vị có quyền yêu cầu một thông dịch viên miễn phí. (Vietnamese)

**If you think you have been discriminated against, you may submit a complaint within 180 days to:**

**Your County's Civil Rights Coordinator.**

He/she may independently investigate your complaint. You can access the list of California County Civil Rights Coordinators on the California Department of Social Services website at <https://www.cdss.ca.gov/inforesources/civil-rights/county-coordinators>

OR

**California Department of Fair Employment and Housing**  
2218 Kausen Drive, Suite 100  
Elk Grove, CA 95758  
(800) 884-1684  
<https://www.dfeh.ca.gov>  
[contact.center@dfeh.ca.gov](mailto:contact.center@dfeh.ca.gov)



STATE OF CALIFORNIA

HEALTH AND HUMAN SERVICES AGENCY  
DEPARTMENT OF SOCIAL SERVICES

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# Your Rights Under Adult Protective Services



## Your Rights Under Adult Protective Services

**You have the right to refuse any and all services offered** by Adult Protective Services (APS) at any time. However, if the APS worker believes you do not understand the risks of refusing help, they may refer you for additional services. Additionally, APS is required to complete their investigation if there is reason to believe that a crime has been committed.

**You have the right to timely referrals for needed services** (as appropriate and available).

**You have the right to a copy of your service plan** and any information you provided to your APS worker. Information gathered from other people and agencies will not be released.

**You have the right to have your information kept confidential.** Because of this right, you may be asked to sign a release of information to allow APS to speak to others about your situation or to coordinate services for you.

**Although you have the right to confidentiality, there are certain laws that allow limited exceptions.** The most common exceptions include but are not limited to:

- APS is required to make a report to law enforcement if APS believes that you are the victim of a crime.
- APS may involve law enforcement or medical or mental health professionals if you appear to be a danger to yourself or others.
- APS may make a referral to the Public Guardian if you appear to lack the ability to make your own decisions (for example, if you are suffering from dementia or are seriously disabled and in need of treatment).
- APS may call for emergency medical help if you appear to be too ill to understand that you need immediate medical treatment.
- APS must provide documents when ordered to do so by the court.

In any of these situations, APS may provide some of

your information without your permission.

Please note that you do NOT have a right to know the identity of the person who asked us to check on your safety. That person's right to confidentiality is protected by law.

If you feel that any of your rights have been violated, please call:

### County of Ventura Human Services Agency

Francisco Mora, Civil Rights Officer  
855 Partridge Drive, Ventura, CA 93003

**805-477-5166**

TTY 800-735-2922 or 711

## Your Civil Rights

**Under State and Federal law, welfare agencies may not provide you aid, benefits or services that is different from aid provided to others on the basis of:** Race, Color, National Origin (including language) Ethnic Group Identity, Age, Disability (Physical, Mental and Learning), Religion, Sex, Gender Identity or Gender Expression, Sexual Orientation, Political Affiliation, Marital Status or Domestic Partnership, or other bases established by law.