

Rights and Responsibilities

Client Rights

A client has the following rights:

1. To be informed in advance about the care to be furnished, the Plan of Care, expected outcomes, barriers to treatment, and any changes in the care to be furnished. The Agency must ensure that written informed consent that specifies the type of care and services that may be provided by the Agency has been obtained for every client, either from the client or their legal representative. The client or the legal representative must sign or mark the consent form.
2. To participate in the planning of the care or treatment and in planning changes in the care or treatment.
 - a. An Agency must advise or consult with the client or legal representative in advance of any change in the Plan of Care
 - b. A client has the right to refuse care and services, and
 - c. A client has the right to be informed, before care is initiated, of the extent to which payment may be expected from the client, third-party payers, and any other source of funding known to the Agency.
3. To have assistance in understanding and exercising his or her rights. The Agency must maintain documentation showing that it has complied with the requirements of this paragraph and that the client demonstrates understanding of rights.
4. To exercise his or her rights as a client of the Agency.
5. To have his or her person and property treated with consideration, respect, and full recognition of his or her individuality and personal needs.
6. To be free from abuse, neglect, and exploitation by an agency employee, volunteer, or contractor.
7. To confidential treatment of his or her personal and medical records.
8. To voice grievances regarding treatment or care that is or fails to be furnished, or regarding the lack of respect for property by anyone who is furnishing services on behalf of the Agency and must not be subjected to discrimination or reprisal for doing so.
9. In the case of a client adjudged incompetent, the rights of the client are exercised by the person appointed by law to act on the client's behalf.
10. In the case of a client who has not been adjudged incompetent, any legal representative may exercise the client's rights to the extent permitted by law.

Attendant Responsibilities Per Service Plan

Bathing and Hygiene

Hair and Nail Care

Assist with Ambulation and Transfers

Dressing

Assist with elimination

Linen Change

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Range of Motion

Light Meal Preparation

Transportation

Sitter/companion

Light housekeeping pertaining to the client

If uncovered services are needed, please notify the Agency or the Supervisor so an attempt can be made to assist with this need.

Client Responsibilities

Client responsibilities include the following:

1. Provide accurate, complete information about matters relating to your health that impact services.
2. Provide information about your expectations of and satisfaction with the Agency.
3. Ask questions when you do not understand your service or what you are expected to do.
4. Allow the Agency to follow the individualized service plan and express any concern about your ability to follow the proposed plan.
5. You are responsible for the outcomes if you do not follow the individualized service plan.
6. Follow the organization's policies and procedures.
7. Show respect and consideration of organization's staff and property. Notify the Agency if you are not available for visit.
8. Promptly meet financial commitments agreed to with the Agency.
9. Participate with Agency staff in developing a client and family Emergency Preparedness and Response Plan.

Agency Responsibilities

1. To be available to respond to the client in a timely manner.
2. To follow the Individualized Service Plan as agreed upon by the client and the Agency.
3. To provide client with amount of assistance requested to complete registration process for evacuation assistance of 2-1-1.
4. To triage clients during an emergency/disaster, offering assistance according to triage level and need.
5. To re-evaluate clients following an emergency/disaster and providing care according to need.

Non-Discrimination

The Agency complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, marital status, religion, or source of payment.