

## **Consumer Bill of Rights**

As a custodial care provider, we have an obligation to protect the rights of our consumers (clients) and explain these rights to you before care begins. Your family or your designee may exercise these rights for you in the event that you become unable to exercise them for yourself.

### **As a consumer (client), you have the right:**

- Receive considerate and respectful care in your home at all times; have your property treated with respect; and receive service free of discrimination.
- Participate in the development of your plan of care, including an explanation of any services proposed and of alternative services that may be available in the community when appropriate, and receive a copy of your Plan of Care.
- Choose your service, the provider of service and request a change in caregiver.
- Receive written information about the agency including the name and number of an official of the agency; the name and qualifications of the supervisor responsible for your service; and agency address and phone number.
- Have your religious beliefs and customs respected and taken into consideration when planning care.
- Refuse medication, treatment, counseling or other services without fear of reprisal or discrimination, and to be informed of the possible results of your actions.
- Privacy and confidentiality about your health, social and financial circumstances; what takes place in your home; and know that all communications and records will be treated confidentially in accordance with HIPAA.
- Expect that all home care personnel, within the limits set by the plan of care, will respond in good faith to your requests for assistance in the home.
- Participate in the plan for discontinuation of care.
- Information on the cost of service; have a clear explanation of which services are covered by third-party and the charges for that which is paid for by the consumer; and have access, upon written request, to all bills for service regardless of whether they are paid for out-of-pocket or through other sources of payment.
- Receive regular supervision of the Caregiver by the appropriate professional.
- Receive a clear explanation of the process for voicing grievances about care, treatment or discontinuation of service and appeal agency decisions regarding care, following grievance procedures, and be given the state hotline or ombudsman number.
- Know that the provider agency maintains liability insurance coverage.
- Receive the services of a translator, if needed.
- Be given necessary information so you can give your informed consent for service; and information about Advanced Directives.

## **Your Responsibilities as a Consumer**

In addition to consumer rights, the consumer (client) has an obligation to provide the caregiver with a safe and clean working environment. Some consumer responsibilities are listed below.

### **General responsibilities include:**

- To provide accurate and complete information about present and past illnesses, hospitalizations, medications, and other matters related to your health.
- To cooperate and participate in implementing your plan of care, as much as you are able.
- To be responsible for your actions if you refuse care.
- To promptly notify the agency if there is a change in your health or physical condition, symptoms, hospitalization, living arrangements or plan of care.
- To Inform the agency of any changes made to Advance Directives.
- To be responsible for the prompt payment of your bill, or, if you are not paying your own bill, for informing Life Force Senior Care Corporation, so appropriate financial arrangements can be made. If there is a problem, please contact the agency.
- To ensure that home services are provided in a home that is structurally sound.
- To respect the rights of all agency personnel and cooperate with them regardless of race, color, religion, age, gender, sexual orientation, or national origin by consumers and their families.

### **Your responsibilities to the home health aide (caregiver):**

- To ensure that caregivers are treated with dignity and respect by consumers and their families at all times.
- To ensure that caregivers are free from threats of violence and actual violence.
- To ensure that caregivers are free from unwanted remarks, either positive or negative, regarding their personal appearance.
- To ensure that caregivers are free to work in consumers' homes without being subjected to sexual remarks, advances, and/or harassment.
- To ensure that caregivers are free from threatening behavior and/or physical injuries from animals.
- To provide adequate, nutritious food supplies for the home health aide, and to provide access to kitchen appliances/utensils for the home health aide's personal cooking needs.
- To provide personal protective equipment to the home health aide such as soap, antibacterial gel, gloves, aprons, gowns, disposable eye shields, or procedure mask.
- To provide a clean, safe, and comfortable environment for the live-in home health aide to sleep.