Service Recipient Rights and Responsibilities

Service Recipient Rights

All recipients of Bureau-funded services are entitled to the following rights:

1) To be treated with respect and dignity;
2) To be free from discrimination as required by Title VI of the Civil Rights Act of 1964;
3) To be free from abuse, neglect and exploitation;
4) To have personal records maintained confidentially (OAA Section 314 (3));
5) To have access to all of their files maintained by the provider agency;
6) To have access to rules, policies and procedures pertaining to services;
7) To take part in planning and decisions about their services (OAA Section 314 (1)(B));
8) To be fully informed in advance about each service provided and about any change in such service that may affect the well-being of the service recipient (OAA Section 314 (1)(A));
9) The right to voice a grievance with respect to services without discrimination or reprisal (OAA Section 314 (2));
10) The right to have their property treated with respect (OAA Section 314 (4)); and
11) To have services responsive to their interests, physical and mental health, social needs, available supports, and desire to live where and with whom they choose.

Service Recipient Responsibilities

All recipients of Bureau-funded services have the following responsibilities:

1) To notify the provider agency at least twenty-four (24) hours prior to the day services are to be provided if services are not needed (i.e. personal care, transportation, home-delivered meals, chore, etc.);
2) To notify the provider agency promptly of changes in medical status or service needs;
3) To comply with the Personal Care Plan of Care, In-Home Respite Activity Plan, Chore Plan of Care, or Homemaker Plan of Care;
4) To cooperate with scheduled home visits;
5) To notify the provider agency immediately if there is a change in status that requires any change in service or disruption of service (i.e. hospital or nursing home admission, change of residence, will not be home due to an appointment, trip, etc.);
6) To maintain a safe home environment for the provider agency to provide any in-home services;
7) To maintain safe access to their home for provider agency staff who are delivering home-delivered meals, providing in-home care, etc.;
8) To verify services were provided by signing/initialing required provider agency forms;
9) To communicate any problems with services to the provider agency;
10) To report any suspected fraud to the provider agency and/or the AAA;
11) To report any incidents of abuse, neglect or exploitation to the Adult Protective Services hotline at 1-800-352-6513 or to the provider agency;
12) To report any suspected illegal activity to their local police department or appropriate authority; and
13) To be in compliance with the Personal Conduct Policy (refer to Policy Section 300.8).

Revised March 2025