Service Recipient Rights and Responsibilities Form

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 based on gender, race, marital status, religious affiliation, sexual orientation, national origin, disability or age;
3) To be free from abuse, neglect and exploitation;
4) To have personal records maintained confidentially;
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 decisions about their services; and
8) To address dissatisfaction with services through the grievance procedure.

Service Recipient Responsibilities

All recipients of Bureau funded services have the following responsibilities:

1) To notify the provider agency within twenty-four (24) hours prior to the day services are to be provided if services are not needed (ex. 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 plans to provide your services;
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 (ex. 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, the Area Agency on Aging or the Bureau;
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.

_____ _____

Service Recipient Signature Date