

## **CLIENT RIGHTS AND RESPONSIBILITIES**

### **PURPOSE**

The purpose of this policy is to ensure the client is aware of his/her rights, and that employees and contractors of Caregivers 24/7 respect and promote the rights of clients when delivering home care services.

### **DEFINITIONS**

1. Client - A client is a consumer or entity who uses the home care services provided by Caregivers 24/7.

### **SCOPE**

This policy applies to all clients/clients' representatives as well as family members receiving home care services provided by Caregivers 24/7.

### **POLICY**

#### *Client Rights*

The Agency Client Rights and Responsibilities policy shall include the following:

1. The right to be fully informed of his/her rights and the Agency's requirements governing client rights.
2. The right to be fully informed of services available from the Agency.
3. The right to be treated with courtesy, consideration, and respect for his/her human dignity including privacy during the delivery of personal care needs.
4. The right to be treated in a manner that recognizes his/her individuality, is sensitive to and responds to his/her needs and preferences including ethnic, spiritual, and cultural identification.
5. The right to receive services without regard to race, creed, color, age, gender, sexual orientation, religion, disability and familial or cultural identity.
6. The right to receive comprehensive information about his/her medical conditions and recommended home care services.
7. The right to receive home care services that are adequate, appropriate and in compliance with state and federal rules and regulations.
8. The right to participate in the development of his/her own Plan of Care and decisions on services to be implemented.
9. The right to be provided with information on alternative services that may be available.
10. The right to participate in a referral to another home care service provider or health care provider.

11. The right to receive reasonable notice of any changes in his/her services in accordance with Agency policies and procedures.
12. The right to be informed of the cost of services and of all changes in fees, as they occur.
13. The right to refuse services and informed of the consequences of that refusal.
14. The right to be free from mental, verbal, sexual and physical abuse, neglect, involuntary seclusion and exploitation.
15. The right to receive privacy and confidentiality with regard to his/her health, social, and financial circumstances and what takes place in his/her home, in accordance with North Carolina Division of Health Service Regulation rules and regulations and Agency policies.
16. The right to receive confidential treatment of his/her personal and/or medical records.
17. The right to approve or refuse the release of his/her personal and/or medical records to any individual/entity other than the Agency, except when client records are transferred to another service provider or healthcare facility, or as otherwise authorized by law.
18. The right to make suggestions, register complaints or grievances to the Agency, government agencies or other entities or individuals without fear or the threat of retaliation.
19. The right to receive a prompt response from a complaint or grievance.
20. The right to access procedures for filing a complaint concerning:
  - a. Quality of home care services.
  - b. Adult Protective Services Division of the Department of Social Services.
21. The right to be cared for by qualified, competent and trained home care employees.
22. The right to be taught home care processes used to enhance the client's ability to provide as much self-care as possible.
23. The right to designate an individual of the client's choice to receive instruction on home care processes, so that the designated individual may assist the client as much as possible.
24. The right to full access to information regarding his/her health condition(s) and care records maintained by the Agency, and to the extent allowed by law.
25. The right to be spoken to or communicated with in a manner or language he/she can understand.
26. The right to speak freely without fear.
27. The right to have his/her home and property treated with respect.
28. The right to be free from involuntary confinement, physical, or chemical restraints.
29. The right to be free from any action(s) that could be interpreted as abusive, intimidating, or physical/sexual/verbal/mental/emotional/material or financial abuse.
30. The right to report instances of potential abuse, neglect or exploitation involving any employee of the Agency to the Adult Protective Services hotline.
31. The right to express complaints verbally or in writing about services or care that is or is not provided, or the lack of respect for his/her person or property by anyone who is providing services on behalf of the Agency.

32. The right to be informed of procedures for initiating complaints about the delivery of service or resolving conflict, without fear of reprisal or retaliation.
33. The right to be informed of policies and procedures of the Agency including:
  - a. Code of Ethics policy.
  - b. Complaint policy.
  - c. Withdrawal/Termination of Services policy.
  - d. Others, as requested.
34. The right to be provided the name, certification and position of all employees providing or supervising the care and services he/she receives.
35. The right to be informed of where ownership lies for any equipment/supplies provided in the provision of services.
36. The right to receive written information on the Plan of Care including the name of the Home Care Aide and Service Supervisor assigned, and the Agency's phone number.
37. The right to provide input on which Home Care Aide he/she wants or to request a change of home care aide, if desired.
38. The right to be briefed on any home care service/task before it is carried out so that he/she can give informed consent.
39. The right to receive regular supervision of the home care aide if personal care is needed.
40. The right to be given written documentation on the Agency's Advance Directives Policy.
41. The right to die with dignity.
42. The right to be informed, within a reasonable amount of time, of the Agency's plans to terminate his/her care service(s), and/or the intention to transfer the client's care to another home care provider.
43. The right to have his/her family or legal representative exercise the client's rights when the legal representative is legally authorized to do so.

## **PROCEDURES**

1. Service Supervisor and client/client's representative shall review the Client Rights and Responsibilities policy with the client/client's representative during the initial consultation and obtain the required signatures.
2. A copy of the signed Client Rights and Responsibilities policy shall be given to the client prior to the commencement of services and the original placed in the client's file.
3. Client shall be given a copy of the Client Rights and Responsibilities policy in accordance with North Carolina Division of Health Service Regulation rules and regulations.
4. Service Supervisor shall notate in the client's file that:
  - a. Client Rights and Responsibilities policy was reviewed with the client/client's representative.
  - b. Required signatures were obtained from the client/client's representative.
  - c. A copy of the Client Rights and Responsibilities policy was left in the client's home.

5. Should the client not understand his/her rights, the agency Service Supervisor shall document the lack of understanding in the client's file and give the reason why the policy was not understood. If the client's representative or someone else in the home is able to comprehend the details, the Service Supervisor shall document this information.

### **Acknowledgement**

By receiving care from Caregivers 24/7, client acknowledges that he/she has read, understands and shall comply with this policy.

### **Review and Revision**

This policy shall be reviewed and revised annually, or as necessary to ensure that it remains effective and compliant.

Effective Date: August 6, 2025

Review Date: August 6, 2026