



## **In-Home Care Services Clients' Bill of Rights & Responsibilities**

As a client receiving home care services from **In-Home Care Services**, your care will be provided under the direction of your Care Consultant, and you **have the right** to expect that:

1. You will be fully informed of your rights.
2. You will be treated in a considerate and respectful manner.
3. You will be told the names, telephone numbers and duties of any of our **IN-HOME CARE SERVICES** staff, including your Care Consultant, and contracting agency staff providing you with service(s).
4. You have the right to change your Care Consultant by contacting an In-Home Care Client Services Supervisor at (740) 363-6677.
5. **You have the right to privacy. All communications and records pertaining to your care will be held confidential, unless you sign for their release or for the purpose of coordination, continuity of care, or reimbursement. Exceptions to these are those circumstances which are required by law to be reported to authorities (i.e., suspicions of abuse, neglect and/or exploitation of children, disabled adults, and individuals over the age of 60 years).**
6. You will be provided with information necessary to give informed consent pertaining to your plan of care, services, or treatment in understandable terms.
7. You will be provided with the opportunity to participate in the decisions involved in developing and implementing your plan of care, services, or treatment, and you will be informed of your progress in responding to the same.
8. Prior to being requested to sign any forms, you will receive a full explanation as to their content and purpose.
9. You may refuse portions, or all the care, services or treatment recommended by SourcePoint. You will be informed of the possible consequences of your decision. Services that you do agree to accept shall not be terminated as a result of your decision.
10. You will be involved in the timely development of your plan of termination from home care and to help you, you will be provided with information as to your continuing needs and alternative levels of care for meeting those needs.
11. You will be provided with information about **IN-HOME CARE SERVICES** that will help you understand it as a provider of home care services.

12. You will be provided with information about any policies or procedures relating to your care, including charges and payment for services and reimbursement sources which affect you as a recipient of services from **IN-HOME CARE SERVICES**.
13. You have the right to be advised of your share of the cost of the services, prior to accepting services, as determined by the Financial Assessment and the potential consequences of nonpayment. You have the right to sign a Financial Waiver agreeing to pay full cost for your services.
14. You may designate a power of attorney, family member or other individual to act on your behalf in participating in your plan of care.
15. You will be provided with services without discrimination as to age, race, religion, sex, national origin, sexual orientation, or source of payment.
16. Staff of **IN-HOME CARE SERVICES** or contracting agencies entering your home to provide you with service will show appropriate respect for you, your premises and property.
17. You have the right to voice complaints and or appeal program decisions and suggest changes in service or staff without fear of restraint or discrimination. ***If you have a complaint or wish to file a claim, you are to discuss this first with your care consultant who can assist you through the process. If the matter is not resolved to your satisfaction, you may contact SourcePoint's main number at (740) 363-6677 and ask to be connected with our Quality Improvement Manager.***
18. As a recipient of community-based care, you have access to the Long-Term Care Ombudsman Program if you experience problems with the services you receive. If you do not receive an acceptable resolution, you can contact the Ombudsman Program, operated by Catholic Social Services, at 614-221-5891 or 1-800-536-5891. You may also contact the Ohio Department of Aging Long-Term Care Ombudsman/Elder Rights Hotline at 1-800-282-1206.
19. As a service recipient, you are able to make donations to SourcePoint if you would like. Services available to you will not be impacted whether you choose, or do not choose, to make a voluntary contribution to the agency. A donation envelope may be provided to you, should you wish to make a donation.

As a client receiving services from **IN-HOME CARE SERVICES**, you are responsible for:

1. Allowing your Care Consultant to complete required home visits to assess your ongoing needs and eligibility for services and to update annual paperwork, including, but not limited to the Financial Assessment Form. Allowing Service Providers to complete required supervisory visits.
2. Informing your Care Consultant and provider agency when you will be away from your home on dates of scheduled services. You should inform them, for example, if you go away to visit relatives or friends, you go to the hospital, or will not be at home at the time of scheduled services. Failure to do so may result in a full or partial charge for that service, or discontinued service in the case of Home Delivered Meals (Meals-On-Wheels).

In the event that you will not be able to receive your services on a given day, all cancellations must be called directly to the service providers by 9:00 a.m. one (1) working day prior to the scheduled day of service delivery in order to avoid charges. It is important that you keep the telephone

numbers for your service providers close at hand. If the client has excessive absences, defined as three or more, without proper notice to their **IN-HOME CARE SERVICES** Care Consultant and/or provider, this could be the reason for discontinuation of services.

3. Informing your Care Consultant and providing agencies of any plans to move from your current residence. In the event that you have an "Emergency Response System" unit, you are required to contact your Care Consultant and the providing agency to make arrangements to pick up the unit before you leave the area.
4. Contacting your service provider and/or Care Consultant regarding service concerns or questions. Notify your Care Consultant by calling (740) 363-6677 during business hours (8:00 a.m. – 4:30 p.m.).
5. Signing a statement assuming full responsibility for any consequences resulting from your decision, should you choose to refuse care, services, or treatment.
6. Refraining from offering gifts, tips, donations, or bribes to the workers who provide home care services to you.
7. Reporting the following behaviors displayed by any worker providing home care services to the provider agency and/or your **IN-HOME CARE SERVICES** Care Consultant:
  - A. They may eat their personal lunch in your home if you consent, but you should report if they consume your food and drink or include the time spent eating on their timesheet as work time.
  - B. If they consume alcoholic beverages in your home or appear to be intoxicated.
  - C. If they smoke in your home.
  - D. If they use your phone to make personal calls or request the use of your automobile, unless authorized through Homemaker Escort Services.
  - E. If they solicit money or goods from you for any purpose or cause.
  - F. If they treat you without respect or in any other manner you feel is inappropriate or offensive.
8. Providing verification of income and assets for the financial screen at enrollment as well as annual visits. If the Financial Waiver is signed, you will not be asked to provide financial verification.
9. Paying your portion of charges for the services provided to you in a timely manner.
10. Understanding that, in the event that you do not pay for services provided in a timely manner, services may be decreased, suspended, terminated or adjusted, with a possible referral to a collection agency. If you have any questions regarding your bill, you may contact your Care Consultant or call the, Chief Financial Officer at SourcePoint (740) 363-6677.
11. Informing your Care Consultant of any changes in your income and/or assets that might affect your co-pay status and providing documentation reflecting those changes.
12. Treating all workers, provider agency and **IN-HOME CARE SERVICES** staff members with respect. Physical or verbal abuse toward **IN-HOME CARE SERVICES** staff members or their providers is prohibited. Failure to follow this may result in the termination of your services.

13. Pursuing all other funding sources for similar services if your Care Consultant determines that you appear eligible. Refusal to pursue other funding sources may result in discontinuation of IN-HOME CARE SERVICES.
14. Maintaining a home environment that poses no health or safety hazard to service providers entering the home. This includes, but is not limited to, 1) restraining pets, 2) securing all weapons/ammunition and 3) if using oxygen, refraining from smoking/vaping, cooking or having your oxygen near a flame, including a fireplace, while the oxygen is on. If you do engage in such activities, the oxygen tank must be turned off and in another room. Failure to comply may result in the IN-HOME CARE SERVICES staff and Providers refusing entry into the home and/or the termination of some services.
15. Informing your Care Consultant and provider(s) when planning to disenroll from services.

**IMPORTANT NOTE:** Our IN-HOME CARE SERVICES is not a crisis or emergency response unit. Any medical emergency is to be reported immediately to your doctor or by calling 911. If you have an Emergency Response System Unit, you may use it, as instructed.