

**PARTICIPANT AND (FAMILY) CAREGIVER
BILL OF RIGHTS AND RESPONSIBILITIES**

Rights

- To live as independently, actively, and fully as desired and possible;
- To compassionate, courteous, fair and respectful care and treatment in a healthy environment;
- To prompt and willing response to requests for help within available resources;
- To know that my records and private information is kept confidential;
- To service without regard to race, color, age, sex, national origin, sexual orientation, physical or mental disability, or religious or political beliefs;
- To know my health problems, content of the service plan, and any changes in the service plan;
- To choose service providers from available qualified providers with the right to refuse specific providers;
- To know the title and names of all people entering my home and their purpose;
- To refuse any portion of the service plan, treatment and/or medications after being fully informed and understand the consequences of such action;
- To be free from neglect, physical abuse, dietary or physical punishment, exploitation, humiliation, threats or physical or chemical restraints;
- To have a grievance procedure and be able to voice objections or recommend program changes without reprisal;
- To be given advance notice of transfer, reductions in service hours or discharge from the program, except in an emergency; and
- To appeal decisions to discharge from the program.

Responsibilities

- To work with my case manager(s) to develop and understand the service plan;
- To follow the service plan which has been established with my knowledge, consent and cooperation;
- To follow the rules for the program and services I get;

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- To try very hard to adjust to my home and other people in the home;
- To provide accurate and complete information about my needs, expectations, and matters that affect my care and services;
- To notify the case manager about any changes in my Medicaid eligibility, health, functional, social or economic status; including problems with service providers or if I feel my rights are not respected.
- To ask questions until I understood fully;
- To know my back-up plan to make sure my services are not interrupted and to notify my case manager when I need to use my back-up plan;
- To treat my case manager(s) and service providers with respect; and
- To work with the people who provide the services in my service plan.

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