

## **Client and Family Rights, Responsibilities and Guidelines**

CTSH (CTSH) is committed to providing quality home care and ensuring that our clients and their family are fully informed of their Right and Responsibilities while on service.

### **CLIENTS and their FAMILY have the RIGHT to:**

1. Be treated with consideration, respect, and full recognition of dignity and individuality, including privacy in treatment and in care for personal needs;
2. Be fully informed of the services available through CTSH and the related charges for which they or their insurance company may be responsible to pay;
3. Receive care that is considerate and respects their personal values and belief systems;
4. Be fully informed of their health condition, unless special circumstances or instructions exist in their record;
5. Participate in the planning of their services and treatment. This includes, but is not limited to, developing an individualized Plan of Care designed around the needs of the Client, periodically reviewing the Plan of Care to ensure accurate information and appropriate services, and receiving care from an adequate number of qualified staff members to supervise and carry out the Plan of Care.
6. Be educated about available and required services, so that our Clients can develop or regain self-care skills and if possible, have family help the Client;
7. Be assured that only qualified personnel with requisite knowledge and education will provide their services;
8. Expect CTSH staff to show proper identification prior to the commencement of services being provided;
9. Discuss your concerns with your Personal Care Aide prior to the issue becoming a complaint. If this is not to your satisfaction, you may direct your concern or complaint to the owners or directors of the agency;
10. Expect the Personal Care Aide to focus their care and attention on 1 Client. Home Care Aides are directed to care for the primary Client in the home. Home Care Aides are not household employees and their time and focus should be spent on the individual needing care. No more than 20% of the Home Care Aide's time during a shift may be spent on work other than providing Personal Care such as bathing, supervising, feeding or dressing the Client.
11. Expect that their telephone and other items in their residence will not be used without their permission.

To protect families and Home Care Aides and to help ensure a comfortable environment, we ask that valuables be put away in a secure location and that cash not be left out at the home. Individuals who may have memory loss sometimes misplace items or store them somewhere they cannot remember. The home can quickly become an awkward and uncomfortable environment when things cannot be found and go "missing." Removing and securing valuables ahead of time helps to avoid these type

**CLIENTS and FAMILY RESPONSIBILITIES and GUIDELINES:**

difficult situations. In addition, Client agrees to secure any and all weapons and valuables including jewelry, confidential financial and personal information. Employees should not have access to any of Client's personal finances. Should something go missing in the home, Client agrees to make such claims known to CTSH as soon as possible. We also ask that Clients NOT to give any gifts, loans, bonuses, tips, payments or advance any money to any of CTSH's employees without prior express permission from CTSH.

CTSH is committed to providing high quality care while maintaining our commitment to the principle of equal opportunity for all our employees, clients and family members. It is our policy to provide Client care services and employment opportunities to all qualified persons without regard to race, color, religion, sex, age, marital status, national origin, or non-job related disability.

As a CLIENT, you have the Responsibility to:

1. Provide CTSH with a complete and accurate medical/health history
2. Participate in the planning and coordination for care in the home and updating CTSH with any changes in your health condition
3. Provide a safe home environment in which your care can be given
4. Provide CTSH with a copy of your Advanced Healthcare Directives, if applicable
5. Cooperate with your physician, agency staff and other Home Care Aides
6. Treat agency personnel with respect and consideration
7. Accept the consequence of any refusal of treatment or noncompliance with your care plan
8. Notify CTSH of any issues or concerns that may arise while on service
9. Notify CTSH of any changes in your health condition & update your records with the CTSH office
10. Notify CTSH if your Home Care Aide spends more than 20% of their time on housekeeping or other similar activities
11. Should CTSH Home Care Aide use Clients personal vehicle for work use, Client agrees to maintain adequate Vehicle Insurance as outlined in the Client Service Agreement and keep their vehicle Registered
12. Contact the Office at **800-828-9777** or the "On-Call" staff in the case of an emergency or urgent situation.

**I have read through the above information and understand them as they pertain to being on service with CTSH. If requested or required, I have also been provided with a copy for my records.**

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**Client, Legal Representative, or Personal Care Aide Signature**

**Date**